

THE AVENUES Cares

SUSTAINABILITY
REPORT
2018

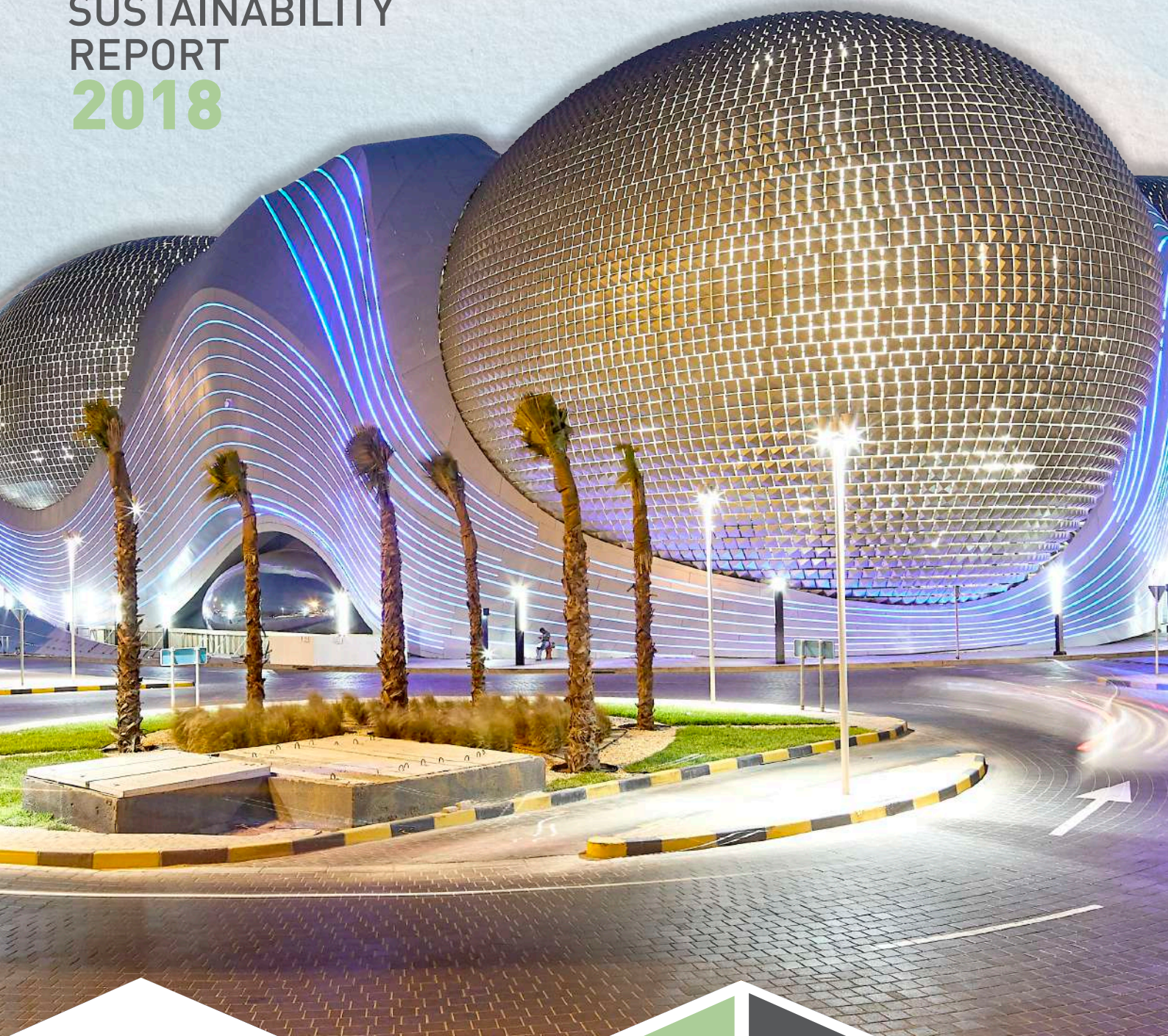


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ABOUT THIS REPORT

Scope of the Report (102-46, 102-47, 102-48)

This is Mabanee's second annual sustainability report, published for the year 2018. It summarizes the materially relevant economic, environmental and social issues, and reflects the ways in which we are fulfilling our long-term commitments towards sustainability. This enables us to communicate our sustainability to our stakeholders and to further enhance our dialogue with them.

Reporting Period (102-50, 102-51)

The performance data and information provided in the report covers the reporting period from January 1st to December 31st 2018.

Support

The development of Mabanee Sustainability Report – 2018 was supported by RSM Albazie Consulting W.L.L.

In Accordance with GRI (102-54)

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. This means that this report reflects all the GRI standards marked as core throughout the report.

Communication and Feedback (102-53)

Please share your comments, feedback, and information with:

Shuaa A. Al-Qati

Communications Director

Mabanee Company K.P.S.C

P.O. Box 5132 Safat I 13052 Kuwait

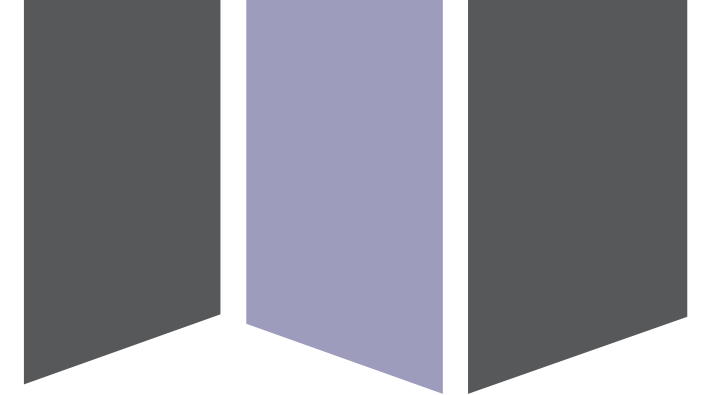
T: 222.444.61 | F: 222.444.67

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CHAIRMAN'S MESSAGE

(102-14, 102-48)



On behalf of Mabanee's Board of Directors, I would like to extend my gratitude to all stakeholders who have collaborated together in contributing to sustainability throughout this report. Our 2018 sustainability report is a testament to Mabanee's belief that our stakeholders are central to our successes.

In this belief, transparent communication is key—which is why I would urge stakeholders to look closely through our 2018 report and communicate with us concerning Mabanee's sustainability performance and its impacts on the community.

Mabanee's stakeholder-focused approach stems from our persistent commitment to sustainability elements, especially those that concern governance, marketplace, the community, our workplace, and environmental dimensions. We consider annual sustainability reporting as an integral tool for providing a holistic perspective of Mabanee's efforts that are our wide range of stakeholders would be impacted by.

Our 2018 sustainability report emphasizes on our impacts on stakeholders at various levels and how our stakeholders impact us, through the lens of national and international sustainability frameworks and initiatives—including Global Reporting Initiative (GRI), UN Sustainable Development Goals (UNSDGs), Kuwait National Development Plan (KNDP), etc.

For Mabanee, sustainability considerations are key, as they are in the back of our minds throughout our operations and during our decision-making process. After all, we want to illustrate, especially through sustainability reporting, that Mabanee is an important contributor to New Kuwait Vision 2035 and to great outcomes that are strongly aligned to global standards.

MOHAMMED ABDULAZIZ ALSHAYA
CHAIRMAN



CEO'S MESSAGE

[102-14, 102-48]



It is my pleasure to welcome our stakeholders to look through our 2018 sustainability report.

We are directing our business operations, projects, and services towards optimal sustainability performance—and have conveyed the same throughout our 2018 sustainability report. We are working hard to improve on our sustainability performance, and we are always looking for ways to further learn from, and align Mabanee with, best-practices nationally, regionally, and internationally—both in our sector and outside.

The main sections of our 2018 sustainability report delve into corporate governance, marketplace, community, workplace, and environment. We have illustrated governance details concerning our structure, our ethics & regulatory compliance actions and policies, as well as our risk management approaches aligned with Enterprise Risk Management (ERM) framework. The marketplace section highlights our successes in providing our tenants and visitors with outstanding experiential journeys, especially in regards to innovation. Additionally, we discuss our procurement practices, and the nationalization and environmental elements related to them. We disclosed details concerning our community investments and sponsorships, which are categorized into various community engagement and awareness areas. Furthermore, our Workplace section delves into matters that concern our current and potential employees, especially showcasing our employee diversity, Kuwaitization rate, retention, health & safety aspects, etc. Last but not least, we communicated environmental aspects through which we transparently measure, evaluate, and report our environment impacts, through specific areas that include CO2 emissions, electricity usage, water consumption, and waste management.

We believe this report is a drive for further dialogue between Mabanee and its cherished stakeholders. Therefore, I urge our stakeholders to peruse through the report and take advantage of this transparent, open channel of communication.



WALEED AL-SHARIAN
CEO

OUR PROGRESS IN 2018

OUR 2018 HIGHLIGHTS (102-14)

61%[^]

TRAINING HOURS

154%[^]

COMMUNITY INVESTMENT

8%^v

NUMBER OF
ICT-RELATED COMPLAINTS

37%[^]

VISITOR SATISFACTION SCORE

61%[^]

NUMBER OF COMMUNITY EVENTS

20%[^]

AVERAGE VISITS PER MONTH

42%[^]

NET PROMOTOR SCORE

16%[^]

WASTE RECYCLED

10%[^]

SPECIAL NEEDS PARKING SPOTS

19%[^]

NUMBER OF WOMEN
IN THE WORKFORCE

10%^v

WATER INTENSITY
PER CUBIC METER

AWARDS & RECOGNITIONS

ARABIAN PROPERTY AWARDS 2018

This year, Mabaneer won the Arabian Property Awards, which is part of the International Property Awards that celebrates the achievements of property and real estate industry professionals from around the globe. Specifically, Mabaneer won the category for "Best Retail Architecture Bahrain" for The Avenues – Bahrain.



ABOUT MABANEE

WHO ARE WE? (102-1, 102-2, 102-5, 102-6, 102-7)

Mabane Company is a real estate development conglomerate that has a track record of pioneering the development of a number of urban and governmental projects. We are owned by various high-net-worth shareholders and profound institutions, and are currently located in Al Rai, Farwaniya Governorate, Kuwait City.

Mabane was founded in 1964 as the Kuwaiti Buildings and Construction Company, which was a Kuwaiti Shareholding Company (KSC) with a paid-up capital of 500,000 KD. Now named Mabane Company (as of 2004), it has grown into a K.P.S.C with a paid-up capital

of 98.4 million KD. Mabane has been listed in Kuwait Stock Exchange since 1999, and was selected as a member in the Premier Market in Boursa Kuwait and as part of the "Kuwait 15" index.

In 2002, the idea of The Avenues was born to convert the area of Al-Rai into a commercial & retail hub. Construction of The Avenues began in 2005, and it was opened on April 9, 2007—eventually becoming the largest mall in Kuwait, with currently more than 1,100 stores and spanning around 360,000 square meters across and 1,400,000 square meters build-up.

ACTIVITIES, BRANDS, PRODUCTS, AND SERVICES

Mabane operates under five main business lines:



Real Estate Development



Ownership, construction, management & operation of commercial malls



Projects management



Establishment & management of real estate investment portfolios



Logistics

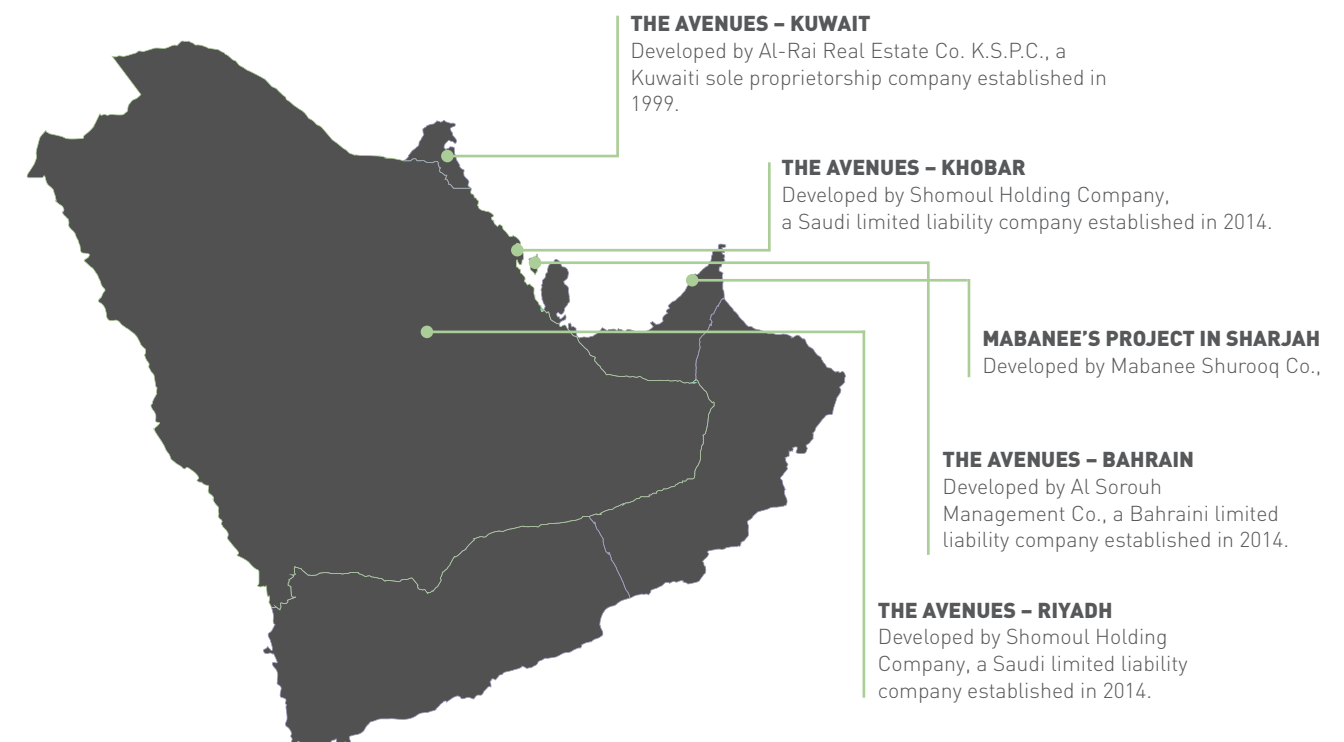
Mabane is implementing a number of projects in Kuwait, Saudi Arabia, Sharjah and Bahrain via partnership with prestigious companies around the Gulf region.

LOCATIONS & MARKETS SERVED (102-3, 102-4, 102-6)

Our headquarters are located in The Avenues Mall (Kuwait) - Al Rai Area - Sheikh Zayed bin Sultan Al Nahyan Road. Besides Kuwait, we also operate in Bahrain and the Kingdom of Saudi Arabia.

We have a number of projects around the GCC in an effort to spread The Avenues mall brand to a range of customers in the region. The Avenues projects include the following:

MABANEE PROJECTS



VISION, MISSION, AND VALUES (102-16)

The foundation of Mabanee’s strategy stems from three main areas: Vision, Mission, and Values, which are portrayed here:



VISION

To be a leading developer and partner in innovative real estate projects, creating value for our stakeholders and the communities we serve





MISSION

As a trusted real estate investor, developer and project manager, we collaborate with partners to create world-class real estate projects that excite customers and are recognized for their innovation, design, quality and return on investment



VALUES



Insightful

Our decision-making combines local knowledge of our customers and our markets with world-class design approaches.



Bold

We are innovative and flexible, constantly stretching ourselves to deliver complex, challenging projects that deliver a high level of quality and best-in-class value.



Customer and community focused

At every step, we place the needs of our partners, shareholders, and customers first. We also prioritize the needs of the communities we serve and the environments in which we live.



Trusted employer

We are committed to excellence, reward outstanding performance and provide our employees with the learning and development they need in order to excel and become world-class operators.



Responsible business

We work as one team with integrity and humility, applying good governance to everything we do in order to earn the trust and respect of our stakeholders.

MEMBERSHIP OF ASSOCIATIONS (102-13)

Mabanee is a member of:



KUWAIT METRO



UNION OF REAL ESTATE

CORPORATE GOVERNANCE (103)

Out of Mabanee’s belief in the importance of having an effective Corporate Governance Framework in place, the company prepared a general framework to guarantee transparency in disclosures, notifying relevant parties of operations and transactions, and validating the effectiveness of monitoring regulatory controls, integrity and accountability when making decisions. This would lead to enhancing the image of the company with other parties with regards to

the company’s Corporate Governance Framework, and ensuring that the Company has a strategic competitive advantage with investors, vendors and business partners.

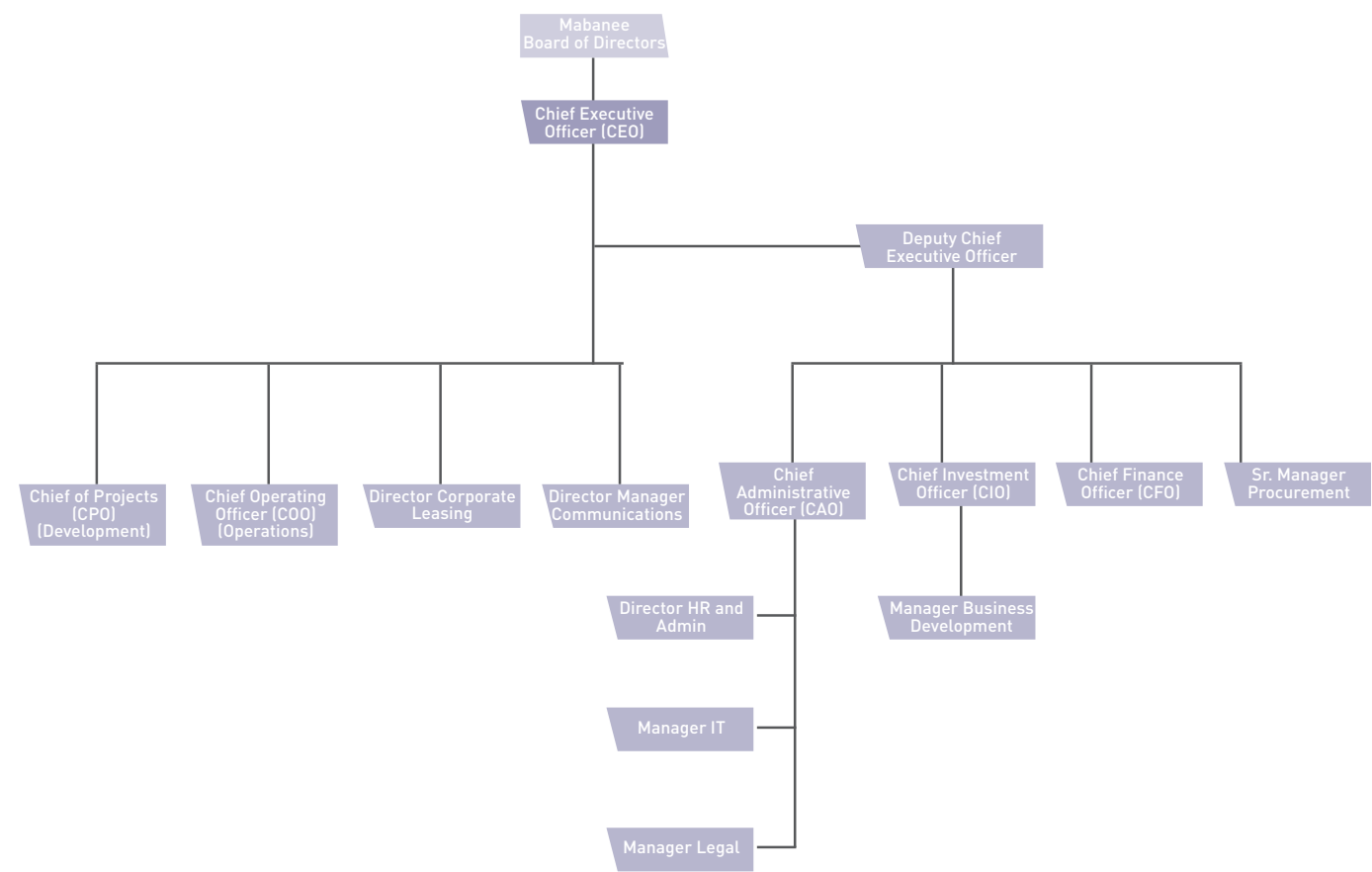
Through its Corporate Governance Framework, Mabanee seeks to achieve a high level of transparency, accountability and fairness, which would in turn create a strong drive for good performance and results in benefits on the long-term.

The Corporate Governance Framework includes the following principles:

- Protecting the rights of the company’s shareholders in a manner that guarantees the best interest for them and the company.
- Protecting the rights of all stakeholders, and providing job stability and sustainability through good financial performance of the company.
- Providing accurate and comprehensive disclosures within a specific time-frame to shareholders, related parties and relevant regulatory authorities.
- Determining, reporting, disclosing and dealing with any conflict of interest cases that may arise between the company and its stakeholders which may negatively impact the interests of the company and its shareholders.
- Empowering employees to report any concerns or inappropriate behavior they may observe in the company by an objective, discreet and independent whistle blowing and investigative mechanism to ensure that necessary corrective measure is taken.
- Regulating relations with related parties, whether between the company and its employees, or the company and its Board of Directors, or the Executive Management and subsidiaries, or any other relevant party.
- Adapting the company’s values and strategies to social and economic requirements by ensuring the implementation of responsible and ethical practices in all activities in which the company engages, while continuing to provide the necessary support for society.
- Establishing trusted communication channels with investors in order to enhance the company’s position in the market and attract investors and investments.

GOVERNANCE STRUCTURE (102-5, 102-18)

The chart below shows how Mabanee’s departments are structured, and how the governance hierarchy spans from the specific departments, to executives, and ultimately Board of Directors:



THE BOARD OF DIRECTORS (102-22)

The Board of Directors is comprised of eight members, and includes non-executive members and independent members. The Board of Directors meets at least 6 times a year, and it is responsible for ensuring the placement of an effective Corporate Governance Framework to protect the rights of the company’s shareholders and maintain a balance between the interests of clients, employees, vendors, local communities and other stakeholders.

The Board of Directors also has a primary role in outlining strategies and ensuring transparency in communication and disclosure of financial and non-financial information. The members of the Board of the Directors are displayed below:

MOHAMMED A. ALSHAYA	CHAIRMAN
MOHAMMED A. LATIF AL SHAYA	VICE CHAIRMAN
ABDULAZIZ ABDULLAH DIKHEEL AL-SHAYA	BOARD MEMBER
AYMAN A. LATIF AL-SHAYA	BOARD MEMBER
ABDULLAH A. LATIF AL-SHAYA	BOARD MEMBER
AZZAM A. AL FULAIJ	BOARD MEMBER
MOHAMMED RASHED AL MUTAIRI	BOARD MEMBER
AHMED WASSIM ARABI	BOARD MEMBER

MANAGEMENT

The Executive Management plays an important role in the implementation of the company’s strategic plans and internal policies and controls, while ensuring their suitability and effectiveness. In addition to the management of the company’s daily operations and its resources to ensure profit optimization and costs reduction, in line with the company’s strategy and objectives. The members of the Executive Management are displayed below:

MR WALEED ALSHARIAN	CHIEF EXECUTIVE OFFICER
MR TAREQ AL ADSANI	DEPUTY CHIEF EXECUTIVE OFFICER
MR SAUD AL ZABIN	CHIEF ADMINISTRATIVE OFFICER
MR STEVE BUNCE	CHIEF OPERATION OFFICER
MR ZAHID ISMAIL KASAMANI	CHIEF FINANCIAL OFFICER
MR BENYAMIN SALAMA	CHIEF DEVELOPMENT OFFICER
MR MAZEN COURY	CHIEF INVESTMENT OFFICER
MR SAMI ALABDULGHAFOUR	DIRECTOR OF PROJECTS
MR WALEED AL FAHAD	MALL DIRECTOR
MS SHUAA AL QATI	COMMUNICATION DIRECTOR

BOARD COMMITTEES (102-22, 102,24)

Mabanee’s Board of Directors is further segregated into three main committees, which include:

1. Corporate Governance Committee

This committee is comprised of three members and is headed by the Chairman. It aims at assisting the Board of Directors in monitoring the implementation of the company’s Corporate Governance Framework and ensuring that it is effectively supporting the company’s activities.

