

ESG Report



2024



transguardgroup.com



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In 2019, Transguard declared its intention to officially align itself with the United Nations' Sustainable Development Goals (SDGs).



A member of Transguard's Event Security team stands watch during the Emirates Dubai 7s in December 2024

Corporate Profile

Since 2001, Transguard Group has led the nation in innovative solutions across multiple industries. Today, our 67,000 employees can be found supporting the growth of the UAE in every sector imaginable: Our divisions include end-to-end Cash Management Services, Security, Aviation, Integrated Facilities Management, Kitchen Maintenance Services, Hospitality, Manpower, Logistics and white collar staffing (Workforce Solutions). Our diversified portfolio also includes consumer home maintenance services (Transguard Living), catering (Taste of Home) and delivery services (Transguard Delivery).



OVERVIEW

Overview

History & Structure

Transguard's CSR department was established in 2016; it has been led by the Director of Marketing & CSR since 2019 and is supported by senior members of Transguard's Facilities Management team. As members of Transguard's Leadership Team, regular progress reports are provided to senior leadership. Risk assessment and mitigation (including ESG factors) are integral to our business and comprise a significant portion of Transguard's annual strategy, related KPIs and milestones.

Board Involvement

Transguard's Board of Directors, which is chaired by His Highness Sheikh Ahmed bin Saeed Al Maktoum, is kept informed of our strategy and progress toward related KPIs through regular written updates and meetings.

Transparency

Each year, Transguard releases its baseline ESG metrics externally through both our Sustainability Report and our Annual Report. These include new initiatives as well as evidence of progress against our ESG targets.

Policies and Procedures

Transguard has established a comprehensive suite of Group Human Resources policies that ensure the governance of standards and associated processes, including the Code of Conduct, Relationships in the Workplace, as well as a Grievance Policy and a Disciplinary Policy. Our employment contracts for both management and site employees also highlight company expectations in relation to compliance with company policies.



Key Performance Indicators	Actual	Actual	Actual	Actual
Amounts in AED '000	2024-25	2023-24	2022-23	2021-22
Revenue	3,208,359	2,766,467	2,506,412	2,168,670
EBITDA	428,172	368,696	311,737	230,492
EBITDA Margin %	13%	13%	12%	11%
Operating Profit	306,534	255,158	210,213	141,655
Operating Margin %	10%	9%	8%	7%
Profit attributable to Owners	265,126	203,301	172,127	109,813
Profit Margin %	7%	7%	7%	5%



L to R: Lena ter Laare, Director - Marketing & CSR and Shariq Hassan, Head - Facilities Management during the inaugural ESG Label ceremony held by Dubai Chamber in October 2024. Transguard was one of the first companies in Dubai to receive an ESG Label.

ENVIRONMENT

Environment



100 Transguard employees volunteered for the Clean UAE desert clean up held in December 2024.

Carbon Emissions

As announced in our last Sustainability Report, Transguard began taking formal steps in 2023 to reduce Scope 1 and Scope 2 emissions in various areas of our business with the ultimate goals of reducing Transguard's Scope 2 emissions by 30% (as compared to a 2018 baseline) and reduce Scope 1 emissions by 5% by 2030. In addition, Transguard has committed to reaching net-zero emissions by 2050 through a variety of initiatives, including increasing the capacity of grid-connected solar projects in line with the Dubai Shams initiative and transitioning more accommodations to clean energy. Additionally, the enhancement of our current lighting and HVAC systems has resulted in a 30% reduction in energy usage through retrofit projects and improved governance.

While our 2023 report on Scope 1 and Scope 2 emissions was limited to data from our Facilities Management fleet, in 2024 we expanded our data collection to Transguard's entire fleet with the following results: Scope 1 (refrigerant and vehicles) of 57,340.39 tCO₂e and Scope 2 (electricity purchased from DEWA) of 14,453 tCO₂e.

Environment, cont.

Conserve to Preserve

Transguard Group is committed to protecting the environment through the responsible use of energy and water and in 2023 introduced 'Conserve to Preserve', Transguard's strategy for improving the quality of the environment in which we live.

Our key objective is to reduce our total energy and water consumption each year in the most efficient, cost-effective and environmentally responsible manner possible. In addition, Conserve to Preserve sets goals and standards in alignment with UN Sustainability Development Goals that will not only ensure optimised energy and water usage in all facilities but also reduce greenhouse gas emissions whilst improving working conditions and employee well-being.

All Transguard's conservation activities are carried out as per local regulations, with all results recorded and reported in terms of the quality of waste discharge, waste segregation, maintaining air and water quality as well as ensuring well-lit workplaces.

Energy and Water Efficiency

Our targets include a 30% reduction in energy consumption across all facilities by 2030 and achieving net zero by 2050. Current achievements include a YoY reduction in energy usage of 5.89% (2,481 MWh) and a 180% increase in energy sourced from renewable sources (including our new solar panels that have a capacity of 1,156 kWp). We are on track to source 11% of our energy from renewable sources by 2025.