2. Risk and Audit Committee

This committee is comprised of three members. Its duty is to encourage effective supervision of the board over significant transactions taking place in the company and the management of risks that the company encounters or may encounter. It also assists the Board in supervising the quality and safety of accounting operations, internal controls and the preparation of the company’s financial statements process as well as other matters.

3. Nominations and Remunerations Committee

This committee is comprised of three members. It handles the nomination of Members of the Board of Directors and Executive Management, and facilitates the process of conducting the board’s annual assessment. It also oversees the training and development of the Board and Executive Management, as well as evaluating the compensations and remunerations of board members and Executive Management in line with the company’s long-term objectives.

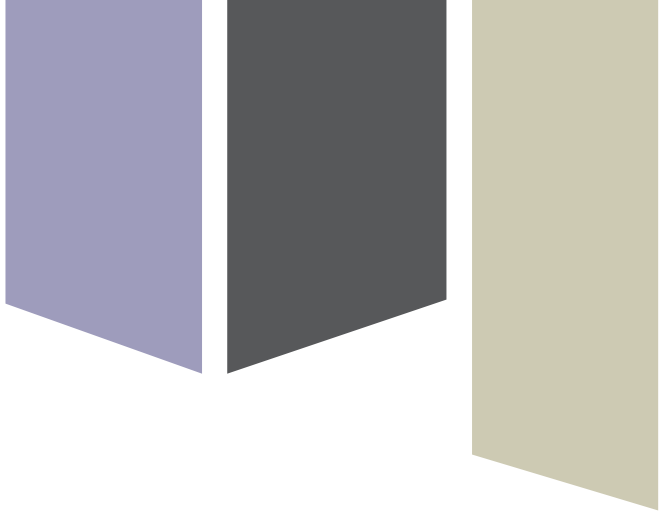
ETHICS, REGULATIONS AND COMPLIANCE (103, 102-16, 102-17)

INCIDENTS
OF CORRUPTION
IN 2018

Mabanee is committed to complying with all appropriate regulations, as well as taking extra steps to adhere to various ethical standards. In light of our outstanding ethical business, we are proud to report 0 incidents of corruption in 2018.

We are always planning ways to enhance our business practices to reflect our high standards of ethics and regulatory compliance. One of those ways is through implementing a Competency & Integrity Policy, which has currently been drafted and only pending signature from the Board of Directors.

Another way to highlight our commitment to ethics is through our employee code of conduct, which has been compiled with various compliance and ethical standards in mind, and has been adequately circulated among the concerned stakeholders. Mabanee’s code of conduct is described further:



CODE OF CONDUCT (102-11, 102-15)

#THEAVENUESCARES

Our commitment to the highest Code of Conduct in all of our actions and announcements certainly facilitates in making the right decisions and representing the basic values and principles of the Code of Conduct. The company’s values, emphasized throughout the code of conduct, are as follows



1. Respect:

This implies respect for the community and the environment in which the Company operates, and its compliance with the laws and regulations in the countries in which it operates and commitment to the highest ethical and professional standards in dealing with others, including the Company’s customers, suppliers or business partners or third parties.



2. Financial integrity and honesty:

The Company shall ensure that its books reflect assets, liabilities, revenues, and expenses accurately and clearly by taking into account all decisions and financial commitments as per the approved and documented delegation of authority.



3. Diversity and Equal Opportunity:

The Company promotes a culture of mutual respect for different opinions, and encourages the attraction of individuals of efficiency and various skills while ensuring fairness and equal opportunities among various individuals without any discrimination or biases.



4. Health and Safety:

The Company guarantees to provide a safe working environment to their employees and society free from any causes of accidents, injuries, diseases, and factors that may lead to damage to human beings in terms of health or public safety.

TRANSPARENCY

As part of advocating high ethical standards in business practices, Mabanee values transparency in communicating with stakeholders through open channels. As such, we have open door approaches & mechanisms to any stakeholders seeking to communicate with us concerning any feedback,

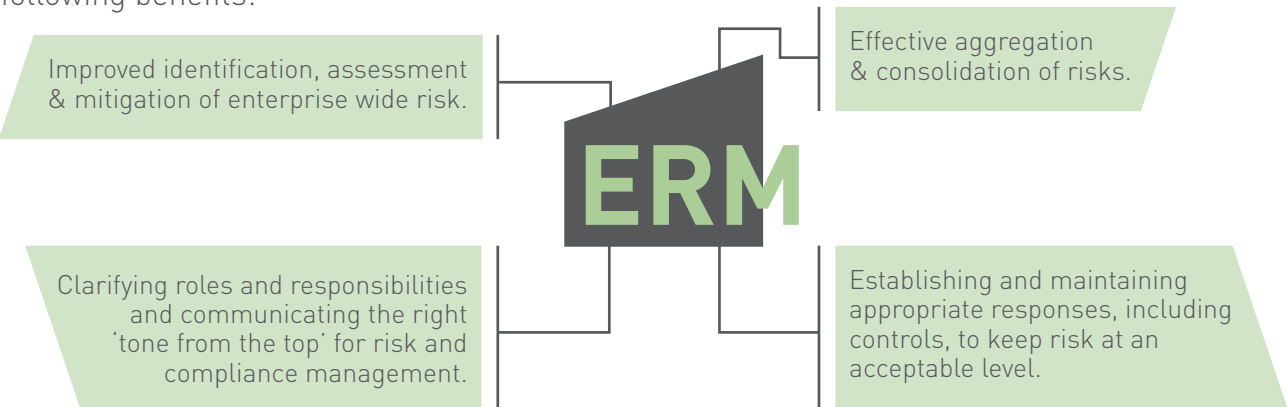
complaints, etc. Mabanee also issues various reports and publications for stakeholders, including annual audited financial reports, annual sustainability reports, governmental compliance reports, etc. In 2018, Mabanee has submitted 14 reports to the Capital Markets Authority (CMA).

RISK MANAGEMENT (102-30, 102-31)

In order to sustain our success and guard against potential impediments, it is imperative for an organization to diligently carry out various risk management measures. Furthermore, as per the Executive Bylaws issued by the Capital Markets Authority (“CMA”) of Kuwait, Mabanee is required to have an independent Risk Management function, which shall identify, measure, and monitor Risks associated with Mabanee’s activities, where such risks are reported to the risk management committee.

Mabanee complies with this requirement, and it periodically measures risks of various levels, and prepares a risk register and a risk report for submission to our risk management committee. In Mabanee, this risk management function is overseen by the Chief Executive Officer (CEO), who reviews the risks assessments, and presents the findings to the Internal Audit and Risk Committee of the Board in order to act accordingly, such as implementing risk mitigation measures. In order to enhance our risk management function, we engage with external parties—ultimately coming up with a risk management approach aligned with the precautionary principles and Enterprise Risk Management (ERM) framework.

As a result of our ERM-focused risk management approach, we have come up with the following benefits:



BUSINESS CONTINUITY

As part of Mabanee risk management approach, business continuity has been highlighted as an important focus for now and coming years. Our proposed Business Continuity Plan describes the processes and procedures Mabanee puts in place to ensure that essential functions can continue during and after a major incident.

Mabanee has identified various possible risks to its business continuity, and has accordingly enacted various measures and contingency plans to mitigate the risks. Currently, Mabanee has prepared a comprehensive business continuity plan, though it is pending signature from the Board of Directors before full implementation.

FORWARD STATEMENT (102-48)

Last year was a milestone for Mabanee for creating a baseline through Mabanee 2017 Sustainability Report titled “A Sustainable Place to Be”—as mentioned in my forward statement last year. With this important foundation in place, this is the year that Mabanee builds on this foundation in order to construct a meaningful portrayal of Mabanee’s 2018 sustainability performance, especially with regards to 2017 baseline for comparison. We are glad to have continued with this reporting achievement, and look forward to many sustainability reports in the years to come.

Of course, it goes without saying that this reporting achievement would not have materialized without the outstanding collaboration seen between all Mabanee employees across all functions & departments—and I would like to thank each and every one of you for your efforts.


SHUAA A AL-QATI
COMMUNICATION DIRECTOR



KEY MATERIAL TOPICS

ENGAGING STAKEHOLDERS (103, 102-40, 102-42, 102-43, 102-44)

Mabanee recognizes that both our successes and failures are directly related to how we engage with our stakeholders. Any achievements or shortcomings concerning our engagement with our stakeholders has shown to be linked to Mabanee’s progress overall. Therefore, Mabanee is committed to adopt holistic approaches to engage with both internal and external stakeholders, and form partnerships with them to ensure win-win situations for all. Below is a table that describes Mabanee’s stakeholder engagement approach, which includes some of our main methods of engaging with each of our key stakeholders, and the frequency level for which the engagement is done for each stakeholder:

KEY STAKEHOLDERS	METHODS OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
Tenants	<ul style="list-style-type: none"> Email Phone call Meetings 	High
Non-profit organization	<ul style="list-style-type: none"> Letters Email Phone calls Meetings 	High
Visitors	<ul style="list-style-type: none"> Digital media Traditional media 	High
Media	<ul style="list-style-type: none"> Email Phone calls 	High
Influencers	<ul style="list-style-type: none"> Via professional agencies 	Low
Advertising Agencies	<ul style="list-style-type: none"> Meetings Emails 	Low
Governmental Agencies & Authorities	<ul style="list-style-type: none"> Letters Reporting 	Medium
Capital Markets Authority (CMA)	<ul style="list-style-type: none"> Letters Reporting 	Medium
Kuwait Boursa	<ul style="list-style-type: none"> Letters Reporting 	Medium
Partners - shareholders	<ul style="list-style-type: none"> Reporting Letters Meetings Email 	High

LEGEND:

Low – Rarely during the year

Medium – Periodically throughout the year

High – Several times during the month

MATERIALITY

MATERIALITY PROCESS

This report was built on an essential foundation, which is the materiality process conducted to identify the most material topics for stakeholders—which are ultimately emphasized throughout this report. This key process is crucial to ensure that the Sustainability Report successfully reflects the topics that are most significant to be transparently communicated to the concerned stakeholders. Details about the materiality process is provided below:

1. POTENTIAL TOPICS:

The materiality process starts with a list of various potentially material topics that may be important to stakeholders.

2. INTERNAL STAKEHOLDERS WORKSHOP:

Then, a workshop is conducted with Mabanee’s internal stakeholders to obtain their concerns and feedback on the topics identified. These stakeholders also rate the topics based on a criteria of impacts on different areas, including: marketplace, workplace, community, environment, and investor relations. As a result, these ratings help us identify which topics are the most material to the internal stakeholders.

3. BEST-PRACTICE BENCHMARKING:

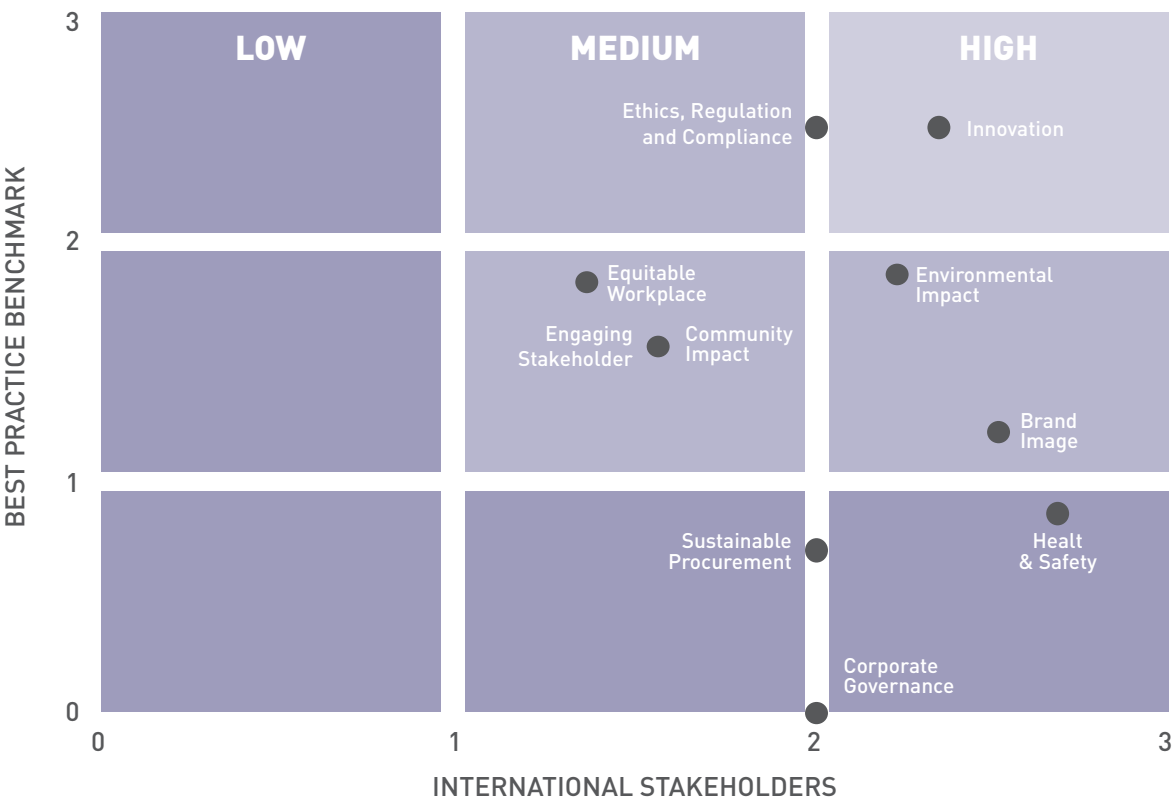
The next step in the materiality process includes a materiality assessment of the material topics based on benchmarking with best practices with similar companies / industries. In this case, best practice companies in the contracting / construction industry were examined to compare how material (or immaterial) Mabanee’s material topics were to them. This resulted in a separate rating of material topics based on best practice benchmarking.

4. MATERIALITY MATRIX:

The materiality process, at this stage, had material topic ratings from both internal and external stakeholders, which were then graphed in a materiality matrix. This visualization of the topics that were assessed were plotted out on the matrix at three different zones (to differentiate materiality levels), the materiality levels of which were then used as the basis for our holistic management approach to share with both internal and external stakeholders.

The resulting materiality matrix and ranking results are displayed next.

MATERIALITY ASSESSMENT & MATRIX (102-47, 103-1, 103-2, 103-3)



MATERIAL TOPIC	MATERIALITY RANKING
Innovation	High
Ethics, Regulations and Compliance	High
Equitable Workplace	Medium
Environmental Impact	Medium
Community Impact	Medium
Engaging Stakeholders	Medium
Brand Image	Medium
Health & Safety	Low
Sustainable Procurement	Low
Corporate Governance	Low

As a result, the materiality process has shown that the most material topics to stakeholders is Innovation, Ethics, Regulations, and Compliance. Then, other material topics (with medium materiality to stakeholders) include: Equitable Workplace, Environmental Impact, Engaging Stakeholders, and Brand Image.

Finally, material topics that are lower in ranking, yet still significant to stakeholders, include: Health & Safety, Sustainable Procurement, and Corporate Governance. Throughout this report, these issues are emphasized accordingly to ensure that the most significant information is transparently conveyed to the concerned stakeholders.

TOWARDS A SUSTAINABLE FUTURE

CONTRIBUTION TO NATIONAL & GLOBAL SUSTAINABILITY FRAMEWORKS

#	MATERIAL TOPICS	GRI
1	Corporate Governance	103-1: Explanation of the material topic and its Boundary 102-5: Ownership and legal form 102-18: Governance structure 102-19: Delegating authority 102-20: Executive-level responsibility for economic, environmental, and social topics 102-22: Composition of the highest governance body and its committees 102-23: Chair of the highest governance body 102-33: Communicating critical concerns 402: Labor/Management Relations
2	Environmental Impact	103-1: Explanation of the material topic and its Boundary 300: Environmental 301: Materials 301-1: Materials used by weight or volume 301-2: Recycled input materials used 301-3: Reclaimed products and their packaging materials 302: Energy 302-1: Energy consumption within the organization 302-2: Energy consumption outside of the organization 302-3: Energy intensity 302-4: Reduction of energy consumption 303: Water 303-1: Water withdrawal by source 305: Emissions 305-1: Direct (Scope 1) GHG emissions 305-2: Energy indirect (Scope 2) GHG emissions 305-3: Other indirect (Scope 3) GHG emissions 305-4: GHG emissions intensity 305-5: Reduction of GHG emissions 306: Effluents and Waste 306-2: Waste by type and disposal method 307: Environmental Compliance
3	Sustainable Procurement	103-1: Explanation of the material topic and its Boundary 102-9: Supply chain 102-10: Significant changes to the organization and its supply chain 102-33: Communicating critical concerns 204: Procurement Practices 204-1: Proportion of spending on local suppliers 308: Supplier environmental assessment 413: Local communities 413-1: Operations with local community engagement, impact assessments, and development programs 414: Supplier social assessment

Below is an alignment that shows how transparent communication of Mabanee’s material topics (and in essence, Mabanee’s efforts in these areas), are also contributions towards various local and international frameworks and initiatives. Specifically, the linkage is displayed between Mabanee’s material topics identified, with: Global Reporting Initiative (GRI), UN Sustainable Development Goals (UNSDGs), Kuwait National Development Plan (KNDP), and Kuwait Boursa.

The contribution to these elements is further described according to the identified importance to stakeholders (ie. materiality level), and where it is most emphasized in this report.

UNSDGS	KNDP	KUWAIT BOURSA ESG INDICATORS	IMPORTANCE TO STAKEHOLDERS	APPROACH IN THE REPORT
8: Decent work and economic growth 16: Peace, justice, and strong institutions	Human capital Global positioning Living environment	21: Board independence (%) 22: Risk management committee at the board level 23: Non-audit fees (%) 24: Voting results 25: Links between executive pay and performance 26: Compliance with the CMA’s Corporate Governance regulatory requirements	Low	About Mabanee
6: Clean water and sanitation 7: Affordable and clean energy 12: Responsible consumption and production 13: Climate action 15: Life on land	Living environment Global positioning	6: Environmental policy 7: Energy use 9: Water use 10: Waste generated 11: Waste recycled (%)	Medium	Environmental
8: Decent work and economic growth 11: Sustainable cities and communities 12: Responsible consumption and production 17: Partnerships for the goals	Economy Global positioning Living environment	3: Local procurement spending (%)	Low	Marketplace

#	MATERIAL TOPICS	GRI
4	Ethics, Regulations & Compliance	103-1: Explanation of the material topic and its Boundary 102-2: Activities, brands, products, and services 102-17: Mechanisms for advice and concerns about ethics 102-33: Communicating critical concerns 205: Anti-corruption 205-1: Operations assessed for risks related to corruption 205-2: Communication and training about anti-corruption policies and procedures 206: Anti-competitive Behavior 307: Environmental compliance 401: Employment 401-1: New employee hiring and employee turnover 401-3: Parental leave 402: Labor/Management relations 419: Socioeconomic compliance 419-1: Non-compliance with laws and regulations in the social and economic area
5	Brand Image	103-1: Explanation of the material topic and its Boundary 102-33: Communicating critical concerns 201-1: Direct economic value generated and distributed 202: Market presence 417: Marketing and labeling 419: Socioeconomic compliance
6	Innovation	103-1: Explanation of the material topic and its Boundary 102-33: Communicating critical concerns 201-1: Direct economic value generated and distributed
7	Community Impact	103-1: Explanation of the material topic and its Boundary 102-2: Activities, brands, products, and services 102-6: Markets served 102-33: Communicating critical concerns 203-2: Significant indirect economic impacts 401: Employment 404: Training and education 412: Human rights assessment 413: Local communities 416: Customer health & safety 419-1: Non-compliance with laws and regulations in the social and economic area

UNSDGS	KNDP	KUWAIT BOURSA ESG INDICATORS	IMPORTANCE TO STAKEHOLDERS	APPROACH IN THE REPORT
8: Decent work and economic growth 11: Sustainable cities and communities 12: Responsible consumption and production 16: Peace, justice and strong institutions	Human capital Economy Living environment	26: Compliance with the CMA's Corporate Governance regulatory requirements	High	About Mabanee
8: Decent work and economic growth 11: Sustainable cities and communities 16: Peace, justice and strong institutions	Global positioning Infrastructure Economy	2: Sustainability report	Medium	Marketplace
8: Decent work and economic growth 9: Industry, innovation and infrastructure 11: Sustainable cities and communities 17: Partnership for the goals	Global positioning Economy Living Environment	2: Sustainability report	High	Marketplace
1: No poverty 2: Zero hunger 3: Good health and well-being 4: Quality education 8: Decent work and economic growth 11: Sustainable cities and communities 17: Partnership for the goals	Healthcare Global positioning	20: Community investment	Medium	Community

#	MATERIAL TOPICS	GRI
8	Engaging Stakeholders	103-1: Explanation of the material topic and its Boundary 102-21: Consulting stakeholders on economic, environmental, and social topics 102-33: Communicating critical concerns 102-40: List of stakeholder groups 102-42: Identifying and selecting stakeholders 102-43: Approach to stakeholder engagement 102-44: Key topics and concerns raised
9	Health & Safety	103-1: Explanation of the material topic and its Boundary 102-33: Communicating critical concerns 201-1: Direct economic values generated and distributed 403: Occupational health and safety 416: Customer health and safety
10	Equitable Workplace	103-1: Explanation of the material topic and its Boundary 102-16: Values, principles, standards, and norms of behavior 102-17: Mechanisms for advice and concerns about ethics 102-33: Communicating critical concerns 102-38: Annual total compensation ratio 102-39: Percentage increase in annual total compensation ratio 401-1: New employee hiring and employee turnover 401-3: Parental leave 402: Labor/Management relations 403: Occupational health and safety 404: Training and education 404-1: Average hours of training per year per employee 404-2: Programs for upgrading employee skills and transition assistance programs 404-3: Percentage of employees receiving regular performance and career development reviews 405: Diversity and equal opportunity 406: Non-discrimination 412: Human rights assessment 413-1: Operations with local community engagement, impact assessments, and development programs 419-1: Non-compliance with laws and regulations in the social and economic area

UNSDGS	KNDP	KUWAIT BOURSA ESG INDICATORS	IMPORTANCE TO STAKEHOLDERS	APPROACH IN THE REPORT
1: No poverty 3: Good health and well-being 5: Gender equality 8: Decent work and economic growth 9: Industry, innovation and infrastructure 10: Reduced Inequalities 11: Sustainable cities and communities 12: Responsible consumption and production 16: Peace, justice and strong institutions 17: Partnership for the goals	Global positioning Human capital Economy	2: Sustainability report 4: Full time employees 6: Environmental policy 13: Youth employment (%) 18: Human rights policy 20: Community investment	Medium	Key Material Topics
2: Zero hunger 3: Good health and well-being 8: Decent work and economic growth 17: Partnership for the goals	Global positioning Healthcare Economy Living Environment	2: Sustainability report 5: Employee wages and benefits (KWD) 6: Environmental policy 14: Injury rate 18: Human rights policy	Low	Workplace
1: No poverty 3: Good health and well-being 5: Gender equality 8: Decent work and economic growth 10: Reduced equalities 11: Sustainable cities and communities 16: Peace, justice and strong institutions	Human capital Global positioning	4: Full time employees 5: Employee wages and benefits (KWD) 12: Kuwaitization (%) 13: Youth employment (%) 14: Injury rate 15: Women in the workforce (%) 16: Training hours per employee 17: Employee turnover (%) 18: Human rights policy 19: Code of ethics 25: Links between executive pay and performance	Medium	Workplace

DIRECT ECONOMIC IMPACT

HIGHLIGHTS
(201-1)

TOTAL AMOUNT OF SHAREHOLDER DIVIDENDS:

2017 | **8,889,975** KWD 2018 | **9,334,467** KWD

TOTAL AMOUNT CONTRIBUTED TOWARDS SOCIAL/COMMUNITY PROJECTS:

2016 | **2,625** KWD 2017 | **5,292** KWD 2018 | **4,060** KWD

TOTAL AMOUNT PAID TOWARDS BUSINESS EXPANSION: BUSINESS EXPANSION (WIP)

2017 | **95,197,599** KWD 2018 | **48,979,610** KWD

TOTAL AMOUNT PAID TOWARDS REMUNERATION:

2017 | **4,289,779** KWD 2018 | **4,416,609** KWD

TOTAL AMOUNT PAID TOWARDS EMPLOYEE EVENTS:

2016 | **11,321** KWD 2017 | **1,893** KWD 2018 | **5,643** KWD

TOTAL AMOUNT PAID TOWARDS WATER CONSUMPTION:

2016 | **252,432** KWD 2017 | **172,576** KWD 2018 | **551,335** KWD

TOTAL AMOUNT PAID TOWARDS WASTE MANAGEMENT:

2017 | **25,932** KWD 2018 | **26,840** KWD

TOTAL AMOUNT PAID TOWARDS ENERGY CONSUMPTION: (ELECTRICITY)

2016 | **655,583** KWD 2017 | **1,669,232** KWD 2018 | **1,846,629** KWD

TOTAL AMOUNT PAID TOWARDS TRAINING OF EMPLOYEES:

2016 | **30,561** KWD 2017 | **45,727** KWD 2018 | **34,922** KWD

TOTAL REVENUE FOR MABANEE:

2016 | **78,273,058** KWD 2017 | **77,224,300** KWD 2018 | **85,449,945** KWD

TOTAL AMOUNT PAID FOR EMPLOYEE COMPENSATION:

2017 | **4,289,779** KWD 2018 | **4,416,609** KWD

TOTAL AMOUNT PAID FOR PROJECTS CLASSIFIED UNDER EFFICIENCY:

732,429.510 KWD

TOTAL AMOUNT PAID TO COMMUNITY INVESTMENT:






2017 | **259,692** KWD 2018 | **659,905** KWD

#THEAVENUESCARES



MARKETPLACE


NEW KUWAIT VISION 2035:

-  Sustainable Diversified Economy
-  Global Positioning
-  Sustainable Living Environment
-  Creative Human Capital
-  Developed Infrastructure




BOURSA KUWAIT

-  Annual Report
-  Local Procurement Spending (%)
-  Environmental Policy
-  Energy use
-  Carbon Emission
-  Water use
-  Waste Generated
-  Waste Recycled (%)
-  Community Investment
-  Links between executive pay and performance

UNSDGS

-  GOAL 3 - Good Health and Well-being
-  GOAL 8 - Decent Work and Economic Growth
-  GOAL 9 - Industry, Innovation and Infrastructure
-  GOAL 11 - Sustainable Cities and Communities
-  GOAL 12 - Responsible Consumption and Production
-  GOAL 13 - Climate Action
-  GOAL 17 - Partnerships for the Goals

MATERIAL TOPICS

-  Innovation
-  Brand Image
-  Sustainable Procurement

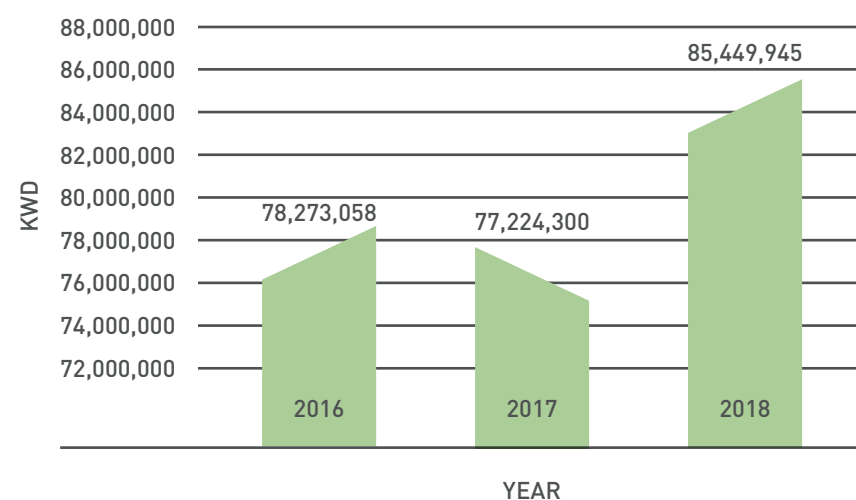
LEADING IN CUSTOMER EXPERIENCE

#THEAVENUESCARES

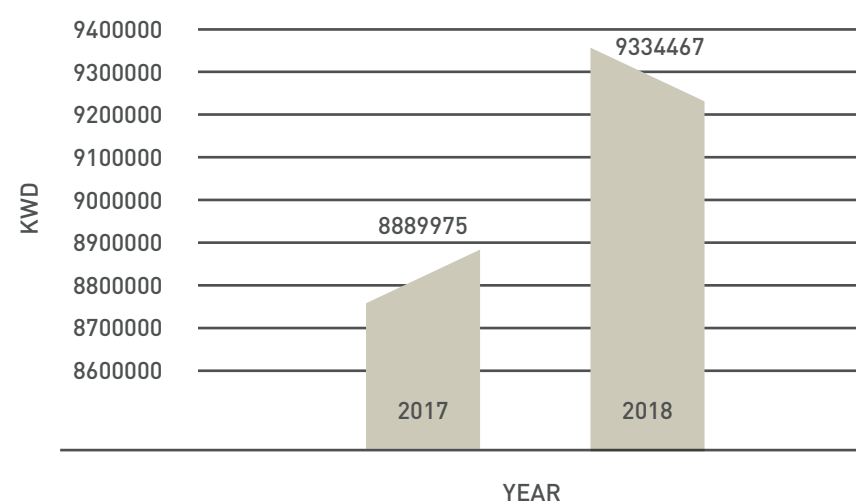
How a company fares in the marketplace is an integral area in sustainability, as its economic successes help it sustain the viability of the company now and into the future. Specifically, in 2018, Mabanees revenue has grown by 11%, and dividends to our shareholders have grown by 5%, with more information of each displayed below.

Mabanees has no doubt that a major factor for this financial success in the marketplace is in large part due to its commitment to sustainability—specifically its position as one of the leaders in customer experience provided to both tenants and visitors. More information is conveyed throughout this section concerning how exactly Mabanees provides the tenants and visitors with an optimal experience that is in line with Mabanees brand promise of quality.

TOTAL REVENUE PER YEAR



DIVIDENDS PER YEAR



TENANT RELATIONS

Tenant Relations involves all activities related to the relationship management with existing tenants, and coordination between tenants and other concerned parties. This includes managing the tenant information database, handling tenant complaints, assisting tenants with support packages to increase performance, and work permit issuance for tenant works.

In addition, the Tenant Relations Department is responsible for issuing official announcements to tenants, following up on tenants' monthly performance and staying on top of tenant satisfaction by conducting tenant satisfaction surveys.

The Tenant Relations also operates on the following key roles:

- Providing daily Mall status reports to Management & concerned Departments.
- Developing new partnership strategies for optimizing Investors' commercial success.
- Delivering high quality services and comfort solutions for both Investors and Visitors.
- Supporting all departments in delivering the required action, call & request that are submitted by our tenants/clients.

TENANT RELATIONS | MISSION

Tenant Relations Department is responsible for optimizing collaborative partnership, reflecting positive brand image and maintaining effective mutual relationship between Investors and Mall Management through ensuring fair and even accommodation to all guidelines, rules and regulations for achieving sustainable shopping and leisure environment.

TENANTS RELATIONS | VALUES



Leadership

We strive to create positive and productive working relationships.



Collaboration

As Team Players, we seek, encourage and value both contribution and skills of the people we work with.



Integrity

We work to serve the Tenants/Clients good services as we accept all appreciation and criticism with a smiling face.



Innovation

We value creativity. We are open to new ideas and different approaches that will achieve the best results. As we always want to label the exclusivity.

All towards reflecting the highest standards of professionalism.

TENANTS RELATIONS | OBJECTIVES

The Tenant Relations aims to achieve its mission through fundamental objectives, that is:

- To deliver services
- To develop and lead
- To provide high quality service to all Investors and Visitors

NUMBER OF TENANTS

As of December 2018, The Avenues is home to 865 Tenants/stores. Specifically, it was evidenced that due to the opening of Phase IV of The Avenues, there has been a dramatic increase in the number of tenants, and there was accordingly an increase of Services spots as well. Furthermore, Mabanee is focused on ensuring ample parking place to serve Mabanee’s tenants and ensure that tenants’ customers are eased with the hassle of parking—it is currently providing thousands of parking spots available to tenants and customers in The Avenues.

TENANT ENGAGEMENT & SATISFACTION

As tenants have shown to be foundation to Mabanee’s achievements, we are committed to continuously engage with our tenants, so that the open lines of communication allow for a close bonding and partnership between Mabanee and its tenants.The below features are a broad overview of the main available IT channels that are used to engage with tenants. These include:



1. **Phones and Phone Lines:** A range of telephone devices as well as ordinary and special numbers can be subscribed to. Other provided facilities that include International Calls, Auto Attendant, and Call Recording can be also added to these lines.



2. **Internet:** Bandwidth ranging from minimum 500 Kbps to 10 Mbps or even more can be activated.



3. **Data Link:** Enables the Investor to connect to their remote branch or Head Office in Kuwait. Data Link service also requires involvement of any local Internet Service Provider to be activated.



4. **Satellite TV Channels:** A complete range of Arabic free-to-air (FTA) and paid channels are available. Our trained professional IT team will provide all required equipment for this service installation. The Investor will be provided with live HDMI or Composite cable to be plugged into the TV. Extending network connectivity to the TV is the Investor’s responsibility.

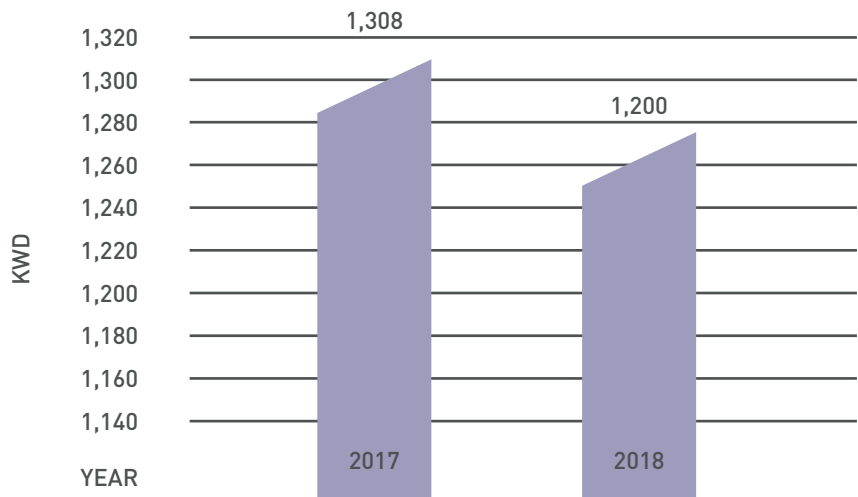


5. **Co-location:** All Investors may benefit from our central Data Center to host their servers and network equipment through the server.

In 2018, there have been 1,200 support calls received in 2018 from tenants concerning the ICT, and 733 non-ICT complaints that Mabanee received from tenants. The ICT complaints have decreased from 1,308 complaints in 2017 to 1,200 in 2018, which is a decrease of 8%.

Mabanee has been receiving these tenants’ complaints via both phone calls and direct interactions. Turnaround time for solving the complaints usually vary, averaging around 35 to 40 minutes to solve complaints. However, actual turnaround time depends on factors such as the type/nature of the complaint, and the exertion needed to solve the complaint.

ICT COMPLAINTS FROM TENANTS PER YEAR

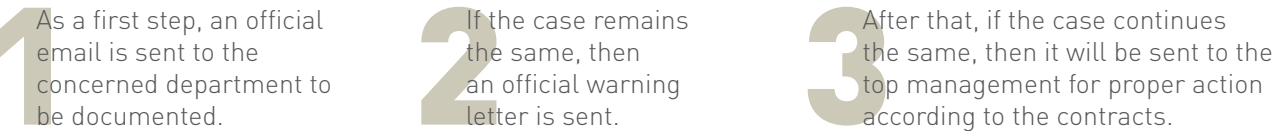


TENANT RELATIONS PROFILE

The Tenant Relations Profile has been prepared as the Department’s blueprint, containing detailed guidelines towards carrying out upmost professional Mall Management, striving ultimately for sustainable investment development between The Avenues, and both our valued Investors and Visitors.

PROCESS FOR TENANT BREACHES

Mabanee follows an organized, methodological process in case there is any breach of tenant requirements / contracts. The process is outlined as follows:

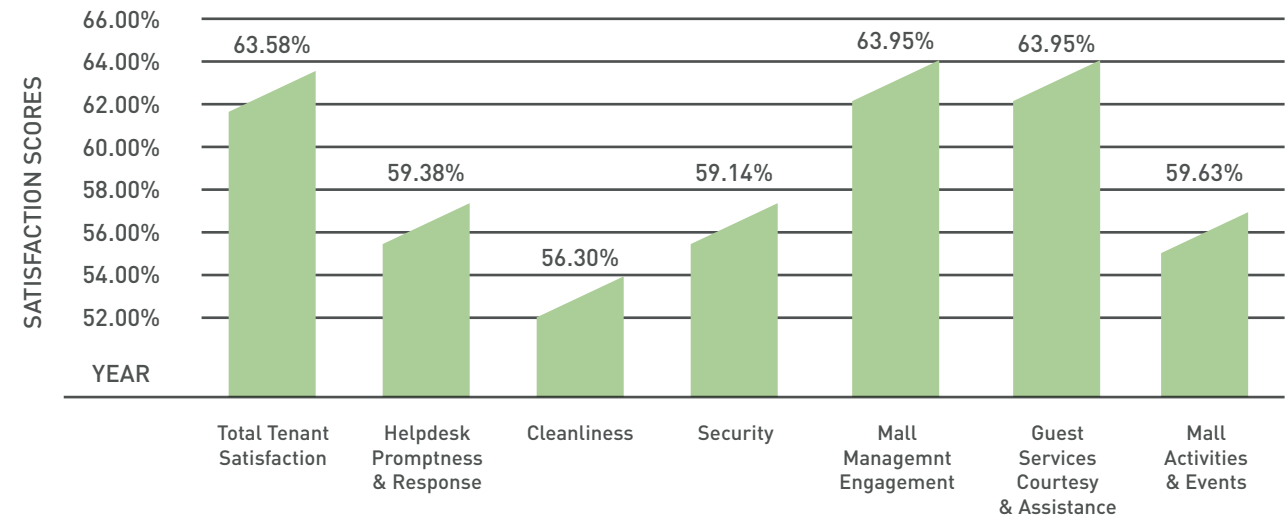


Tenant Satisfaction

Mabanee perceives its tenants’ satisfaction as a major factor that goes hand in hand with its own successes. For this reason, Mabanee strives to continuously implement measures to improve tenant satisfaction, and measure it accordingly. For 2018, Mabanee’s Tenant Satisfaction Index rating is: 63.58%. Other satisfaction measures that were recording include: helpdesk promptness & response, cleanliness, security, mall management engagement, guest services courtesy & assistance, and mall activities & events. Specific satisfaction ratings are displayed below:

2018 Mabanee Satisfaction Ratings:	
Total Tenant Satisfaction	63.58%
Helpdesk Promptness & Response	59.38%
Cleanliness	56.30%
Security	59.14%
Mall Management Engagement	63.95%
Guest Services Courtesy & Assistance	63.95%
Mall Activities & Events	59.63%

2018 MABANEE SATISFACTION RATINGS:



TENANT JOURNEY

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Mabanee follows a methodological process concerning the acceptance of new tenants, which is called the “Tenant Journey.” This is further segmented into sub-journeys—namely journey initiation, and the opening ceremony journey. In essence, this process is a rite of passage for tenants to ensure compliance with guidelines and requirements, troubleshooting of any issues, smooth opening ceremony, and networking tenants to stakeholders (especially customers and Mabanee support services). Below is an outline of said process:

JOURNEY INITIATION

- 1 Receive an email from the Leasing department notifying of a new signed investment agreement.
- 2 Once the fit-out process is completed and the tenant site is ready for operations, an e-mail from the Facilities Department will be received notifying that the tenant is ready to operate.
- 3 Send an email to the Tenant Relations Department confirming the hoarding removal, with the store name, conduct details, and all other information.
- 4 Conduct a site visit, provide an introduction to the tenant along with the investors ‘welcome package’ and store launch guidelines explaining all the details.
- 5 Provide the tenants details form to the tenant, and request the tenant to fill and submit the signed form with all the details needed.
- 6 Obtain the filled and signed tenant detailed form from the tenant, and update the tenant database.

OPENING CEREMONY JOURNEY

- 1 Receive an email from the tenant with the opening ceremony plan, which includes all design details and preparations.
- 2 Review the request along with the design and ensure that it is as per the Launch guidelines.
- 3 Send the design and opening ceremony details to the marketing department and receive confirmation from the marketing department.
- 4 In case of any discrepancies and non-compliance to the guidelines, communicate it with the tenant.
- 5 Receive updated design from the tenant.
- 6 Review and approve the design internally.
- 7 Provide the Investor work permit to the tenant and request the tenant to fill and sign the permit.
- 8 Receive the filled investor work permit, then review and sign it.
- 9 Send an email with filled and signed investor work permit to the tenant and copy the facilities, security, communication, and other concerned parties. This is done to provide all the assistance and the support possible to the new tenants.
- 10 If required, request the tenant to obtain a stamp from the Security Department on the Investor Work Permit.
- 11 Monitor the preparation of the ceremony and, in case of any issues, send a report to the Tenant Relations Department.
- 12 Coordinate with the tenant to resolve the issues, if any.
- 13 Send a reminder to all concerned departments for the tenant’s opening ceremony.
- 14 On the day of the ceremony, conduct a site visit to ensure compliance with the design criteria.
- 15 In case of any violations, obtain a picture and send it through an e-mail including all the discrepancies and violations, requesting the tenant to immediately resolve the issues.

- 16 Follow up with the tenant till the issues have been resolved.
- 17 Attend the ceremony, obtain pictures, supervise and provide any assistance to the tenant.
- 18 After the ceremony, prepare a report with the details of the ceremony and share it with the Tenant Relations Department.

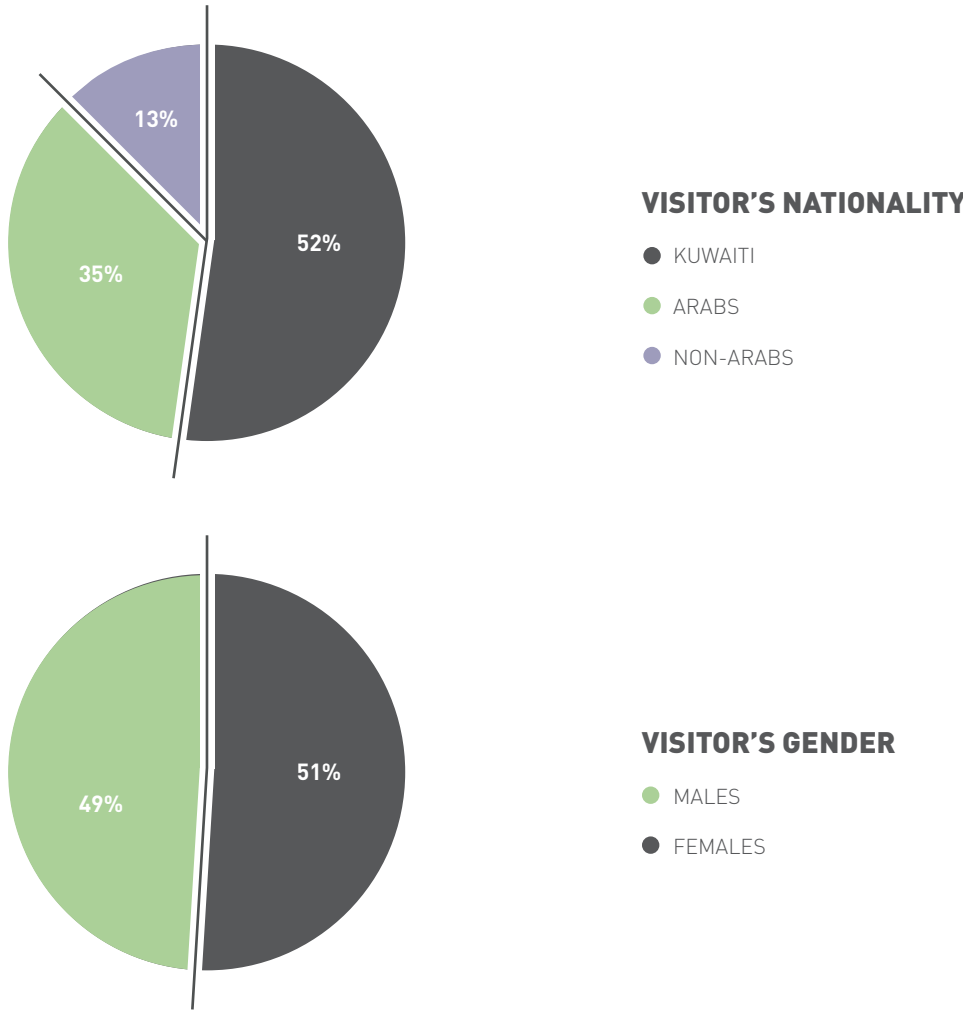
VISITOR EXPERIENCE

The tenant is an important stakeholder pillar that holds up the success of Mabanee. However, we also recognize that there is an equally important stakeholder pillar that is essential in upholding Mabanee’s foundation—the visitor. Because visitors are integral stakeholders for Mabanee, we often strive to enhance the visitor experience, track their satisfaction, and accordingly implement improvements to keep our visitors satisfied.

DIVERSITY OF VISITORS

The Avenues continues to be a distinction for everyone, attracting visitors from across Kuwait, from different ages, income groups, and other demographic varieties. The Avenues clearly attracts visitors from different life stages, each of whom have their own purposes for visiting The Avenues.