Environment, cont.

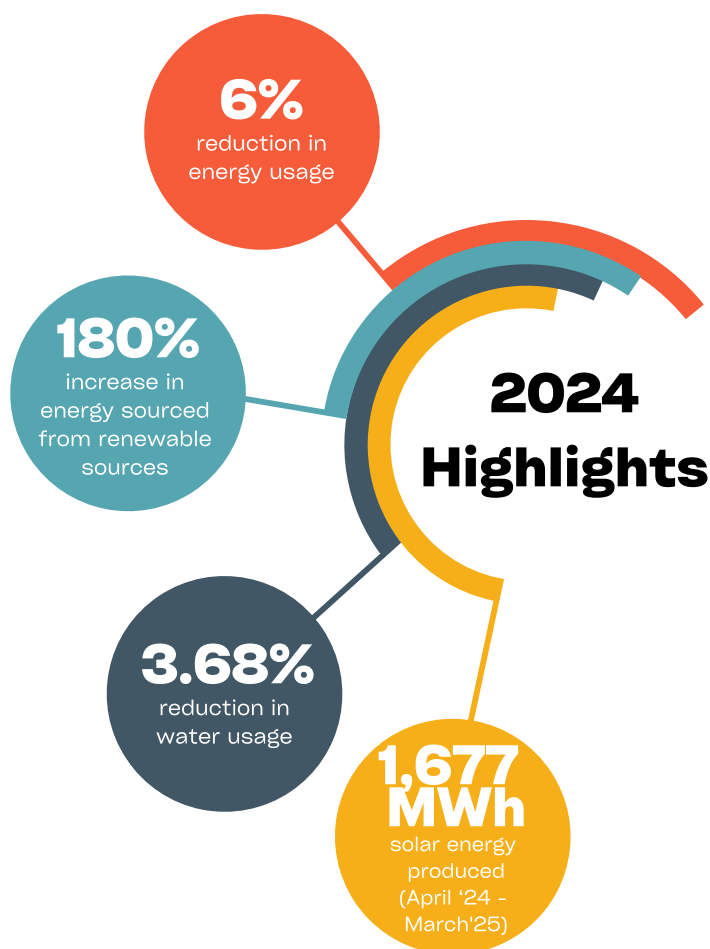
Energy and Water Efficiency, cont.

In terms of water consumption, in 2024 we achieved a reduction of 3.69% in water usage (7.84 million Imperial Gallons) against an overall goal of reducing water consumption by 30% across all Transguard facilities by 2030.

All the above is tracked using a Computer-Aided Facilities Management (CAFM) system, which ensures the efficient utilisation of resources. All relevant inputs (including GPS tracking for fuel efficiency, carbon emission and commute time optimisation contributing towards overall vehicle efficiency, amongst others) are recorded against KPIs, with progress against annual targets reported every month.

Water Management and Resource Efficiency

Transguard's waste management activities include recycling, which is tracked daily and reported to senior management on a monthly basis.





A Bhangra dancer performs for 4,000 employees during Day 2 of the Transguard Carnival held at Expo City, Dubai, in November 2024

SOCIAL

Social



Transguard management staff during the collection of donations for refugees.

Employee Welfare, Diversity and Inclusion

With employees from more than 110 countries, Transguard is an impressively diverse company that celebrates its multicultural workforce and strives to meet their needs and expectations for the highest quality of life and environment.

One way we gauge their satisfaction is the regular Employee Engagement survey, which helps us capture our employee's views and requests on a multitude of topics. In response, in 2024 we hosted multiple events in both our accommodations and in our headquarters to observe and celebrate India and Pakistan Independence Days, as well as welcomed Diwali celebrations in our headquarters.

Our senior management team has access to a live dashboard that provides timely reports on specific diversity metrics, including nationality, age and gender in the workplace. We also conduct training and workshops specifically targeted at relationships in the workplace to ensure safeguarding measures are in place for all. We are proud of our robust Maternity Leave Policy, which exceeds UAE labour law requirements by awarding additional paid and unpaid leave to ensure a family-friendly workplace.

Social, cont.

Communication Efforts

In order to communicate these programmes, as well as to keep our employees up to date on company information, we have established various communication channels. These include four HR “Hubs” that are based in our staff accommodations; we also rely on the self-designed Employee Service Portal app, which allows employees to raise queries via their smart phone or tablet. All welfare queries, whether delivered in-person or via the portal, are measured daily to ensure we meet SLAs and targets in relation to our response time. Externally, information about our initiatives is regularly shared on our social media channels, through traditional media and in our annual Sustainability Report and Annual Report.