The average demographical data for 2018 showed that visitors have been 51% males, and 49% females, which is a roughly equal and healthy 1:1 ratio. Concerning nationality, average demographical data for 2018 showed that visitors have been 52% Kuwaitis, 35% Non-Kuwait Arabs, and 13% Non-Arabs.



VISITOR ENGAGEMENT & SATISFACTION

Because the visitor is a key stakeholder to both our operations and our tenants', it is important for us to keep our visitors engaged and satisfied.

A key tool for Mabanee to maintain continuous engagement with its visitors is the annual visitor survey. In 2018, a total of 762 visitors sample size at The Avenues were selected to complete the visitor surveys. These visitors are usually selected randomly, and face-to-face interviews are conducted in glass rooms selected by The Avenues Management (Mabanee). Every year, interviews are conducted from 12th July until 22nd July, the duration of which ranges from approximately 15 to 20 minutes.

The results of our surveys reflect various indicators concerning our visitors' satisfaction and behavior. Remarkably, our surveys showed that visitor satisfaction has increased from 68% in 2017 to 93% in 2018. Similarly, Net Promotor Score (NPS), which is an index of how likely visitors are to promote our brand, has risen from 66% in 2017 to 94% in 2018. It is also shown that 94% of all who visited The Avenues Mall claim to be their most visited mall, while 96% of the visitors claim The Avenues is their favorite mall (high brand loyalty).

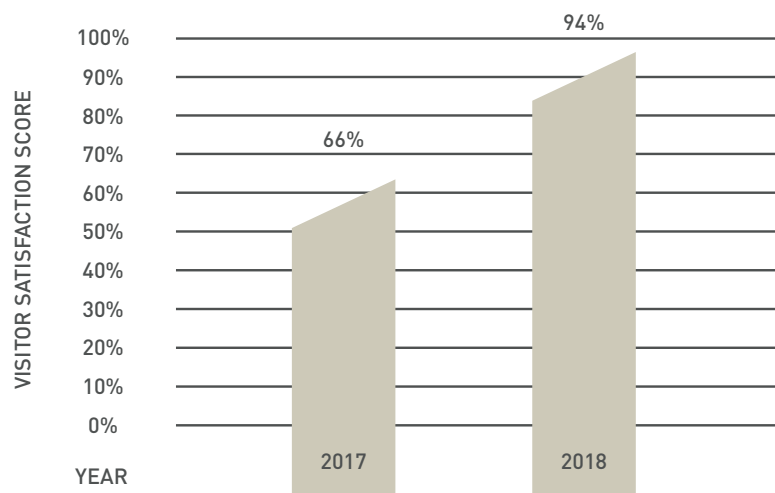
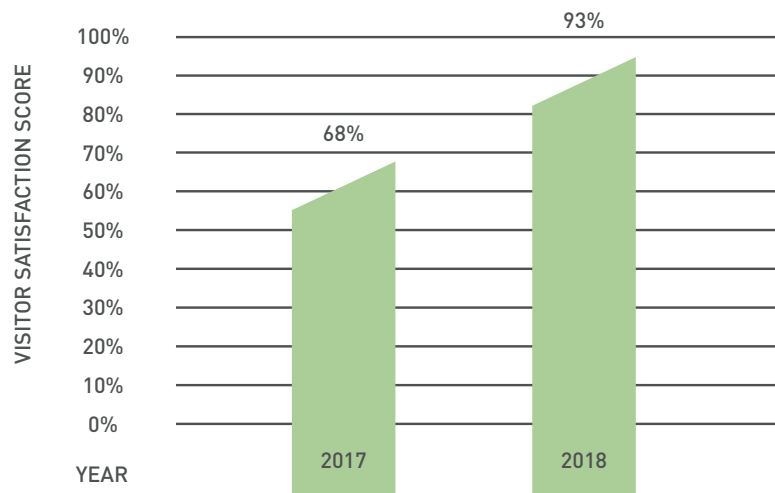
For those who claimed it to be their favorite mall, the number one reason stated for this was how The Avenues provides all things for them under one roof. Additionally, total brand awareness of The Avenues was measured at 98%.

Below is more information about the figures related to visitor's satisfaction:

VISITOR'S SATISFACTION

NET PROMOTOR SCORE (NPS)

TOTAL BRAND AWARENESS OF THE AVENUES MALL 98%



VISITOR BEHAVIOR

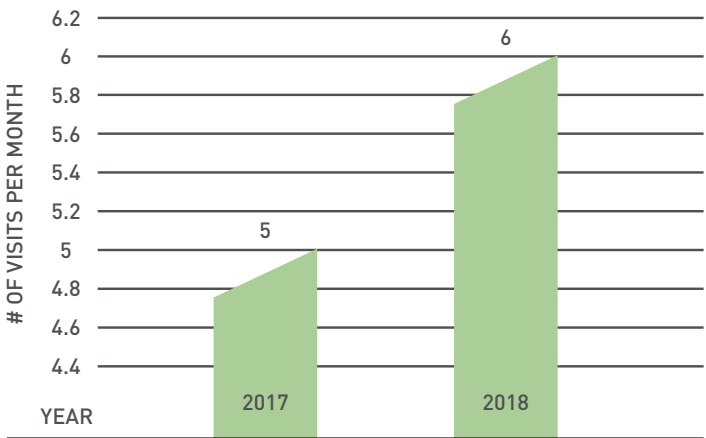
Concerning visitor's behavior, our studies show that the frequency of visits to The Avenues per month has increased from 5 times a month in 2017, to 6 times a month in 2018. Specifically, weekends continue to show the highest volume of visitors, with 74% of visitors coming on Fridays, and 66% of visitors coming on Saturdays.

Furthermore, visitors usually spend an average of 3.8 hours on every visit.

Another study has been conducted on consumers' monthly expenditures in The Avenues, specifically from October/November 2017 to July 2018. The results showed that monthly average consumer spending has seen a slight drop during this period, and shoppers have been spending more on groceries and less on other leisure and shopping activities.

Below is more information about the figures related to visitor behavior:

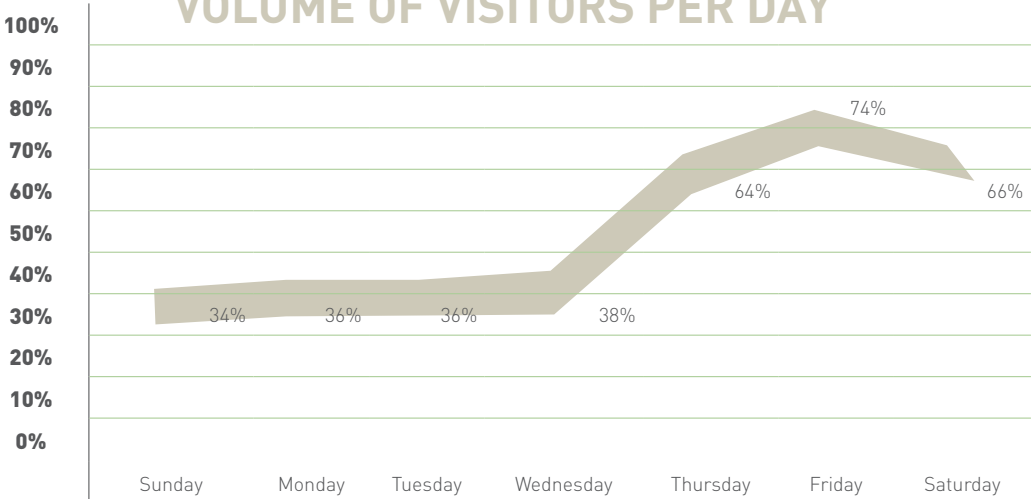
Frequency of Visitors Per Month:



VISITS PER MONTH

AVERAGE VISITING TIME: 3.8 HOURS PER VISIT

VOLUME OF VISITORS PER DAY



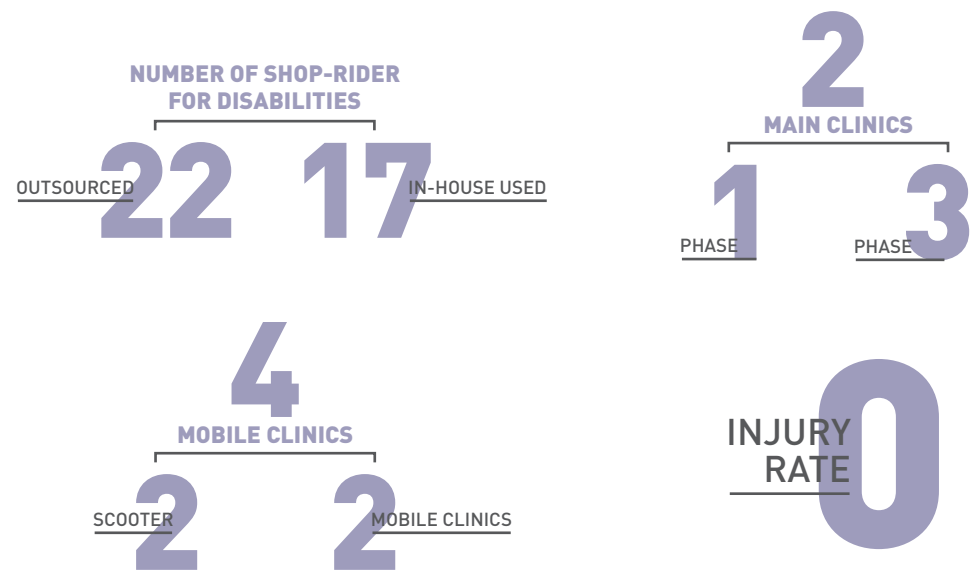
STAKEHOLDER HEALTH & SAFETY (103, 403-1, 403-2, 403-3)

We are serious about ensuring our stakeholder’s optimal health & safety within our premises, and this includes the health & safety of our visitors (and by extension) our tenants, employees, etc.

HEALTH

To ensure this and to be well-equipped to deal with any health & safety incidents, there are clinics all around The Avenues. There are two main stationary clinics, which are located in Phase I and Phase III. There are also four mobile clinics, two of which are on scooters. Mobile clinics in The Avenues is a service provided by the mall to secure patient’s health & safety, and provide quick service for them in case of any incidents. This is especially useful for any emergency situations that need the clinic to come to the beneficiary rather than going to the main stationary clinics. We are proud to note that this year saw zero injury rates.

Furthermore, to pre-emptively prepare our stakeholders for any fire incidents, we periodically conduct fire drill evacuations. In 2018, we have conducted 6 fire drill evacuations. Additionally, to ensure the health & safety of our special needs stakeholders, Mabanee provides a number of shop-riders; these total 39 shop-riders, with 22 being outsourced, and 17 provided in-house.



SAFETY & SECURITY (410-1)

Mabanee implements various security measures to be well-prepared in case any safety incidents occur—as we are committed to guaranteeing our stakeholders with a maximum sense of safety when they are within our premises. In case of any incidents that require evacuation, we have 12 evacuation areas in the mall; these areas can be reached through the signs board, which are distributed in the mall. The security management team and the health & safety team are trained in partial and total evacuation cases. The mall is equipped with around 4,500 CCTV, which are comprised of the latest equipment and cameras to monitor the mall. Our CCTV rooms are equipped with sophisticated control systems of the highest quality and security standards. Furthermore, four security scanning doors are at the mall.

There are 443 security employees in The Avenues Mall, including a police office—all of whom received 195 hours of training in 2018. The police personnel, from the police office, have a range of responsibilities, ranging from guarding against theft, to incidents of smoking or lost children. In case a smoking incident occurs in the mall (outside the designated smoking rooms), the police inform the Environment Police, who then give the smokers a violation ticket. The police also look out for any lost children, and take the necessary arrangements to reconnect them with their families. This year, there were 839 children who got lost in the mall, then got reconnected with their families.

VISITOR’S JOURNEY

#THEAVENUESCARES

Mabanee provides various “visitor excellence tools” scattered across The Avenues, all of which ensure that the visitor journey is undertaken in a way that heightens experience and satisfaction.

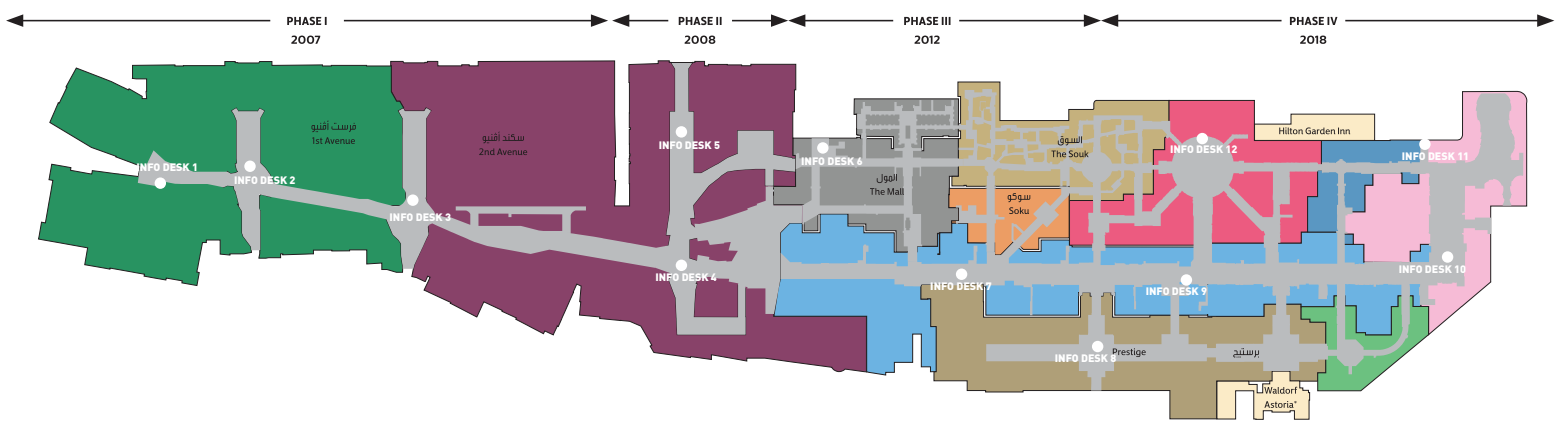
Below are examples of those tools:

VISITOR EXCELLENCE TOOLS

- Variety of stores: Visitors have a wide variety of stores and brands to choose from to meet their retail needs.
- Variety of food: Visitors can eat and drink in a variety of f&b options, ranging from food world to restaurants with diverse cuisines.
- Cleaning: Mabanee employs a qualified cleaning staff to ensure that facilities meet and exceed sanitation standards.
- Ambiance & Atmosphere: Mabanee has taken various measures to make sure the ambiance & atmosphere is enjoyable for stakeholders, including the interior design, architecture, music, aroma, etc.
- Parking facilities / Valet Parking: For those visiting The Avenues, Mabanee ensures that ample parking space and valet parking services are provided to ease their vehicle needs. Currently there are 13,000 parking spots available to customers and tenants. Of these, 144 parking spots are for special needs as of 2018. This is a 62% of special needs parking spots compared to the 2017 figure of 89. Furthermore, Mabanee is undergoing an initiative in partnership with the Ministry of Social Affairs and Labor (MOSAL) to provide more parking spots for special needs and the elderly.
- Amenities (Prayer rooms and rest rooms): Prayer rooms and rest rooms are scattered all around the mall to ensure easy-to-find accessibility.
- Entertainment Facilities: Besides food and retail, The Avenues contains various entertainment outlets such as cinema, kids play areas, virtual reality (VR) gaming, gym, spa/salon, etc.
- Ez Charge: There are Ez charging stations available for mall visitors to conveniently charge their devices.
- ATM Machines: Visitors and tenants have access to 33 Automated Teller Machines (ATMs) in the premises, in addition to the ATMs in the bank branches and the ITMs / XTM.
- The Avenues Safety & Security Measurements: Various safety & security measurements are implemented in the mall, including fire alarms, evacuation drills, security personnel, etc.
- Activities inside The Avenues Mall: Visitors can enjoy a range of activities in the mall, including shopping, eating, exercising, gaming, cinema, etc.
- Free WiFi: Mabanee also provides internet access that visitors can enjoy for free for 4 hours per day with open security.
- Kiddle Kruzzers: Mini kruzzers are available for children to ride to ease navigation in the mall with their elders.
- Lost & Found: A lost & found station is available for visitors to retrieve any item they have lost. However, Mabanee keeps the misplaced items for a maximum of 1 year, after which they are donated to charity organizations.
- Police: Police personnel are stationed in the mall to maintain security in case of incidents.
- Porter Service: Porters are available to aid visitors in carrying their items.
- Shop Riders: Shop riders are available to aid visitors with their navigation around the mall, especially for special needs visitors.
- Spa & Salon: Visitors may enjoy the relaxing experience of spa & salon in the mall.
- Smoking Booths: Since The Avenues is a smoke-free facility, visitors can smoke in the smoking booths available around the mall. Currently, there are 13 smoking cabins, and 8 smoking glass rooms in the mall.

- **Wheel Chairs:** Wheel chair services are available for any special needs visitors to aid them navigate around the mall.
- **Travel Agency:** A travel agency is available for visitors in the mall to plan their trips.
- **Baby Feeding Room:** Rooms are available around the mall for mothers to care for their newborns.
- **Money Exchange:** Stations are available for visitors in case they would like to exchange their currencies.
- **First Aid Room:** Rooms equipped with first aid supplies are available for employees in case of incidents or emergencies.
- **Info Desk for The Avenues visitors:** To help guide visitors with any directions or other queries, The Avenues is equipped with 8 information desks scattered around the mall, in the following locations:

VISITORS SERVICE LOCATIONS



- **Info Desk 1** – Located in 1st Avenue near IKEA Entrance
- **Info Desk 2** – Located in 1st Avenue at Dome 1
- **Info Desk 3** – Located in 2nd Avenue at Dome 2
- **Info Desk 4** – Located in 2nd Avenue, at Dome 3
- **Info Desk 5** – Located near 2nd Avenue near Entrance 9
- **Info Desk 6** –Located in The Mall near North Entrance -The Mall
- **Info Desk 7** – Located in Grand Avenue, Near Harvey Nichols
- **Info Desk 8** – Located in The Mall near North Entrance - Prestige
- **Info Desk 9** – Located in front of Godiva (Grand Ave)
- **Info Desk 10** – Located in Grand Plaza, In front of Starbucks
- **Info Desk 11** – Located in front of Entrance 25, Basement 2
- **Info Desk 12** – Located in The Forum, Basement 1

INNOVATION⁽¹⁰³⁾

#THEAVENUESCARES

ENGAGING THROUGH TECHNOLOGY & INNOVATION

It is imperative to engage with stakeholders through an organization’s sustainability strategy, and Mabanee takes this engagement into another level that is integrated with technology and innovation elements—specifically in providing tenants and visitors with a modern experience.

In Mabanee, the department in charge of providing this is the Information & Communication Technology (ICT) function, which is further broken down into three main functions:

- Software development
- Infrastructure
- Network and security

TECHNOLOGY FOR TENANTS

Mabanee provides its tenants with a range of technologies and modern services to facilities their daily work and communication needs. These include:

TELEPHONE

a wide range of wired & wireless Internet Protocol (IP) phones

INTERNET

with a bandwidth of up to 100 Mbps

REMOTE MONITORING

Public IP address to connect CCTV camera for tenants

WAN LINK

Tenants can link up their units with their remote office

HVAC SYSTEM

modern heating, ventilation, and air conditioning

TECHNOLOGY FOR VISITORS

Mabanee also provides its visitors with a range of technologies and modern services to ensure they go through a modern and convenient experience. These include:

INTERNET

provided for free for 4 hours per day to keep visitors connected.

MOBILE APPLICATIONS

Visitors can use a mobile application to help them find any location in The Avenues, providing directions from your current location. The application is also integrated with features such as; iBeacon based push-notifications, wheelchair-friendly features, and three-dimensional (3D) features to make it easier for users to navigate and get a sense of their surroundings and direction.

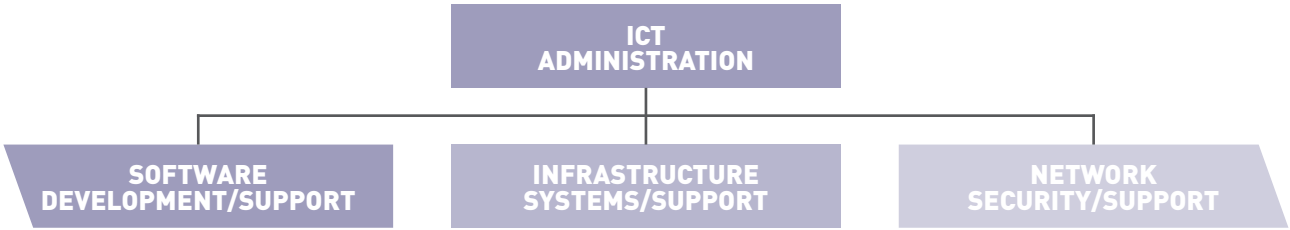
TOUCHSCREEN DIRECTORIES

the entire mall premises and facilities are mapped with touchscreen directories that are installed across the mall.

INFORMATION SECURITY TECHNOLOGY

Information security is providing services to Mabanee’s staff in addition to the tenants of The Avenues. In addition to Kuwait, Mabanee Information Security provides support services to Bahrain and KSA offices. The Information Security Department is divided into 3 Teams:

- 1. **NOC team:** which is responsible for providing all setup, administration and support to Mabanee and The Avenues networks.
- 2. **Systems Administration team:** whose main responsibilities are to maintain and support the end users of Mabanee along with maintaining healthy systems and setup within Mabanee Data Centers.
- 3. **Software Development/Support Team:** this team is in charge of all in-house software developments, automation of business functionalities, software implementations and training / support of end users in relation to software being used within Mabanee.



Technology is vastly evolving, and it is challenging to keep up with new products and services. Cyber Security is another challenge which is like the infinite war between good and bad. We, the Good guys, must always be ahead of the Bad guys, metaphorically speaking, to make sure the environment, and therefore our data, is fully secured against the attacks being prepared.

Mabanee has a primary link coming from Quality Net and a backup link coming from Fasttelco for the data and voice services. In addition, our fiber network consists of two different fiber cables coming into the company from two different routes; in case one route fails, the other will continue to function and all services will failover to the functioning route.

Mabanee relies on computer systems and communications systems to meet operational, financial and information technology requirements. Thus, it is important to protect these systems from misuse, which is a shared responsibility between all data systems and software owners of different types. Staff and officials of Mabanee are adequately aware of these issues, and adequately follow Mabanee’s information systems controls. In case any employee notices any misuse of information and communication systems in Mabanee, he/ she should report the same using one of the reporting means mentioned in Mabanee’s information security policy.

CASE STUDY

ICT INFRASTRUCTURE PROLONGATION

As the mall expanded to the new Phase IV, it was presented with a new set of challenges in terms of scalability and extensibility. Scalability is in the sense of some services from existing Phases, like phone lines that had to be used there. Extensibility is in the sense of new solutions, like Digital Signage, which had to be plugged into the network.

When connecting buildings at distances that exceed a kilometer, the two most important factors to consider are: (1) the physical media, and (2) traffic throughput. Physical media was not an issue in this case, since we are using

Single Mode fiber that can traverse several scores of kilometers. Therefore, our primary concern and focus was on getting optimal traffic throughput. The solution to this was the ICT infrastructure prolongation, described in more detail below:

Instead of scaling the Layer 2 network (as was done in existing Phases), Phase IV was set up as a separate Layer 2 network. Then, it was interconnected at the Layer 3 level. This way, the individual network loads do not affect each other, but, at the same time, connectivity between the two groups is available.

OBJECTIVE:

- 1. To facilitate efficient scaling of existing services from Phases I and III.
- 2. To ensure new Phase IV solutions can be introduced into the infrastructure without affecting performance of the existing or new subnets.

OUTCOMES:

Optimal traffic throughput with the addition of Phase IV, through ICT Infrastructure prolongation solutions.

BRAND IMAGE ⁽¹⁰³⁾

“The Avenues” is a brand that has grown to be synonymous with success and distinguished design. This prestigious brand image comes with many benefits to our stakeholders, especially our shareholders, employees, tenants, suppliers, etc. In extension, because of this profound brand image that we garner, we have been attracting many investors in the region who are seeking to develop similar destinations in their countries.

Currently, Mabanee’s projects include The Avenues – Kuwait (since 2007) and The Avenues – Bahrain (since 2017). Other projects in the pipeline include The Avenues – Riyadh and The Avenues – Khobar, owned by Mabanee subsidiary Shomoul Holding Company—Sharjah project and Salmiya project. Further details about our current and future projects concerning the regional spread of The Avenues brand are displayed below:

PROJECT	THE AVENUES KUWAIT	THE AVENUES BAHRAIN (PHASE 1 & 2)	THE AVENUES RIYADH	THE AVENUES KHOBAR
OWNER	AL-RAI REAL ESTATE	SOROUH	SHOMOUL	SHOMOUL
COMPANY'S CAPITAL	98.4 Million KD	BD 500,000	SAR 1billion, 900 million	SAR 1billion, 900 million
CONSTRUCTION DATE	2005	Phase 2015 1 Phase 2019 2	TBA	TBA
OPENING DATE	9th of April 2007	28th of October 2017	2023	2023
PROJECT CONTENT	12 Districts + 2 Hotels	Phase 3 : 1 districts Cinema, Grand Avenue, The Harbour Phase 2 TBA	9 districts + 5 towers (4 Hotels, Offices, Residential, Medical facilities) 36 floor	Commercial and Entertainment, Residential Apartments, Hotels, Offices and Medical Facilities
NUMBER OF STORES	More than 1,100 store	Phase 130 1 store Phase 170 2 store	More than 1,300 store	TBA
LOCATION	Shaikh Zayed road	Manama- King Faisal road	King Salman and king Fahad Road	Intersection of King Saud with Prince Sultan Road.
GLA	360,000 sqm	Phase 40,000 1 sqm Phase 56,000 2 sqm	400,000 sqm	180,000 sqm
BUILD UP	1,400,000 sqm	Phase 87,000 1sqm Phase 160,000 2 sqm	1.5 million sqm only the mall 1.8 with the towers	TBA
HOTELS	Waldorf Astoria 200 room Hilton Garden Inn 400 room	Hilton Garden Inn Bahrain 210 room	Waldorf Astoria 200 room Conrad 400 room Hilton Garden Inn 500 room Canopy by Hilton 150 room	TBA
SIZE OF THE LAND	425,000 sqm	272,000 sqm (phase I & II)	390,000 sqm	209,000sqm
PARKING	13,000	Phase 1500 - 1	15,000	TBA

OUR SUBSIDIARIES

Mabanee wants to replicate the success made through The Avenues brand by establishing added values partnerships in other operations outside Kuwait boundary. This has been formulated in three operations: Khobar, Riyadh, and Bahrain.

THE AVENUES – KHOBAR

The design of the Avenues – Khobar is currently in its final stages, and is expected to inaugurate in 2024. The Avenues – Khobar has been modeled around The Avenues – Kuwait in terms of design and components in a manner that suits the Eastern Province.

The project is located at the northwestern corner of the intersection of King Saudi Road with Prince Sultan Road. It extends across a gross leasable area of 180,000 sq.m. It is designed to comprise commercial and entertainment areas, residential apartments, hotels, offices and medical facilities.



THE AVENUES – RIYADH

With the commencement of construction works, The Avenues – Riyadh is scheduled to be inaugurated in 2023. The project is being executed by Shomoul Holding Company, a subsidiary of Mabanee Kuwait. The project, which is expected to become one of the largest commercial malls in the Middle East, is located at a prime position, overlooking the intersection of King Salman Road and King Fahad Road and extends across 390,000 sq.m. with a leasable area of 400,000 sq.m. It will include multiple towers housing four 5- star and 4- star hotels and residential apartments, medical facilities, offices and a parking lot for 15,000 vehicles. The Avenues – Riyadh will be the ultimate destination for shopping, entertainment and residence in Saudi Arabia.



THE AVENUES – BAHRAIN

The Avenues – Bahrain, located in the heart of Manama, was inaugurated in 2017. The design is inspired by The Avenues – Kuwait, with a unique architecture overlooking the Arabian Gulf. It extends over a GLA of 40,000 comprised of several stores, restaurants and walkways, with a seafront stretching along 600 meters. The mall also encompasses entertainment areas, such as cinemas and children’s play areas. The Avenues – Bahrain is designed to attract the citizens in the first degree, as well as tourists from around the world and the Gulf region, particularly those who look for a unique shopping experience. The Avenues – Bahrain is expected to become a contributor to the growth of the country’s economy. The construction of the second phase is still under process and it forms an extension of the west part of the mall.



EXPANSION⁽²⁰³⁻¹⁾

CALCULATED EXPANSION BASED ON A CLEAR STRATEGY

The company’s expansion and development is proceeding based on our set vision and plans. The Avenues – Bahrain, the first of our projects outside Kuwait, has been inaugurated October 2017. Also, Phase IV of The Avenues – Kuwait has opened its doors to the visitors, while construction continues in the Waldorf Astoria and the Hilton Garden Inn. We will soon commence construction work on The Avenues – Riyadh, The Avenues – Khobar, Phase II of The Avenues – Bahrain, as well as other expansion work in Sharjah, the UAE.

As to the land plot on Salem Al Mubarak Street in Salmiya (Kuwait), which is overlooking 3 streets and enjoying a direct view of the Arabian Gulf, we are studying designs for this project to ensure that we get the maximum return from it – which will span over an area of 9,600 sqm – and is in line with our plans.

In its local and regional expansion, Mabanee is following its set strategy of investing in the development of commercial malls in prime locations. This ensures the generation of strong and continuous return on investment, while also diversifying investments by tapping into the hospitality sector, as well as residential and medical projects.

These expansions are being implemented through direct investment and forging partnerships of varying stakes with some of the most prominent GCC investors. This serves to achieve our target of increasing returns to all stakeholders in the coming years.

We believe that many opportunities lie in the GCC and Arab markets, with global market fluctuations driving governments to seek the diversification of resources away from the oil sector. Partnerships between the public and private sectors are being facilitated, thus raising competitiveness in a manner that has a positive impact on economies and creates job opportunities.

What sets our projects apart is the fact that we are developing shopping, entertainment and hospitality destinations under the brand of The Avenues, which has become an icon in the commercial and tourism sectors. The Avenues is a brand that has grown to be synonymous with success and distinguished design, and one that is attracting many investors in the region who seek to develop similar destinations in their countries.

Given this regional expansion, we are keen to maintain the quality of the shopping experience that has come to be known to our brand and its distinction from competitors across the area. We also continue to invest in, and develop, our human capital to meet the international standards. We strive to hire the best local talent and make the retail sector attractive to them, especially as it provides thousands of job opportunities.

EXPANSIONS FOR: THE AVENUES – KUWAIT

Phase IV of The Avenues – Kuwait was recently inaugurated. With this, The Avenues has become the largest commercial and entertainment mall in Kuwait, and one of the largest in the region and the world. The mall has a total leasable area of 360,000 sqm and stretches over the length of 1.5 km. The mall houses more than 1,100 shops, restaurants, cafes and entertainment outlets in all phases.

Phase IV now includes more than 300 stores located across the new districts: Electra, The Forum, Grand Plaza, The Gardens and The Arcade, as well as the extensions of Prestige, The Grand Avenue and The Souk.

Construction continues on the four-star Hilton Garden Inn, which will include 400 rooms and is expected to open by 2019. The five star Waldorf Astoria will house 200 rooms and its completion is expected by 2020.

Below is more information about the districts of Phase IV:

PHASE IV – ELECTRA DISTRICT:

Inspired by the bright lights and superior technology found in Hong Kong’s Kowloon and Tokyo’s Ginza district, Electra is the ultimate destination for a digital retail experience. This is the most exciting multimedia spectacle to be found in Kuwait, with interactive features and vibrant technological facades. Focusing on ‘The New,’ Electra will constantly be evolving with new innovations in interactivity and display. There will always be something fresh on display in this district and every visit.

PHASE IV – THE FORUM DISTRICT:

Whether you’re entering from the stunning drop off, emerging in the central space or joining from any number of connections – The Forum offers the best modern metropolitan shopping experience. Making use of the vertical and horizontal shopping axis, the lower ground level transports you to the mighty Forum with the style of modern contemporary hospitality. At the center piece of the district is the 70m diameter Circus covered by an intricate Ethylene Tetra Flouro Ethylene (ETFE) roof.

Phase IV – Grand Plaza district:

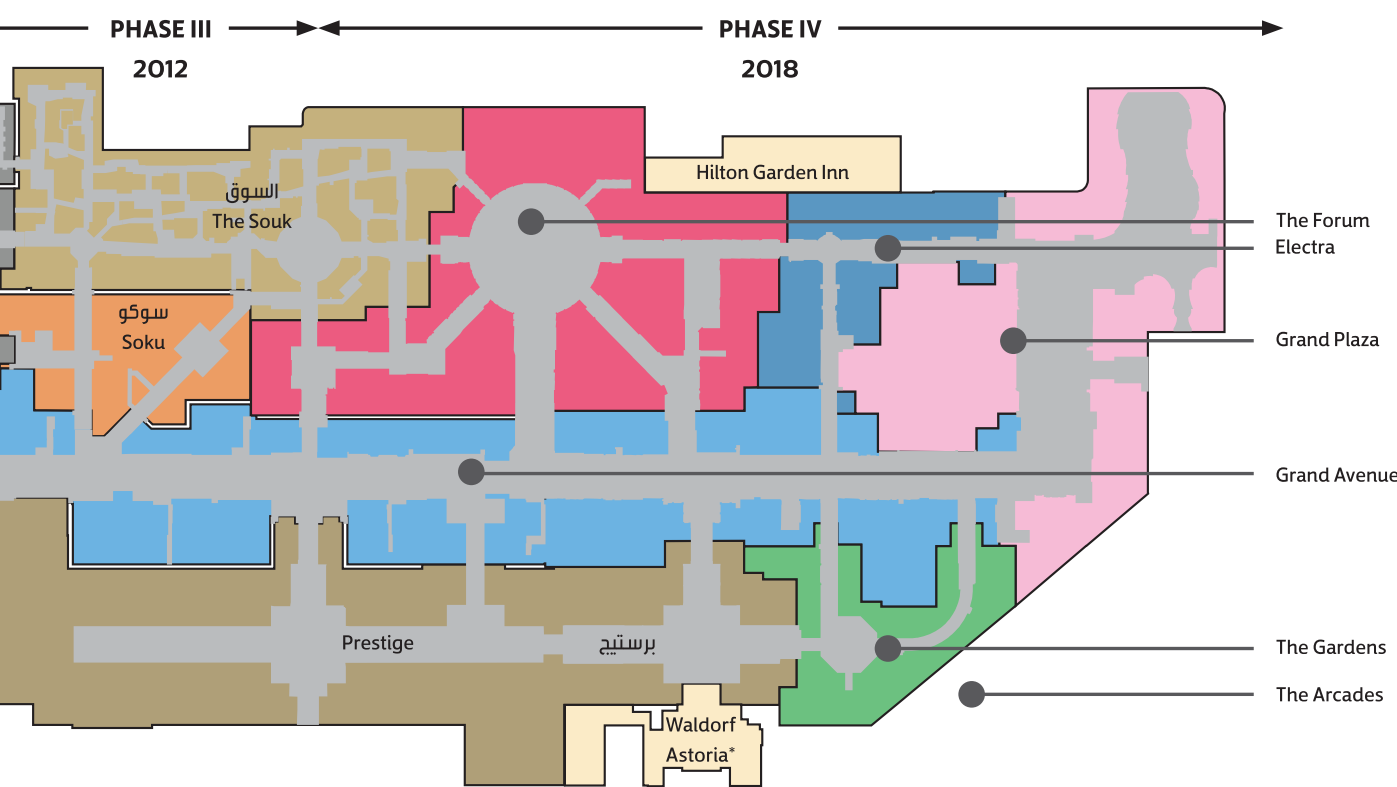
The pinnacle of The Avenues development is Grand Plaza. This is a remarkable space and a fitting conclusion to the 640m promenade down Grand Avenue. Grand Plaza has been designed to be civic in scale and character, and is the focal point of the whole development. There is ample seating and gathering space for shows, markets and performances. Crowning all of this is a spectacular ceiling structure. Grand Plaza will become a regionally acclaimed public space and is a special gift to the visitors.

Phase IV – The Gardens district:

Connecting to Prestige from mezzanine and from The Arcades directly below, is the highest quality dining experience: The Gardens. A beautifully curved translucent roof soars above a collection of green courtyard spaces, providing a shaded al fresco gourmet dining experience. This sought-after location is home to five signature restaurants, each sharing cloistered circulation space. The tenants can have their layouts adjusted to suit the specific requirements of individual chefs.

Phase IV – The Arcade district:

Inspired by the great arcades of the world and consisting of three distinct architectural styles (minimal, diffused and interplay), each conveys different characteristics. The Arcades district is distinguished by its meticulous design and unique structure. Mosaic is used for flooring, and the storefronts are decorated with meticulously carved wood. The stores are centered under a dome designed by Tona Dvorokovo of LASVIT, the renowned crystal glass company.



RESPONSIBLE PROCUREMENT PRACTICES (102-9, 102-10, 204-1)

SUSTAINABLE PROCUREMENT (103)

As part of our commitment to sustainability, we emphasize the importance of ensuring sustainable performance both within our own organization and also across our supply chain—taking into consideration that our suppliers are also important stakeholders for Mabanee. In this regard, a main concern in our procurement practices is to ensure that they allow us to ultimately provide tenants and customers with the most adequate experience.

QUALITY & COST

To ensure that our stakeholders are provided with the most adequate experience, it is important to ensure that the flow of goods and services in Mabanee is done in a manner that reflects the highest quality as well as the right costs. We take measures to ensure that this is done to provide the customer with the most optimal experience that balances quality and cost.

After all, both scenarios of (1) low cost with quality cuts, and (2) high quality with unreasonable costs, may both be detrimental to the ultimate customer’s experience. In essence, scenario (1) would harm an organization’s brand image and reputation, while scenario (2) would reflect a failure of the organization to efficiently contain costs in its supply chain enough to create realistic value for customers.

Therefore, Mabanee continuously aims to provide our stakeholders with the highest quality at simultaneously reasonable prices.

ENVIRONMENTAL CONSIDERATIONS IN PROCUREMENT

Furthermore, our procurement practices exceed the traditional dimensions of only quality and costs, especially as we have updated our evaluation for materials and suppliers to try to find greener ways to do business. We are implementing measures to encourage green business with our current suppliers, and assess environmental aspects in our consideration of potential suppliers. These environmental assessments are, of course, done to seek an environmental supply chain while simultaneously doing so at the right costs.

For example, Mabanee is now moving towards more environmentally-friendly operations—specifically starting to change all our lights in our properties to Light Emitting Diode (LED) lights, and recycling the carton boxes received in procurement. These initiatives require our suppliers to adopt green directions in their business. After all, Mabanee itself and its stakeholders benefit from these initiatives, as they not only ensure a more positive environmental impact, but also incur resource efficiency savings that benefits various stakeholders (especially our investors, shareholders, employees)—creating win-win situations.

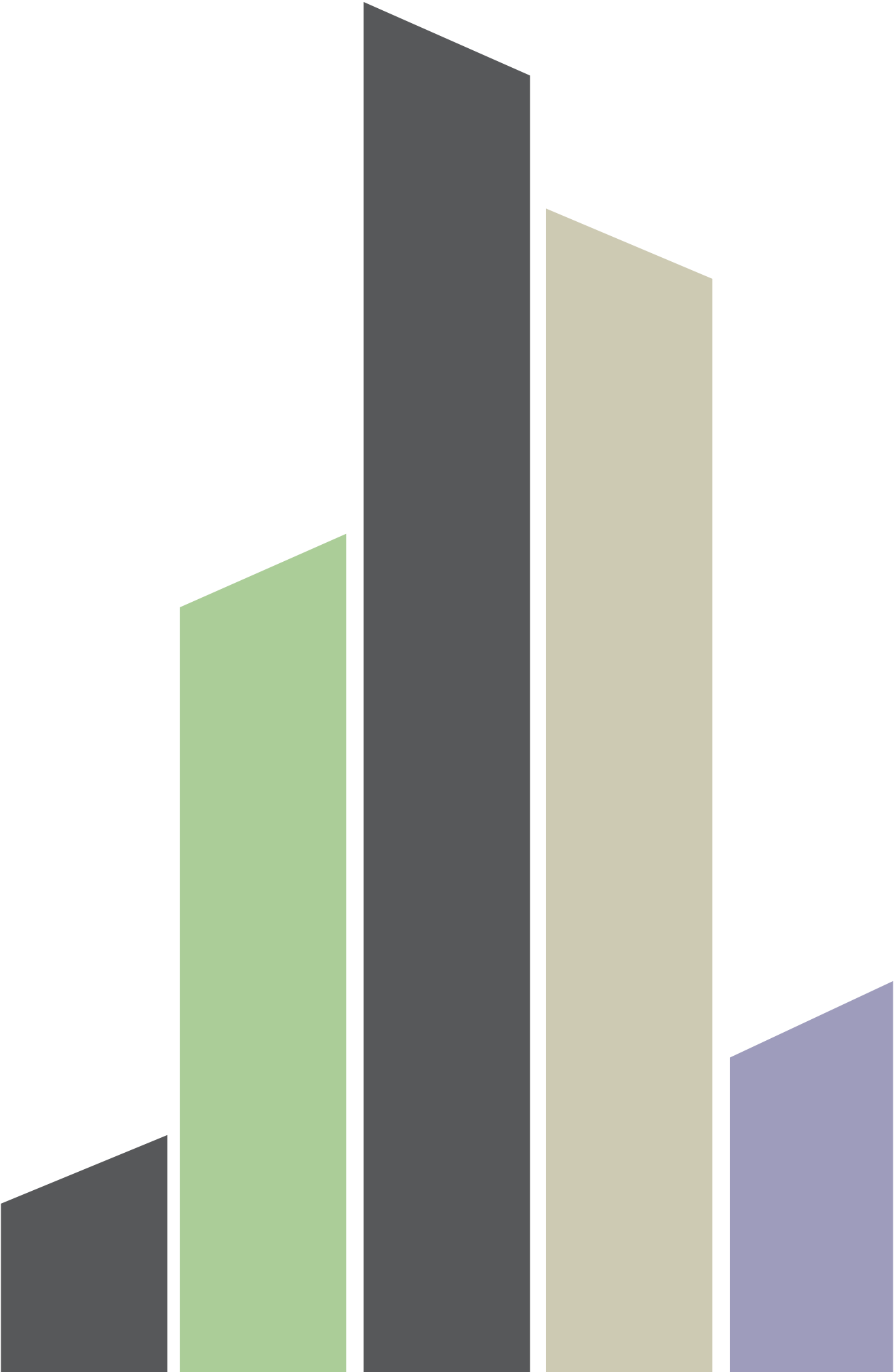
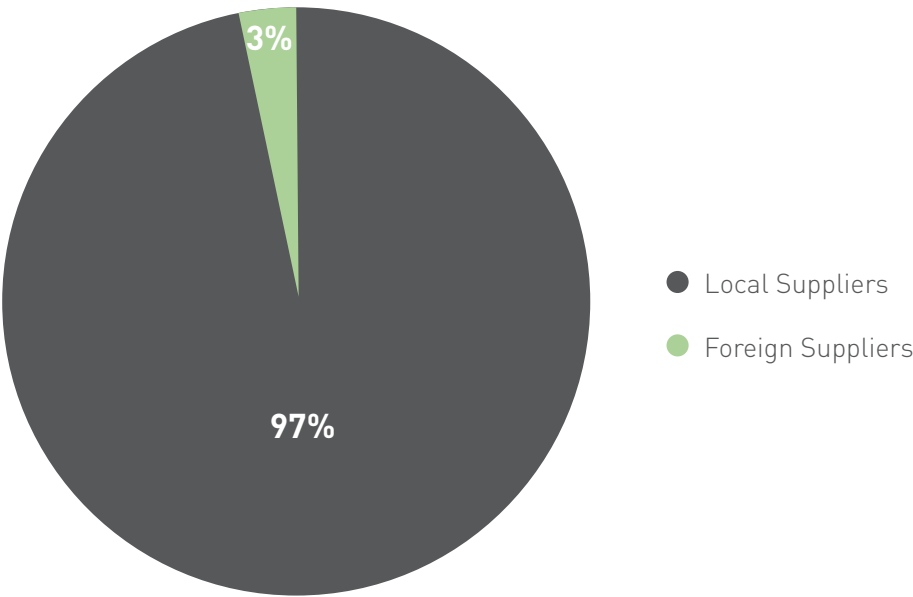
LOCAL PROCUREMENT

In order to give back to the community in which we operate, we are committed to emphasizing nationalization within our procurement practices, especially by supporting the local manufacturers, wholesalers, retailers, service providers, etc. Currently, Mabanee coordinates with thousands of local suppliers in Kuwait to meet its procurement needs, while there are 5 suppliers that are outside of Kuwait. In terms of expenditure, Mabanee spent 1,750,000 KD in 2018 in procurement—1,700,000 KD of which was allocated to local suppliers, and 50,000 KD to foreign suppliers. This 3% foreign versus 97% local procurement contribution is a clear evidence of our nationalization efforts in our procurement practices.



KD CONTRIBUTION TO SUPPLIERS		
Supplier Type	Expenditure (KD)	Expenditure (%)
Local Suppliers	1,700,000	%97
Foreign Suppliers	50,000	%3
Totals:	1,750,000	%100

PROCUREMENT EXPENDITURE - FOREIGN V.LOCAL



COMMUNITY



NEW KUWAIT VISION 2035

High Quality Healthcare



Global Positioning



Creative Human Capital



Sustainable Diversified Economy



BOURSA KUWAIT

Injury rate



Community investment



Links between executive pay and performance



UNSDGS

GOAL 1: No Poverty



GOAL 2: Zero Hunger



GOAL 3: Good Health and Well-Being



GOAL 4: Quality Education



GOAL 5: Gender Equality



GOAL 8: Decent Work and Economic Growth



GOAL 9: Industry, Innovation, and Infrastructure



GOAL 10: Reduced Inequalities



GOAL 11: Sustainable Cities and Communities



GOAL 16: Peace, Justice, and Strong Institutions



GOAL 17: Partnerships for the Goals



MATERIAL TOPICS

Community Impact

COMMUNITY IMPACT (103, 413-1)

Throughout Mabanee’s sustainability strategy and performance, it is crucial to be aware of an important stakeholder to our operations: the community. Traditional business trends have usually separated the business world from the community, whereas business’ successes were determined mainly from their bottom lines—no matter the impact on the community (or sometimes even at the detrimental cost to the community).