Non-Discrimination

Transguard has multiple policies and processes in place that address the issues of equality and non-discriminatory practices, including the Code of Conduct, Equal Opportunities, Relationships in the Workplace and Grievance and Disciplinary policies for both HQ and site employees. These are communicated via posters, in-person training, digital screens, email and other channels. We also demonstrate fair and consistent recruitment practices, ensuring every vacancy is advertised internally and externally to all employees.

Social, cont.

Skills for the Future: Training and Development

Transguard's dedicated Centre of Excellence is our hub for learning and skill development, where employees can take advantage of a wide range of courses designed to improve their day-to-day performance in their current roles as well as to enhance their current capabilities and chances of promotion. One example is our internally developed Learning Management System, which offers a comprehensive online portfolio of classes in a broad range of subjects. Personalised learning paths ensure that each participant can progress at their own pace, making it ideal for employees juggling multiple responsibilities.

The facility itself provides not only classroom settings but also real-life scenarios to ensure training is as effective as possible. To evaluate the effectiveness of each training module, our employees must pass an exam and provide feedback to demonstrate their mastery of the subject. Our training is also regularly enhanced based on discussions within Transguard and with our clients.

Product Quality and Safety

Our internal QHSE team performed 1,773 training sessions throughout the year. Regular audits are also conducted to determine the effectiveness and compliance of Transguard to the Road Transport Safety and QHSE management systems.

Transguard Gives Back

SCAN ME



Winter Olympics
January 2024



Carnival
March 2024



Summer Olympics
August 2024



Clean UAE
December 2024



Carnival
November 2024



The Transguard Olympics, a biannual sporting event for our site-based colleagues, is a favourite volunteering opportunity for our management staff.



Transguard Group supported the first two months of the UAE's Visa Amnesty initiative by providing 250 volunteers from its headquarters to accept job applications from amnesty candidates.



Holding two Carnivals (March and November 2024) for our site-based colleagues also gave us an opportunity to support the students and families of the Special Needs Future Development Center.

Social, cont.

Community Engagement: Suppliers and Vendors

Transguard's Supplier Code of Conduct requires all suppliers to provide their sustainability policies at the time of onboarding; we also monitor their behaviour using our Supplier Performance Evaluation. Our Supplier Code of Conduct includes an ethics monitor.

Volunteerism

Transguard has long been active in the community, providing volunteers and other support for various organisations such as the Special Needs Future Development Centre, the Dubai Centre for Special Needs, Al Noor Training Centre for People of Determination and the Emirates Environmental Group.

Special Needs Future Development Centre (SNF)

Since 2023, Transguard has worked very closely with SNF on a variety of projects and initiatives. In March 2024 we invited the students and families of SNF to join us for a private session of food, games and other entertainment during our Carnival; later that month we also hosted an arts and crafts pop-up in our management offices. In September 2024, Transguard Living was one of the sponsors for SNF's annual ladies' luncheon and in November 2024 we again invited the SNF students and their families to our Carnival.

SCAN ME





GOVERNANCE

Governance



Fair Remuneration and Compensation

In Q2 of FY23/24, Transguard appointed Korn Ferry Hay to conduct a rewards project for HQ employees in order to further develop our remuneration and compensation framework. This framework was rolled out in early 2025 and has resulted in an increasingly robust compensation policy that addresses fair remuneration and pay equality practices.

Business Ethics

In addition to a Conflict of Interest committee that meets every month, the effectiveness of our business ethics activities is documented through Transguard's Balanced Scorecard, which applies to the business as a whole, as well as each business unit and employee. This scorecard is divided into four focus areas (Financial Performance, Internal Control, Customer and People); the Internal Control quadrant ensures that relevant KPIs for compliance to policies and procedures are included. These targets are assessed and reassigned with improvement factors each year and the scorecard is published both internally and externally to Board members/shareholders.

Governance, cont.

Board Independence in Decision Making

Transguard's Board of Directors is comprised exclusively of representatives from its two shareholders: Emirates Group and Al Hail Group. The Board regularly meets with Transguard's senior management and Internal Audit team, who provide updates on progress against the audit plan. Transguard's internal operating Board, the Leadership Team, meets on a weekly basis to discuss the performance of the business.

Disclosures and External Assurance

Transguard's financial performance is externally validated with an annual audit by PwC; the results of which are shared with selected stakeholders. In addition, we hold the following Bureau Veritas certifications: ISO 9001, ISO 14001, ISO 45001, ISO 39001 and ISO 27001.

Data Privacy

Transguard has established a data privacy team and appointed a data protection officer to oversee all aspects of data privacy compliance. Transguard has also implemented a comprehensive data privacy policy for all employees, contractors and third parties and data awareness training for all employees. These are reviewed annually and updated as required to mitigate risk of data breaches while protecting the rights of employees and customers. We maintain a risk register to capture any unmitigated risks, which is approved by the relevant stakeholders. Transguard is ISO 27001 certified, highlighting our commitment and transparency to meeting information security standards, and is shared externally when required.

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