Mabanee now adopts a more modern view, as we view ourselves as a responsible corporate citizen that must be aware of how we impact the community and how the community impacts us—and accordingly engage with the community. Mabanee is determined to give back to the community in which it operates, and for this reason we invest heavily in community-oriented activities, ranging from direct sponsorships, to participation in various community events related to engagement and awareness.

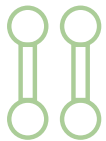
SPONSORSHIP

#THEAVENUESCARES

YOUTH SPONSORSHIP

In striving to directly play a role in empowering the youth, Mabanee is a strategic sponsor of Tmkeen Youth Empowerment Organization. This organization is an independent, private Non-Profit Organization (NPO) & Non-Governmental Organization (NGO), and constitutes of a national Initiative to empower the youth, especially through advocating entrepreneurship advancements. As part of this, Mabanee is a sponsor of the annual Youth Empowerment Symposium, which has been held each year since 2012. In sponsoring the symposia, Mabanee contributes towards the following Tmkeen Youth Empowerment Organization goals:

TMKEN YOUTH EMPOWERMENT ORGANIZATION GOALS



GOAL 1

To create a connecting bridge between global and local leaders with the youth of Kuwait



GOAL 2

To maintain annual programs for Entrepreneurs by gathering a community of 100 Entrepreneurs



GOAL 3

To guide one entrepreneur every year from the beginning of his/her startup until success



GOAL 4

Taking 10 Entrepreneurs annually to develop their business model and create network with worldwide Entrepreneurs

DISABILITY SPONSORSHIPS

#THEAVENUESCARES

Throughout organizations’ various corporate social responsibility events, the organization often has a specific social issue for which it takes up the mantle. For Mabanee, it is disabilities. We often sponsor events with the aim of empowering those with intellectual disability, and better integrate them into society. This includes, for example, hosting the Special Olympics, and integrating disability issues into other workshops and awareness events. More information is provided below:

CASE STUDY

INTEGRATING INTELLECTUALLY DISABLED PEOPLE IN SOCIETY

The Avenues management is keen to contribute to the activities of social responsibility, which highlights the importance of humanitarian aspects in promoting awareness and social unity. The Avenues hosted the 50th anniversary of Special Olympics; the official sports organization for people with intellectual disabilities.

One of the events that Mabanee organized for this cause includes a participation from the Kuwaiti talent Hamad Alhumaidhan, “Young Picasso”, in an art-workshop with intellectually

disabled people, where he assisted them in painting artworks related to the event.

An additional event that was integrated to the disabilities cause was the Breast Cancer Awareness campaign. Mabanee has invited the official spokesperson of Special Olympics Mariam Thiab to participate with a group of young intellectually disabled people in this event by inviting the mall visitors to participate in shaping and filling the artwork with their fingerprints in support of the campaign, in addition to distributing roses to the visitors.

OBJECTIVE:

1. To highlight the Special Olympics games and athletes.
2. To integrate intellectually disabled people in society.
3. To create positive impact on the society.
4. To raise the awareness of the disabled athlete’s participation in the tournaments.
5. To encourage the athletes and give them the chance to show and express themselves to the society.
6. To honor the athletes with awards provided by Mabanee.

OUTCOMES:

- Interaction with The Avenues visitors has been achieved.
- Gave the chance for the special needs people to interact with the society by participating with public.
- A smile on our champion’s faces, which is worth a billion dollars.

ENGAGEMENT & AWARENESS (102-12, 203-1)

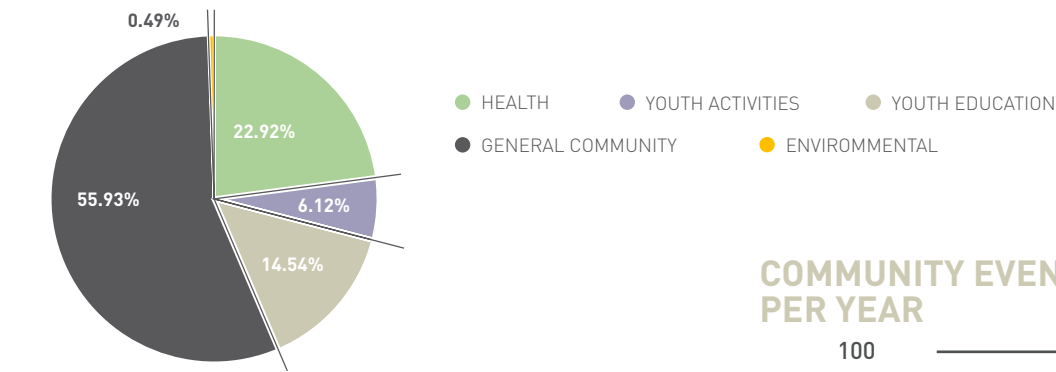
In order for Mabanee to reflect its corporate social responsibly as a member of the local community, we are continuously engaging members of the community through a range of events and activities throughout the year. These events are categorized into 5 domains: health, youth activities, youth education, general community, and environment.

In 2018, Mabanee participated in 90 of these community engagement events, compared to 56 events in 2017, which is a great 61% increase. In terms of the number of events, most of them were related to community and the least being environmental. In total, Mabanee invested 659,905 KD in the engagement events in 2018, which is a remarkable 154% increase from the 2017 figure of 259,692 KWD.

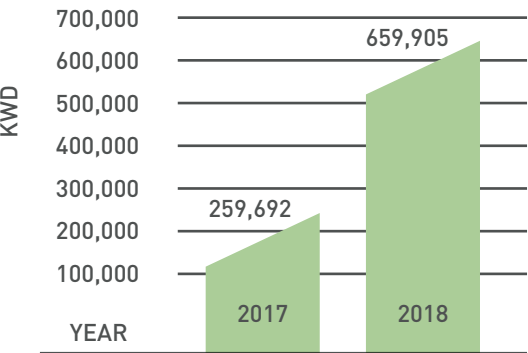
This year, the highest investment was allocated to community and the least towards environment. Furthermore, these events also saw participation from our own employees, where a total of 352 employees participated in 2018—with the highest participation in community events and the lowest in environmental. More information on the events is displayed below:

CATEGORIES	NUMBER OF EMPLOYEE PARTICIPATED	INVESTMENT (KWD)	NUMBER OF EVENTS
Health	76	151,232	27
Youth Activities	12	40,375	5
Youth Education	56	95,946	11
General Community	203	369,102	45
Environmental	5	3,250	2
Totals:	352	659,905	90

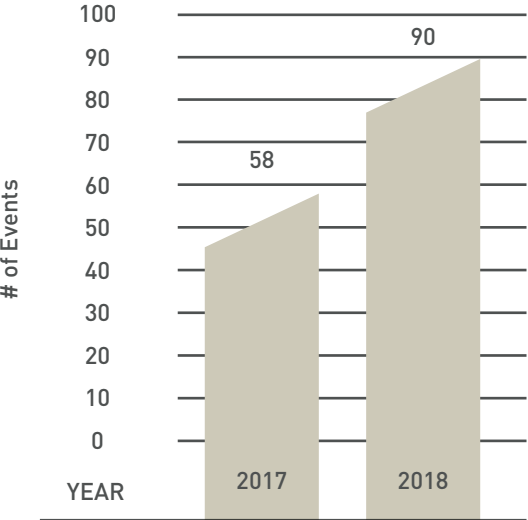
COMMUNITY EVENTS ALLOCATION - BY INVESTMENT



COMMUNITY INVESTMENT PER YEAR



COMMUNITY EVENTS PER YEAR



HEALTH

#THEAVENUESCARES

Mabanee has prioritized health as an important area to engage with the community, especially concerning events that raise awareness to certain health issues, such as diabetes, stroke, heart diseases, autism, HIV/AIDS, breast cancer, obesity, etc.

In 2018, Mabanee invested a total 151,232 KWD into 27 health-related awareness events, and total duration of all health events was 69 days. Specifically, the highest value of investment was allotted to the Diabetes World Day on Nov 30th, 2018, and the longest duration of an event was for Breast Cancer Awareness and Health Checkups events, each of which lasted 10 days. These 27 health-related events in 2018 are a good improvement from 2017, where there were only 9 health-related events conducted—showing an increase of 200%. Below is more information concerning the health-related events:

Event	Date	Organizer	Duration (days)	Value	Description
Stroke disease campaign	20 th December, 2018	Loyac	3	16,500 KWD	Stroke disease campaign by Loyac - To reduce death, disability and the impact of stroke and TIA through better prevention, treatment and support.
Diabetes World Day	30 th November, 2018	Blue Circle	2	37,500 KWD	Diabetes World Day by Blue Circle Organization - in response to growing concerns about the escalating health threat posed by diabetes.
Prostate Cancer	29 th November, 2018	KUMSA	2	3,500 KWD	Prostate Cancer by KUMSA - serves the purpose of: Increasing public awareness of the importance of prostate health.
World Diabetes Day	22 nd November, 2018	Dasman	1	3,500 KWD	World Diabetes Day by Dasman center - in response to growing concerns about the escalating health threat posed by diabetes
Aids Awareness Campaign	31 st October, 2018	Ministry of Health	3	1,700 KWD	Aids Awareness Campaign by the Ministry of Health – Spread awareness about Aids.
Breast Cancer	22 nd October, 2018	The Avenues	10	-	Breast Cancer Awareness Campaign by The Avenues
Osteoporosis Awareness	20 th October, 2018	Kuwait Osteoporosis Society	1	5,900 KWD	World Osteoporosis by Kuwait Osteoporosis Society – the campaign calls on the general public to take early action to protect their bone and muscle health, in order to enjoy a good quality of life and independence in the future.
Breast Cancer	20 th October, 2018	Alvira	4	1,500 KWD	Breast Cancer by Alvira - a worldwide annual campaign to highlight the importance of breast cancer awareness, education and research

Event	Date	Organizer	Duration (days)	Value	Description
World Obesity Day	12 th October, 2018	Kuwait Obesity Association	2	14,000 KWD	World Obesity Day by Kuwait Obesity Association - to stimulate and support practical solutions to help people achieve and maintain a healthy weight, and to reverse the obesity crisis.
Breast Cancer	11 th October, 2018	Kuwait Oil Company (KOC)	3	2,000 KWD	Breast Cancer Awareness Campaign by KOC - a worldwide annual campaign to highlight the importance of breast cancer awareness, education and research.
World Teacher Day	5 th October, 2018	Teachers Society	1	14,000 KWD	Celebrating world teacher day.
Heart Day	4 th October, 2018	Ministry of Health (MOH)	2	1,500 KWD	Heart Day by the Ministry of Health - raising awareness about cardiovascular disease, including heart disease and stroke.
World Heart Day	27 th September, 2018	SACC	3	3,750 KWD	Awareness campaign.
Medical Campaign	20 th September, 2018	KUMSA	3	3,750 KWD	Spread awareness of the importance of checking your blood pressure.
Sa'ed	22 nd June, 2018	Kuwait Heart Foundation	3	2,000 KWD	Sa'ed Campaign by Kuwait Heart Foundation - raising awareness about cardiovascular disease, including heart disease and stroke.
MS Day	27 th May, 2018	Kuwait Multiple Sclerosis ass	1	400 KWD	MS Day by Kuwait multiple sclerosis association - The campaign will give a voice to everyone affected by MS to share their invisible MS symptoms and express what you want others to know and understand about MS, in order to challenge common misconceptions and help people understand how to provide the right support.
Health Checkup	24 th May, 2018	Ministry of Public Authority	10	5,000 KWD	Health Checkup by the Ministry of Public Authority - Remind The Avenues visitors about the importance of the annual health checkup by providing free blood, sugar and blood pressure checkups.
World Asthma Day	3 rd May, 2018	Ministry of Health (MOH)	1	1,800 KWD	World Asthma Day by the Ministry of Health - to improve asthma awareness and care around the world.

Event	Date	Organizer	Duration (days)	Value	Description
World Autism Day	3 rd April, 2018	Autistic Behavior School	1	400 KWD	World Autism day by Autistic Behavior School - The aim of this campaign is not only to understand what barriers to inclusion autistic people are up against, but also to identify how we all, as a society, can work together to overcome and remove them.
World Autism day	2 nd April, 2018	Kuwait Autism Society	2	800 KWD	World Autism day by Kuwait Autism Society - to promote autism awareness, inclusion and self-determination for all, and assure that each person with ASD is provided the opportunity to achieve the highest possible quality of life.
Health Checkup	31 st May, 2018	Diet Care Center	1	1,300 KWD	Health Checkup by Diet Care Center – Remind The Avenues visitors about annual health checkup by providing free blood, sugar and blood pressure checkups
World Tuberculosis Day	26 th May, 2018	Ministry of health	1	3,333 KWD	World Tuberculosis Day by the Ministry of health - to raise public awareness about the devastating health, social and economic consequences of tuberculosis (TB) and to step up efforts to end the global TB epidemic
CPR	23 rd March, 2018	Kuwait Med Association	2	5,833 KWD	CPR by Kuwait Med Association – Educate The Avenues visitors of basic CPR
World Kidney Day	8 th March, 2018	KNA	2	2,000 KWD	World Kidney Day by the Kidney National Association – Celebrating the World Kidney Day and spread awareness
Palliative Care	9 th February, 2018	Association of Palliative MD	1	800 KWD	Palliative Care Awareness by the Association of Palliative MD - Spread awareness about the existence of the Association of the Palliative Care
Stop the Bleeding	1 st February, 2018	KUMSA	3	16,666 KWD	Stop the Bleeding by KUMSA – To provide bystanders of emergency situations with the tools and knowledge to stop life threatening bleeding. The “Stop the Bleed” campaign will put knowledge gained by first responders, into the hands of the public to help save lives
Chest Allergy	5 th January, 2018	Ministry of health	1	1,800 KWD	Chest Allergy by The Ministry of health – Spread awareness about the importance of checking up on chest allergy
Totals			69	151,232 KWD	

YOUTH ACTIVITIES

#THEAVENUESCARES

Mabaneer recognizes that the youth form the foundation of the community, making it necessary for Mabaneer to play its part in engaging and empowering the youth, especially through youth activities.

In 2018, Mabaneer invested 40,375 KWD into 5 events focused on the youth, lasting a total duration of 12 days. The highest investment was allocated to the Handicapped Exhibition on December 1st, 2018, and the longest events (ranging 3 days each) belong to the same Handicapped Exhibition, Special Needs event, and Juventus Academy event. More information concerning youth events are displayed below:

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
Experience Adventure	3 rd December, 2018	-	2	2,375 KWD	Spreading awareness of the importance of sports for youth
Handicapped Exhibition	1 st December, 2018	Training Gate International	3	25,000 KWD	Displaying creativity paintings by handicapped students
Special Olympics	20 th July, 2018	Special Olympics	1	4,800 KWD	celebrating the 50 years anniversary of special Olympics
Special Needs	12 th July, 2018	Training Gate International	3	2,200 KWD	Displaying creativity paintings by handicapped students
Juventus Academy	18 th January, 2018	Juventus Academy	3	6,000 KWD	Spread awareness of the importance of sports for kids
Total Investment			12	40,375 KWD	

YOUTH EDUCATION

Besides events geared towards youth activities, it is also important to empower the youth with educational initiatives, which ensures that Mabaneer plays its role in the community to contribute towards a more intellectual community in the future.

In this regard, in 2018, Mabaneer has invested 95,946 KWD in 11 events related to youth education, with a total duration of 25 days. The longest event duration and also the highest investment was allotted to the Fine Arts event of KTV program (conducted with the Ministry of Education) on March 5th, 2018—with 33,920 KWD invested for 4 days event duration. More details are displayed below concerning youth education events:

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
KISR Event	1 st November, 2018	KISR	3	25,000 KWD	Internships opportunity for senior high school and college students.
Loyac	26 th July, 2018	Loyac	1	680 KWD	Giving the opportunity for youth to discover themselves.
Sabah Alsalem university city	22 nd July, 2018	Kuwait University	2	990 KWD	Displaying Sabah Alsalem university city.
Inventors	4 th May, 2018	Kuwait Society for inventors	1	5,760 KWD	Little Inventors by Kuwait Society for inventors – To Educate students about the existence of such programs to help them do something they can be proud of.
Summer Internship	26 th April, 2018	KISR	3	1,850 KWD	Providing summer internships
Alnowair Nursery	19 th April, 2018	Alnowair Nursery	2	11,666 KWD	Providing kids a playful environment.
Fantasy Village	13 th April, 2018	Story Tent	1	5,280 KWD	Story Telling Tent for Kids to read books.

Reading Event	8 th March, 2018	KFAS	2	3,500 KWD	Reading Event by KFAS – to encourage The Avenues visitors to read
Creativity event	7 th March, 2018	Sabah Alahmad Center	1	1,000 KWD	To encourage creativity in youth
Fine Arts of KTV program	5 th March, 2018	The Ministry of Education	4	33,920 KWD	Displaying fine art pieces done by college students.
Benali	4 th March, 2018	Kuwait University	5	6,300 KWD	Displaying paintings by college students.
Total Investment			25	95,946 KWD	

GENERAL COMMUNITY

The majority of Mabaneer events are classified under general community, which includes special occasions, awareness initiatives, social aid, cultural events, religious events, exhibitions, etc.

In 2018, Mabaneer participated in 45 of these events, investing a total of 369,102 KWD in them, and totaling a duration of 182 days. The highest allocation of the investment went towards the Yemen City campaign with Al Salam Society, which was on August 9th, 2018. On the other hand, the event with the longest duration was the Charity Event with the organization “Nurture and Educate Students Today” (NEST), conducted on May 10th, 2018. More information concerning Mabaneer’s general community events is displayed below.

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
Recycle Station	23 rd December, 2018	Ministry of Education	4	21,250 KWD	Encourage people to recycle by creating art out of it
Deraya	29 th November, 2018	Lawyers Society	3	13,333 KWD	Spread awareness by understanding law
Children’s Day	21 st November, 2018	Porsche Club	4	33,750 KWD	Celebrating world children’s day by providing a playful environment
A Car that Flies	16 th November, 2018	Netherlands Embassy	2	2,500 KWD	For the first time outside of Europe, The Avenues hosts the first commercial car that flies!
Anniversary of the Constitution	11 th November, 2018	National Assembly	3	3,500 KWD	Celebrating the Anniversary of Kuwait’s Constitution
Warm Winter	4 th November, 2018	Red Crescent	7	4,000 KWD	Charity campaign for refugees
Girls Development & Giving	17 th October, 2018	National Guard Headquarters	3	2,200 KWD	Appreciating the importance of women role in Kuwait
Saudi National Day Dance	21 st September, 2018	Saudi Embassy	1	3,500 KWD	Celebrating Saudi national day
Smurfs Exhibition	20 th September, 2018	Belgium Embassy	7	22,600 KWD	Celebrating Belgium week
Cartoons Exhibition	20 th September, 2018	Kuwait Cartoon society	5	3,190 KWD	Art exhibition by a group of cartoonists
Donate to their Education	26 th August, 2018	Red Crescent	7	4,000 KWD	Collecting donations to educate the people in need
Awareness Campaign	26 th August, 2018	Ministry of Interior	5	4,600 KWD	Spread awareness about the importance of respecting the traffic law
Hajj Exhibition	16 th August, 2018	Embassy of the Netherlands	3	2,200 KWD	Displaying rare photos of Hajj in 1920’s
Yemen City Campaign	9 th August, 2018	Al-Salam Society	7	51,000 KWD	Announcing the peace village project in Yemen done by Alsalam Society
Summer Cultural Festival - Engravings	5 th August, 2018	KNCC	7	3,350 KWD	Displaying engraving on rocks art pieces

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
Summer Cultural Festival - Books	2 nd August, 2018	KNCC	2	4,480 KWD	Book fair
Martyrs Exhibition	2 nd August, 2018	Shaheed Office	3	3,750 KWD	Photos exhibition of Kuwait martyrs
Migration	30 th July, 2018	Intl Org for Migration	2	990 KWD	Awareness campaign to stop trafficking in persons
Roads Exhibition	24 th July, 2018	Public authority for Roads	5	3,190 KWD	Displaying future plans for the roads in Kuwait
Drugs World Day	26 th July, 2018	Ministry of Interior	3	1,790 KWD	Awareness campaign about drugs
Islamhom Farha	7 th June, 2018	IPC	3	1,850 KWD	Spreading awareness about Islam for non-Muslims
Eid ATM Machines	6 th June, 2018	KNET / CBK	4	-	Providing ATM machines in different locations
Refugees	28 th May, 2018	UNHCR	4	2,200 KWD	Awareness campaign of how refugees are suffering around the world
Humanitarian Aid	24 th May, 2018	KSHW	3	1,200 KWD	Spreading awareness of the importance of humanitarian work
Who Earns My Hand	21 st May, 2018	Ministry of Social affairs	10	9,500 KWD	Supporting home businesses for women of the age +50
Ministry of Commerce	18 th May, 2010	Ministry of Commerce	1	800 KWD	Informative desk of the services provided by the ministry of commerce in The Avenues
Charity	10 th May, 2018	NEST	15	16,750 KWD	Collecting donations for Syrian refugees to help their education
Europe Day	9 th May, 2018	Bulgarian Embassy	7	8,500 KWD	Celebrating Europe day
Applications Exhibition	8 th May, 2018	-	5	7,375 KWD	Displaying different ministries' mobile apps
National Guard	1 st May, 2018	NGGH	5	3,190 KWD	Providing free health checkups for The Avenues visitors
Children's Day	27 th April, 2018	Turkish Embassy	1	2,880 KWD	Celebrating Turkish children's day
Your Prayer is a Covenant	26 th April, 2018	Al Najat Charity	3	1,850 KWD	Awareness campaign
Kuwait Cartoons	19 th April, 2018	Kuwait Cartoons Society	5	7,375 KWD	Painting exhibition
WMO	23 rd March, 2018	General Directorate of Civil Aviation	1	2,160 KWD	Celebrating world meteorological day
Mother's Day Event	21 st March, 2018	Kuwait Oil Company (KOC)	1	3,240 KWD	Celebrating mother's day
Save Ghouta	15 th March, 2018	Red Crescent	3	2,200 KWD	Charity campaign collecting donations for the people of Ghouta
Traffic Week	11 th March, 2018	Ministry of Interior	7	28,333 KWD	Awareness campaign about the importance of knowing the traffic law
World Engineers Day	1 st March, 2018	Kuwait Society of Engineers	3	16,666 KWD	Celebrating engineer's world day
National Day Event	25 th February, 2018	Kuwait Oil Company (KOC)	2	9,500 KWD	Celebrating Kuwait national day
Farwaneya Governorate	15 th February, 2018	Farwaneya Governorate	1	1,300 KWD	National day celebration
Alseraj Almoneer	6 th February, 2018	Ministrey of Awqaf	3	3,050 KWD	Awareness campaign of the importance of the Arabic language

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
Architecture Exhibition	1 st February, 2018	KASA	3	25,000 KWD	Displaying college students architectural work
Food Awareness	25 th January, 2018	Kuwait Food Bank	3	3,000 KWD	Awareness campaign about wasting food
Kuwait History	23 rd January, 2018	NCCAL	3	13,777 KWD	Old Kuwaiti tools exhibition
Book Exhibition	18 th January, 2018	NCCAL	3	8,333 KWD	Book fair
Total Investment			182	369,102 KWD	

ENVIRONMENTAL

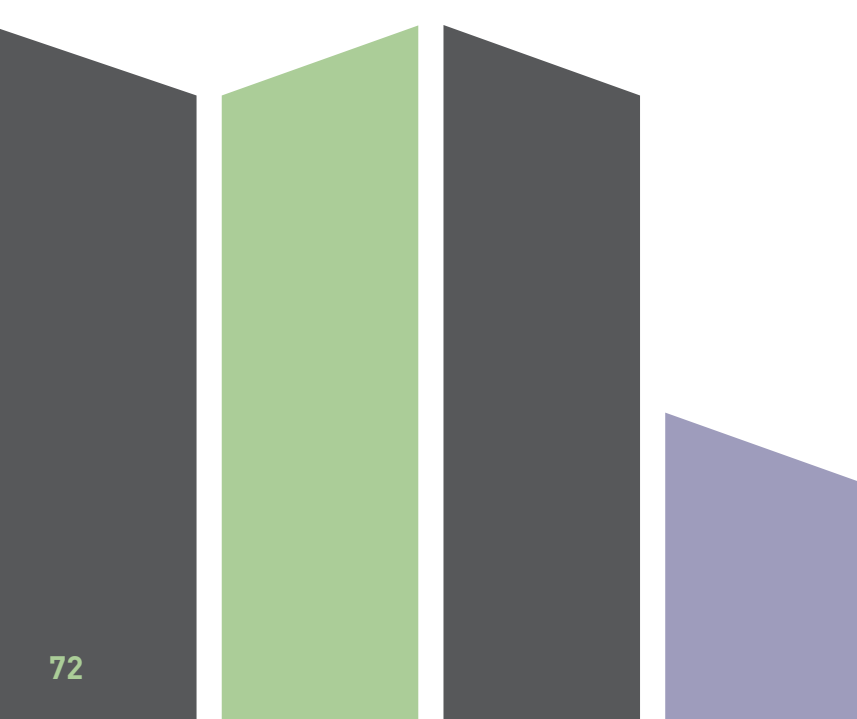
The last area related to our events is environmental, where Mabanee highlights environmental aspects through the events.

In 2018, Mabanee participated in 2 events related to the environment, investing 3,250 KWD and totaling a duration of 5 days. These are the Environment Public Authority (EPA) event concerning plastic waste, and the Environmental Exhibition organized by Date Palm Friends Society. More information is displayed below:

EVENT	DATE	ORGANIZER	DURATION (DAYS)	VALUE	DESCRIPTION
Environment Public Authority (EPA)	5th July, 2018	Environment Public Authority (EPA)	3	1,850 KWD	Awareness campaign of the severity of plastic waste.
Environmental Exhibition	1 st May, 2018	Date Palm Friends Society	2	1,400 KWD	Photographs exhibition.
Total Investment			5	3,250 KWD	



WORKPLACE



NEW KUWAIT VISION 2035



- Creative Human Capital
- Global Positioning

BOURSA KUWAIT



- Full Time employees
- Employee wages and benefits
- Kuwaitisation (%)
- Youth Employment (%)
- Women in the workforce (%)

UNSDGS



- GOAL 5: Gender Equality
- GOAL 8: Decent Work and Economic Growth
- GOAL 10: Reduced Inequalities
- GOAL 11: Sustainable Cities and Communities
- GOAL 16: Peace, Justice and Strong Institutions

MATERIAL TOPICS



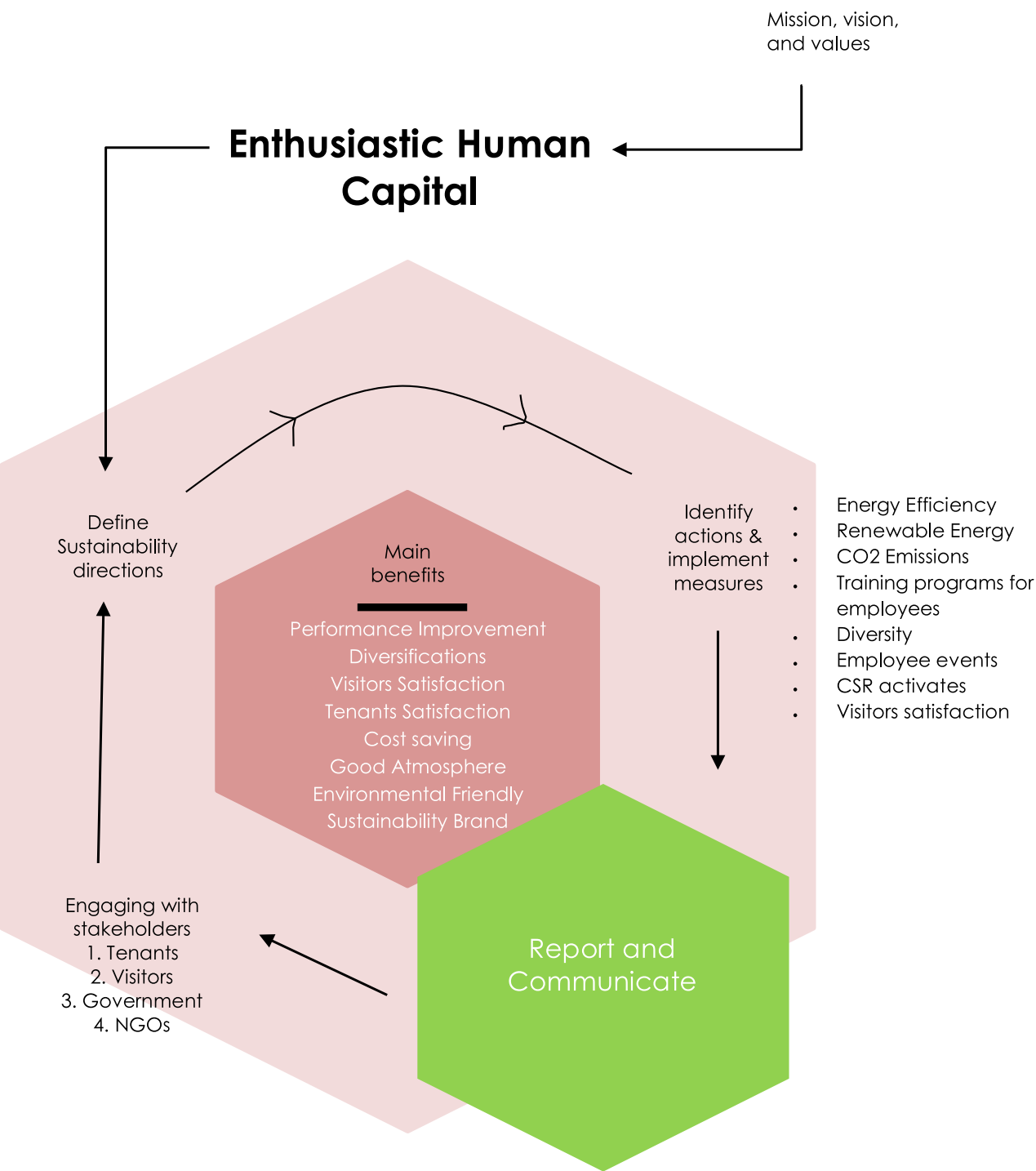
- Equitable Workplace
- Health and Safety

EQUITABLE WORKPLACE ⁽¹⁰³⁾

#THEAVENUESCARES

Our employees are vital stakeholders for Mabatee; the failure or success of our employees reflects on Mabatee as a whole, and, in extension, impacts Mabatee’s other stakeholders. Therefore, we are committed to engaging and empowering our employees in a way that leaves them with a positive impact, while furthering our sustainability and strategic goals.

This is done through various methods, including employee engagement, empowerment, occupational health & safety, employee retention, diversity & equal opportunity in employment, etc. The visual below further illustrates how keeping our human capital engaged and enthusiastic is integral in driving our strategy towards main benefits for our stakeholders:



TRAINING & DEVELOPMENT ^(404-1, 404-2, 402-3)

In recognition of the significant role that employees play in our sustainability performance, Mabatee is keen to keep empowering its workforce—specifically through various training & development activities. We provide training activities to equip our employees with the skills necessary to perform better in their current positions, as well as development activities to equip our employees with the expertise necessary to perform in higher positions in case of promotions.

TRAINING & DEVELOPMENT HOURS

#THEAVENUESCARES

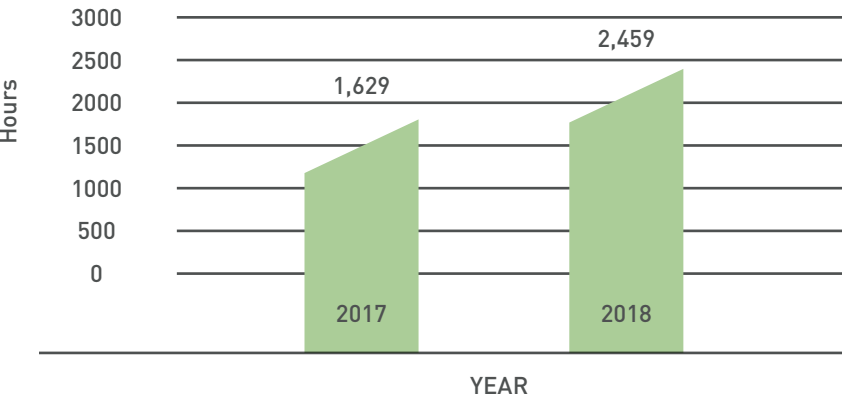
In 2018, Mabatee provided 2,459 hours of training to its employees—comprised of 67% of hours to male employees and 33% to female employees. In 2017 figure was 1,629 hours of training to employees, showing an improvement of 830 additional hours of training, or a 51% increase.

We aim to continuously improve on the hours of training we provide to our employees, and especially taking in consideration fair gender proportions in training hour allocation. Compared to last year’s gender implications of training hours, there is an improvement of training hour allocation to females, from 30% in 2017 to 33% in 2018—which is a 10% increase.

More information concerning training hours is provided below, and a list of training courses offered in 2018 can be found in **Appendix C**.

TRAINING HOURS PER YEAR	
Year	Training Hours
2017	1,629
2018	2,459

TRAINING HOURS PER YEAR



TOTAL HOURS OF TRAINING RECEIVED BY GENDER AND EMPLOYMENT LEVEL	2018		2017	
	Men	Women	Men	Women
Admin	452	315	64	365
Midcareer	819	375	792	74
Executive	388	110	277	57
Total Hours (# per gender)	1,659	800	1133	496
Total Hours (% per gender)	67%	33%	70%	30%
Total Hours (all genders)	2,459		1629	

CASE STUDY

MABANEE 101

Mabaneer 101 is a learning & development induction course provided to new Mabaneer employees, which is done as part of the Mabaneer Responsible Leader training courses. This course enables participants to operate in their respective areas as authentic, competent and responsible leaders at Mabaneer, while supporting their teams towards achieving organizational goals.

OBJECTIVE:

#THEAVENUESCARES

1. Recognize the processes, steps, and methods that leaders need in order to accomplish an inspirational vision.
2. Enhance their abilities to integrate Mabaneer's values and brand identity to work, systems and teams.
3. Provide participants with leadership skills and practices, which inspires them to become front-runners who support the goals of Mabaneer.

OUTCOMES:

The program involves collaborative activities and guided discussions, which ultimately help participants deal with the challenges they face at work. The course equips participants with the appropriate leadership and teamwork skills necessary to not only perform better in their current positions, but also ensure they have the required capabilities as they get promoted along their career paths.

PERFORMANCE AND CAREER DEVELOPMENT

Our investment in our employees in terms of training & development, are ultimately geared towards improving their performance and developing their careers. In this regard, we measure our employees' performance periodically through set criteria, and have set career paths for them based on evaluation results and other considerations. The main stages of the career path for employees goes from staff, managers, and senior managers.

Our current hierarchy shows that 94% of our employees are staff, while 3% are managers, and 3% are senior managers. We also assess our hierarchy according to its gender allocations. In 2018, we have 18% female employees and 82% male employees, and this proportion is relatively proportional across employee levels. The 8 male : 2 female ratio in staff numbers is proportional to total employees, the 7:3 of male to female managers shows a higher emphasis on female employees for this level, and the 9:1 ratio of senior managers shows a slightly higher emphasis on males in senior management.

More details concerning employees career development hierarchies and associated gender implications are displayed below:

PERFORMANCE AND CAREER DEVELOPMENT BY EMPLOYEE LEVEL	MEN		WOMEN		BOTH GENDERS	
	NUMBER	% OF LEVEL	NUMBER	% OF LEVEL	TOTAL NUMBER	% OF TOTAL EMPLOYEES
Senior Management	9	90%	1	10%	10	3%
Managers	6	67%	3	33%	9	3%
Staff	238	82%	51	18%	289	94%
Total	254	82%	55	18%	309	100%

KUWAITIZATION

As mentioned previously, one way in which we give back to the community in which we operate throughout our business practices, is a focus on local procurement. Another way in which we nationalize elements of our business practices is through our commitment to Kuwaitization in our workforce. We not only aim to comply with the minimum standards of Kuwaiti employment, but also aim to exceed them in order to give back more to the local community.

As of 2018, our Kuwaitization rate is 16.50% -- 51 Kuwaiti employees out of 309. The 51 Kuwaiti employees are comprised of 38 male Kuwaitis and 13 female Kuwaitis. Mabaneer is in continuous dialogue with the HR functions in efforts to increase Kuwaitization rates in the future in order to meet our strategic and sustainability goals. Below is more information concerning our Kuwaitization:

BY EMPLOYMENT NATIONALITY & GENDER	2018					
	NATIONALITY: KWT		NATIONALITY: NON-KWT		ALL NATIONALITIES	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Permanent	38	13	210	48	248	61
Total Staff (#)	51		258		309	
Total Staff (%)	16.50%		83.50%		100%	

DIVERSITY & EQUAL OPPORTUNITY

(102-8, 405-1)

#THEAVENUESCARES

Despite our commitment and plans concerning Kuwaitization in our workplace, Mabaneer is also committed to ensuring diversity & equal opportunity in our employment practices—as these are also significant sustainability issues. The two main areas of diversity and equal opportunity we strive to reflect in our workplace include diversity in: gender and age. Specifically, throughout our hiring practices, we continuously aim to provide equal opportunity in terms of demographic features, specifically age and gender, so that this diversity is in turn reflected in our workforce.

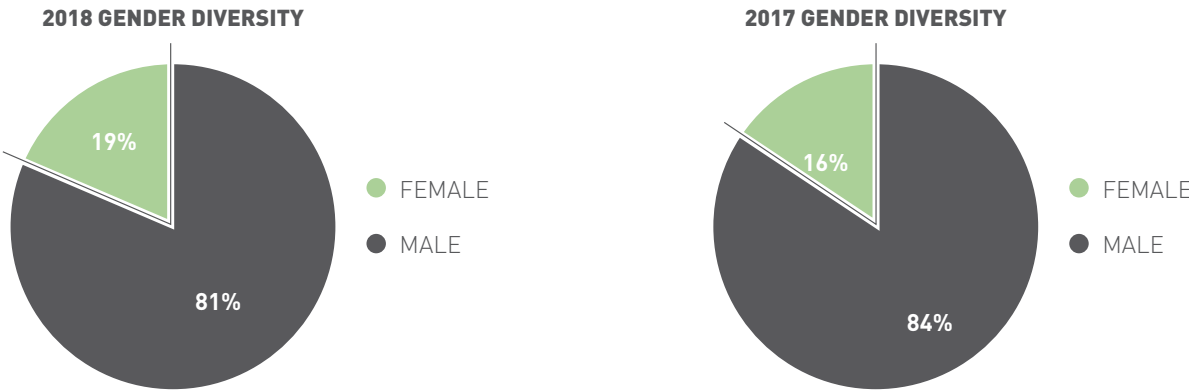
Additionally, besides age and gender elements, Mabaneer's workforce contains 2 special needs employees (being 0.7% of the workforce), and we are continuously looking for ways to accommodate our special needs employees, and hire more in order to enhance diversity in this regard.

GENDER DIVERSITY

As of 2018, we employed 309 employees, which is comprised of 18.69%% female and 81.31% male employees. Compared to 2017 figures, the percentage was 16% female to 84% male employees. This shows an outstanding improvement in the number of the female employees in Mabanee’s workforce, with a percentage change of 19%--further reflecting our persistent directions towards gender diversity.

2018 GENDER DIVERSITY		
GENDER	NUMBER OF EMPLOYEES	%
Male	248	81%
Female	61	19%
Total:	309	100%

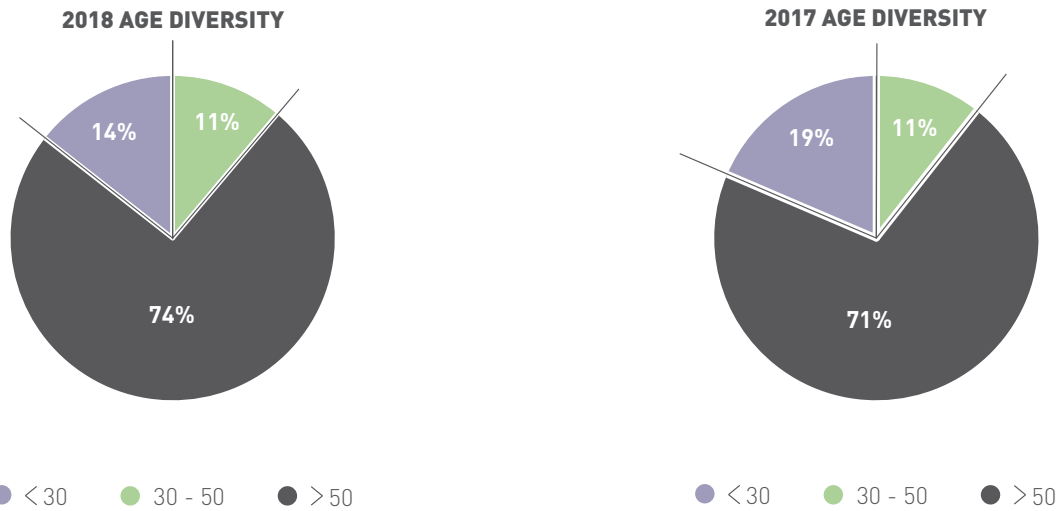
2017 GENDER DIVERSITY		
GENDER	NUMBER OF EMPLOYEES	%
Male	318	84%
Female	59	16%
Total:	377	100%



AGE DIVERSITY

In terms of age (across both genders), our workforce is comprised of 11.15% below the age of 30, then 74.43%% between 30 to 50, and 14.43% above 50. Compared to 2017 figures, there are similarities in proportions, though some fluctuations exist where slightly more 30-50 age-group employees were hired compared to those over 50, in terms of proportions to last year. More information about Mabanee’s age diversity is displayed below:

AGE DIVERSITY PER YEAR				
AGE GROUP	←30	30-50	→50	ALL AGES
2018	11%	74%	14%	100%
2017	11%	71%	19%	100%



More information concerning our demographic diversity, showing both age, gender, and employee level implications, is displayed below:

EMPLOYEES BY AGE, GENDER, AND EMPLOYEE LEVEL	2018													
	MEN					WOMEN					BOTH GENDERS			
	←30	30-50	→50	TOTAL	% OF MEN	←30	30-50	→50	TOTAL	% OF WOMEN	ALL AGES	←30	30-50	→50
	Junior	22	174	35	231	81.91%	12	38	1	51	18.09%	282	12.06%	75.18%
Senior	0	10	7	17	73.91%	0	5	1	6	26.09%	23	0.00%	65.22%	34.78%
Total	22	184	42	248	81.31%	12	43	2	57	18.69%	305	11.15%	74.43%	14.43%

OCCUPATIONAL HEALTH & SAFETY (403)

#THEAVENUESCARES

Mabanee has established policies and procedures pertaining to health and safety to provide a safe and healthy working environment, taking into account and, of course, exceeding the relevant laws and regulations. Maintaining a safe and healthy working environment primarily depends on the conduct and behavior of individuals.

Therefore, Mabanee as whole is consistently aware of the policies and procedures that apply to the workplace. The policies are guaranteed to be followed carefully, and others shall be urged to do the same, and to immediately report any unsafe situations or actions to the employee who is responsible for health, safety and the environment (HSE) matters. For more information concerning occupational health & safety, refer to section: Stakeholder Health & Safety.

EMPLOYEE RETENTION (401-1)

A key indication of a sustainable workforce is one that shows optimally high employee retention and optimally low employee turnover. After all, Mabanee invests heavily in attracting the appropriate talent and growing and developing the human capital—meaning it is most ideal for Mabanee and, by extension, its stakeholders, to nourish this talent instead of wasting it away on costly turnover.

In 2018, Mabanee hired 46 new employees, with a hiring rate of 26.1% for female employees, and 73.9% for male employees. Considering the female hiring rate of 26.1% is higher than the current female employees figure of 18.69%, this is a potentially good indication of commitment to gender diversity by emphasizing on females in the workforce.

Regarding turnover, 2018 saw 116 employees no longer working with Mabanee. Specifically, the female turnover rate was 9.5% compared to male turnover of 90.5%. Though we are consistently putting efforts to retain our talents through minimizing turnover, the low female turnover rate of 9.5% (compared to current female employees figure of 18.69%) is a further indication of Mabanee efforts to potentially enhance gender diversity in the workforce in the near future. A further indication of a female gender emphasis on retention and turnover rates can be found in comparison to last year figures. Compared to 2017, female new hiring compared to male new hiring increased from 24% to 26.1%, and female turnover compared to male turnover decreased from 16.98% to 9.5%.

In terms of Kuwaitization in our hiring practices, 2018 figures show that we have been hiring according to the following rates: 1.4 : 1 ratio of Kuwaiti to foreign new hiring. This means that for every 1foreign employee hired,

1.4 Kuwaiti employees are hired in return. This hiring trend indicates that we have the potential to increase the number of Kuwaiti employees in our workforce to strive for higher rates of Kuwaitization.

More information regarding retention and turnover is displayed below:

RETENTION & TURNOVER PER GENDER	2018				2017			
	NEW EMPLOYEES		TURNOVER		NEW EMPLOYEES		TURNOVER	
GENDER	NUMBER	RATE	NUMBER	RATE	NUMBER	RATE	NUMBER	RATE
Female	12	26.1%	11	9.5%	10	24%	9	16.98%
Male	34	73.9%	105	90.5%	32	76%	44	83.02%
Total	46		116		42		53	

DATA PRIVACY & INFORMATION CONFIDENTIALITY ⁽⁴¹⁸⁾ #THEAVENUESCARES

Despite Mabanee’s efforts towards transparency and communication to stakeholders, we are also committed to ensure that our operations and stakeholders are protected through adequate data privacy and information confidentiality measures.

Data privacy aims to protect personal data, and it is defined as any identifiable information about a person directly or indirectly such as personal information, job title, financial, medical, educational or training information. All employees are responsible for ensuring compliance with data privacy requirements under relevant laws and legislation of the State of Kuwait and under the policies and controls of Mabanee. Employees should be familiar with the relevant policies and controls.

Employees are also familiar with how to deal with and safeguard confidential information, which includes: trade secrets, technical knowledge, personnel records, business plans, proposals, information regarding production capacity and actual production, marketing and sales strategies, lists of clients and customers, price lists, or construction plans and strategies, suppliers’ data, and business methods, research and development information and financial data and performance data of Mabanee.

Each employee in Mabanee is responsible for the

protection of all confidential information. Mabanee’s information is intended only for performance of business and should not be disclosed unless the disclosure is in the interests of Mabanee. Such information shall not be discussed with any external parties including the employee’s family. No confidential documents or records should be left unattended in places that are accessible to others. Employees shall not discuss or deal with Mabanee data in public places so that others can hear such conversations which could run the risk of exposure.

Mabanee respects the trade secrets, copyrights, trademarks and patents owned by others. Using them or copying those materials without obtaining the owner’s permission or legal permission, may violate the law and this Code.

Confidential information shall not be disclosed by former employees without the written approval of Mabanee. Furthermore, it is prohibited for people who leave Mabanee to disclose confidential information about Mabanee, as well as other information such as information on customers, suppliers or competitors. Illegal disclosure of third-party’s confidential information could expose Mabanee to legal accountability. Disclosing confidential information about Mabanee without prior permission might lead to the loss of valuable intellectual property rights.

ENVIRON- MENTAL

NEW KUWAIT VISION 2035



Developed Infrastructure



Global Positioning



Sustainable Living Environment

BOURSA KUWAIT



Environmental Policy



Energy use



Carbon Emission



Water use



Waste generated



Waste recycled (%)

UNSDGS



GOAL 6: Clean Water and Sanitation



GOAL 7: Affordable and Clean Energy



GOAL 9: Industry, Innovation & Infrastructure



GOAL 11: Green Building



GOAL 12: Responsible Consumption and Production



GOAL 13: Climate Action



GOAL 15: Life on Land

MATERIAL TOPICS



Environmental Impact

ENVIRONMENTAL IMPACT (103, 307-1)

#THEAVENUESCARES

Mabanees sustainability responsibility is to care about our impact on our internal and external stakeholders, and we recognize that the environment is one of our intangible stakeholders on which we have measurable impacts.

For this reason, Mabanees is aware of environmental considerations throughout its operations, as it strives to measure, evaluate, and implement efficiency and reduction changes that consider a more positive effect on the environment. This includes, for example, enhancing our resource management (ie. water and waste), optimizing our energy consumption, and reducing our carbon footprint by tracking our carbon-dioxide (CO2) emissions.

RESOURCE MANAGEMENT

One of our approaches to impacting the environment more responsibly is by enhancing our resource management. Resource management covers both our water consumption, and how we deal with waste. We manage water by continuously tracking our consumption of it, analyzing it in terms of intensity ratios, and taking measures to strive to reduce it. We manage our waste by recycling certain types of materials, tracking the waste we generate and recycle, and transport it for safe disposal, and take actions to recycle as much as possible.

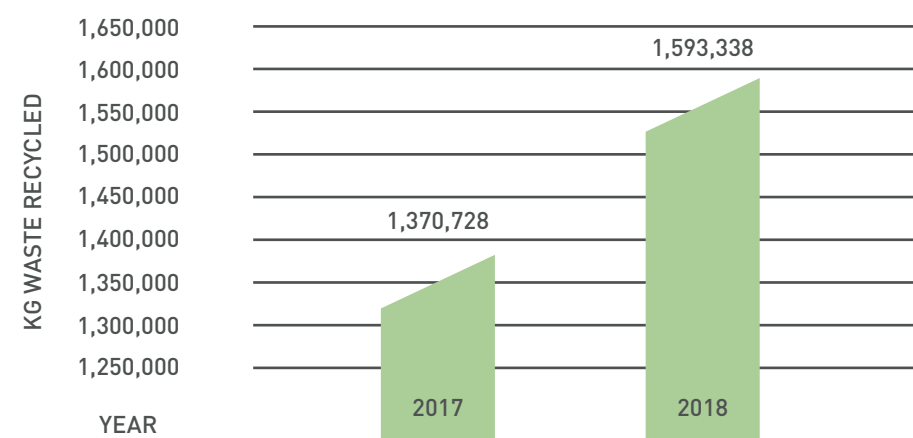
WASTE MANAGEMENT (301-1, 301-2, 306-2)

As part of its efforts to care for the environment, Mabanees periodically tracks the waste it generates and recycles, and continuously aims to recycle waste in order to leave a more positive environmental impact. Specifically, the three types of materials that Mabanees recycles include cartons, used oil, and wooden pallets.

In total, 1,593,338 kilograms of this waste was generated, and all of it was recycled. This is an improvement from 2017, where 1,370,728 kilograms of this waste was generated and recycled. Furthermore, as part of waste management, Mabanees has spent 3,150 KD in 2018 to transport waste for recycling and proper safe disposal. More details concerning Mabanees waste management are displayed below.

WASTE GENERATION & RECYCLING PER YEAR	
YEAR	WASTE GENERATED & RECYCLED (KG)
2017	1,370,728
2018	1,593,338

WASTE GENERATION & RECYCLING PER YEAR



WASTE MATERIAL RECYCLED:



USED CARTONS:
1,318.52 MT



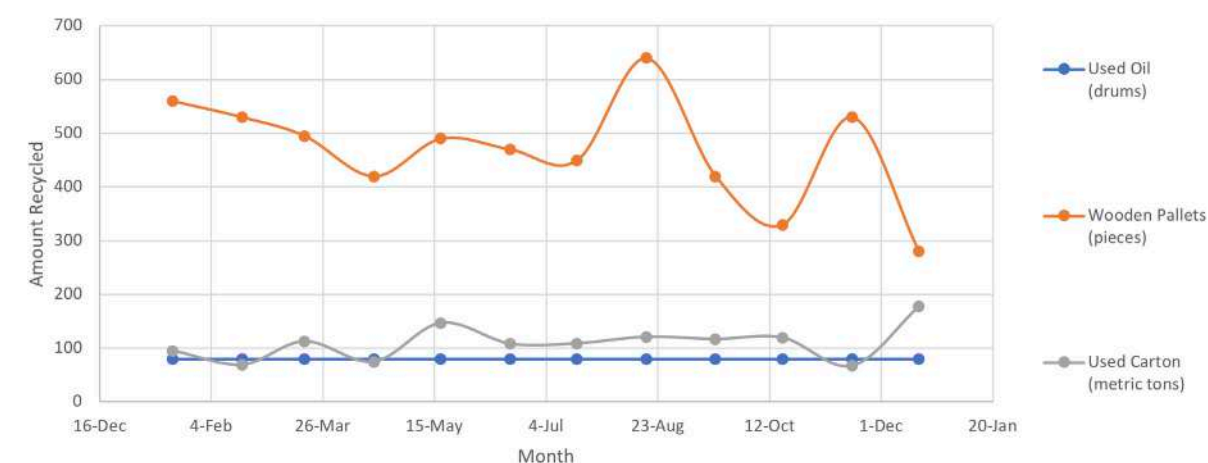
USED OIL:
960 DRUMS



WOODEN PALLETS:
5,615 PIECES

SOLD WASTE MATERIAL INVENTORY 2018			
MONTH	USED OIL (DRUMS)	WOODEN PALLETS (PIECES)	USED CARTON (METRIC TONS)
18-Jan	80	560	95.09
18-Feb	80	530	69.285
18-Mar	80	495	112.66
18-Apr	80	420	74.775
18-May	80	490	147.155
18-Jun	80	470	108.24
18-Jul	80	450	109.02
18-Aug	80	640	121
18-Sep	80	420	117
18-Oct	80	330	119.335
18-Nov	80	530	67.07
18-Dec	80	280	177.89
Total	960	5615	1318.52

Waste Material Inventory (per Month)



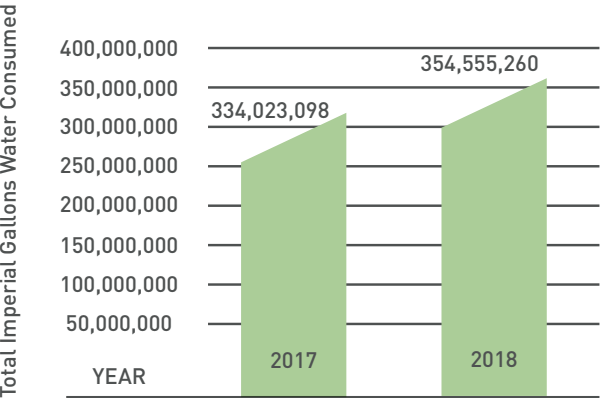
WATER MANAGEMENT (303-1, 303-2)

Mabanees periodically measures and transparently reports its water consumption, and accordingly plans for ways in which to better manage water usage. However, in 2018, there was a slight increase of water consumption, from 334,023,098 imperial gallons in 2017, to 354,555,260 imperial gallons in 2018. This also showed a slight increase in water intensity per employee, going from 991,166 IMP Gallon / employee in 2017 to 1,162,476 IMP Gallon / employee in 2018.

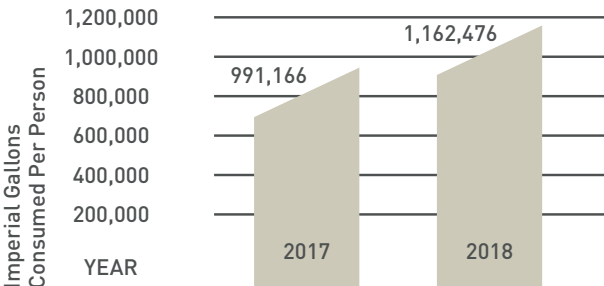
However, when analyzed in terms of water consumption intensity per cubic meter, Mabanee has improved, going from 927 imperial gallons / cubic meter in 2017 to 838 imperial gallons / cubic meter in 2018—which is a great 10% decrease. This means that when examined proportionally to the cubic meters of space that Mabanee is responsible for, water management has improved. Below are more details concerning Mabanee’s water management.

WATER CONSUMPTION FIGURES PER YEAR			
YEAR	WATER CONSUMPTION (IMP GALLONS)	WATER INTENSITY (PER EMPLOYEE)	WATER INTENSITY (PER CUBIC METER)
2017	334,023,098	991,166	927
2018	354,555,260	1,162,476	838

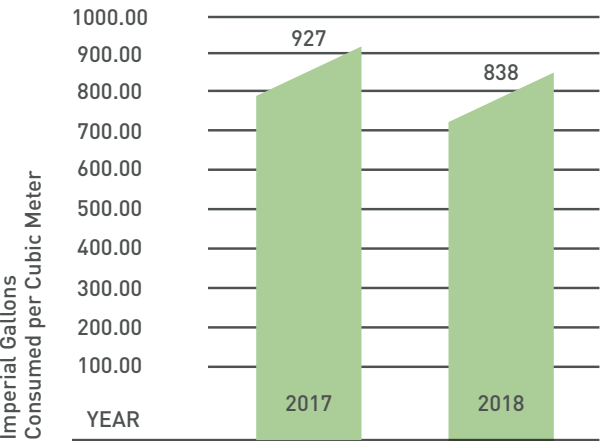
TOTAL WATER CONSUMPTION



WATER CONSUMPTION INTENSITY PER EMPLOYEE



WATER CONSUMPTION INTENSITY PER CUBIC METER



ENERGY OPTIMIZATION (302-1, 302-2, 302-3, 302-4)

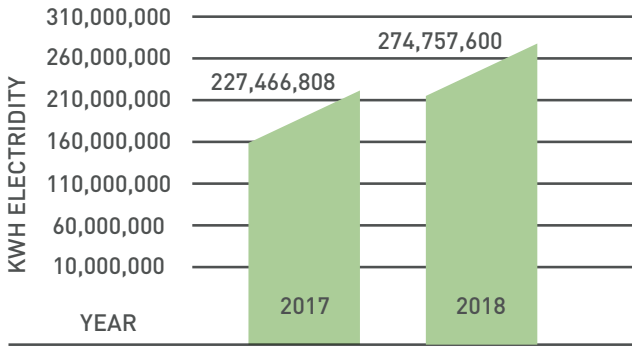
ELECTRICITY CONSUMPTION

Mabanee periodically measures and reports its energy consumption, and is continuously thinking of ways in order to better optimize energy consumption—specifically optimize it in a way that reduces and saves energy while simultaneously ensuring the stakeholders with modern premises and functions. In 2018, Mabanee consumed a total of 274,757,600 kWh of electricity, paying 1,373,788 KWD for it.

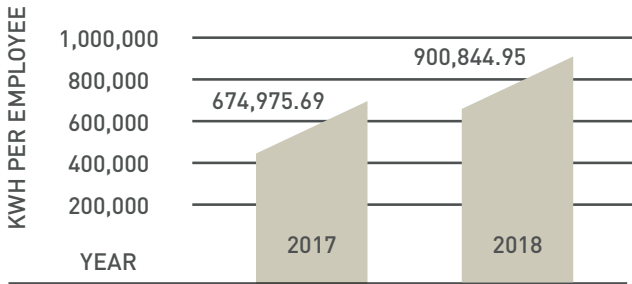
Examining through intensity, we see that electricity consumption intensity is 900,845 kWh per Mabanee employee, and 646 kWh per cubic meter. In comparison to last year, there are slight increases in electricity figures this year, which can be mainly due to Phase IV expansion. However, Mabanee is implementing measures to more consistently and accurately measure and evaluate electricity consumption, ultimately striving for better energy optimization. More information about Mabanee’s electricity consumption compared to last year is displayed below:

#THEAVENUESCARES

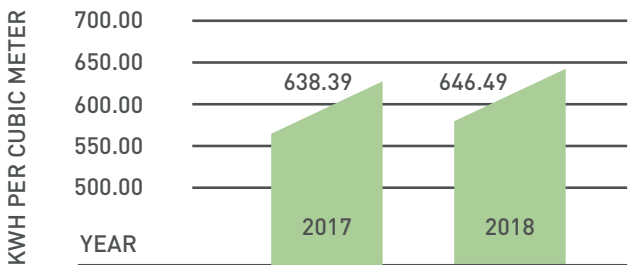
TOTAL ELECTRICITY CONSUMPTION



ELECTRICITY CONSUMPTION INTENSITY (KWH PER EMPLOYEE)



ELECTRICITY CONSUMPTION INTENSITY (KWH PER CUBIC METER)

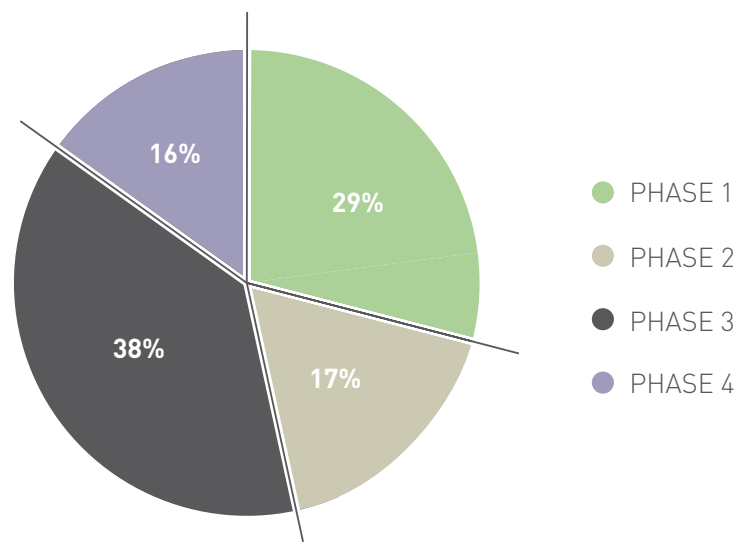


Looking at the specific phases, we see that Phase IV has shown the highest level of energy optimization, with the lowest kWh and KWD values of electricity consumption. Furthermore, in order to strive for better energy consumption, Mabanee has spent a total of 153,000 KWD in energy consumption reduction efforts in The Avenues across all phases.

Mabanee is looking for ways to use more renewable energy in the premises, like The Avenues – Bahrain, which has now implemented solar panels in the parking spots. More information concerning the electricity consumption and expenditure, per phase and in aggregate, is displayed below:

ELECTRICITY INFORMATION (2018)		
PHASE	ELECTRICITY CONSUMPTION (KWH)	ELECTRICITY EXPENDITURE (KWD)
Phase I	80,746,300	403,731.5 KWD
Phase II	46,699,600	233,498 KWD
Phase III	104,112,100	520,560 KWD
Phase IV	43,199,600	215,998 KWD
Total Electricity consumption (all The Avenues phases)	274,757,600	Total Amount: 1,373,788 KWD

ELECTRICITY CONSUMPTION PER PHASE



UTILITY CHARGES

Mabanee receives water and electricity utilities from the Ministry of Electricity & Water (MEW), and Mabanee pays for utility charges accordingly. In 2017, MEW raised the utility charges, and Mabanee initially faced the challenge of sharing these utility costs with the tenants—since it was challenging to trace the consumption of specific tenants. The solution was the installation of British Thermal Unit (BTU) meters for all tenants.

CASE STUDY

INSTALLATION OF BTU METERS FOR TENANT CHILLED WATER HVAC SYSTEMS

British Thermal Unit (BTU) meters were installed in all tenants' chilled water lines, which is used for Mabanee to know each tenant's consumption heating, ventilation, and air conditioning (HVAC) systems. Then, with consumption data available for each tenant, Mabanee was able to bill tenants according to their consumption. This came with various benefits. First, Mabanee was able to share the operational cost of The

Avenues in an equitable way, rather than bearing the burden of utility costs it did not directly consume. Second, the utility tracking and cost sharing created an incentive for tenants to smartly control their usage of HVAC resources and reduce energy wastage. As a result, this drive towards resource efficiency creates favorable cost savings for the tenants and Mabanee, and leaves a more favorable environmental impact for stakeholders.

OBJECTIVE:

- 1. To share the operational costs of the mall.
- 2. To better control HVAC system consumption and reduce wastage of heat load by tenants.

OUTCOMES:

- 1. Utility expenditure and other operational expenditures got shared with the tenants equitably according to actual consumption
- 2. An incentive was created for tenants to reduce HVAC consumption and energy wastage.

LIGHTING

The premises of The Avenues and the tenants’ stores are traditionally lighted through conventional lighting, which did not have many environmental features. However, now Mabanee is moving towards more environmentally-friendly operations—specifically starting with changing all our lights in our properties to Light Emitting Diode (LED) lights—which exhibit more environmentally friendly features.

CASE STUDY

LIGHT-EMITTED DIODE (LED) LIGHTING CONVERSION

#THEAVENUESCARES

The conversion of lighting from conventional to environmentally-friendly Light-Emitted Diode (LED) lighting is a significant change that Mabanee has been undergoing in 2018. Mabanee started by changing the light in the property to LED lights. This started with first changing the mall lights to LED, which in turn motivated tenants to adopt the same. Furthermore, since BTU meters were installed

to track tenants’ energy consumption and charge them accordingly, an even stronger and tangible incentive was created for tenants to adopt LED lighting. As a result, there were measurable savings in kilowatt hours of energy reduction due to LED, which also translate to cost savings and ultimately positive environmental outcomes.

OBJECTIVE:

- 1. To move towards environmentally-friendly lighting through LED conversion.
- 2. To offer incentive to tenants to convert to LED lighting as well.

OUTCOMES:

- 1. A reduction of 7,419,089 kilowatt hours was resulted from LED light conversion—a benefit that is expected to occur per year.
- 2. Mall lighting is being converted to LED.
- 3. Tenants got motivated to convert to LED lighting as well.

C02 EMISSIONS (305-4)

#THEAVENUESCARES

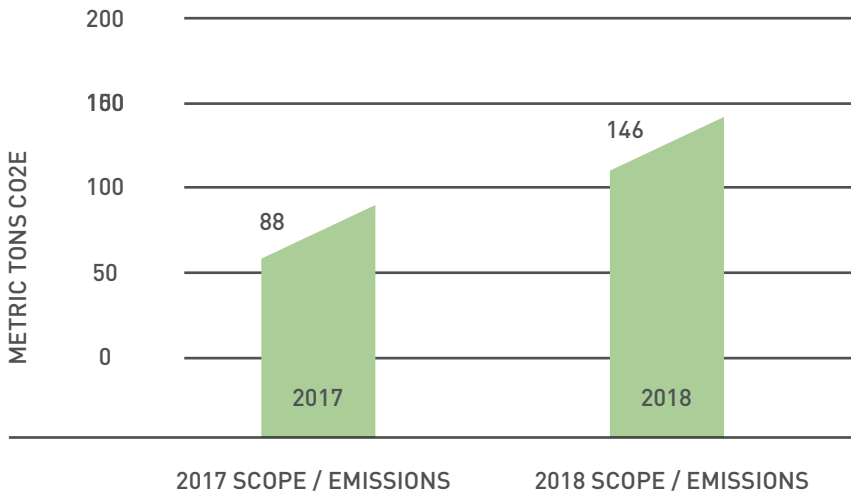
In reflection of Mabanee’s serious approach to tracking and reporting its environmental footprint, C02 emissions are reported in this section through three categories of emissions: scope I, scope II, and scope III. Scope I emissions include direct C02 emissions that Mabanee directly owns and controls, such as fuel consumption in owned generators and owned cars. Scope II emissions include indirect C02 emissions that Mabanee purchases, such as electricity consumption from the Ministry of Electricity & Water (MEW). Then, scope III is the indirect C02 emission that are not directly owned and controlled by Mabanee —such as business travel and fuel consumption from rented vehicles.

SCOPE I (305-1)

Included in scope I C02 emission is the amount of fuel consumption in Mabanee’s backup generators, and the fuel consumption of Mabanee-owned cars. In 2018, owned cars have consumed a total of 59,030 liters, which translates into 139.3 MT of C02e. As for generators, these are only used for testing purposes or upon power outages from the Ministry of Electricity & Water (MEW), from which we get our electricity directly. In 2018, an average estimated fuel consumption for these back-up generators was between 2,500 to 3,000 liters per year. The scope I greenhouse gas (GHG) emissions from only the generator fuel would be calculated as 6.49 MT of C02 equivalent. Compared to 2017 figures, the scope I emissions from generators has increased slightly from 5.9 C02e MT in 2017. In total, total scope I emissions from generators and owned cars have increased from 88.3 MT to 146 MT of C02e. More information is displayed below:

SCOPE I C02E EMISSIONS PER YEAR			
YEAR	SCOPE I GHG EMISSIONS FROM GENERATORS (C02 E)	SCOPE I GHG EMISSIONS FROM OWNED CARS (C02 E)	SCOPE I GHG EMISSIONS TOTAL (C02 E)
2017	5.9	82.4	88.3
2018	6.49	139.31	146

SCOPE I GHG EMISSIONS

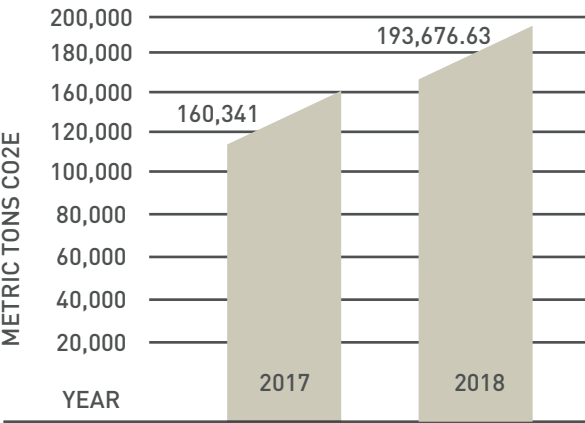


SCOPE II (305-2)

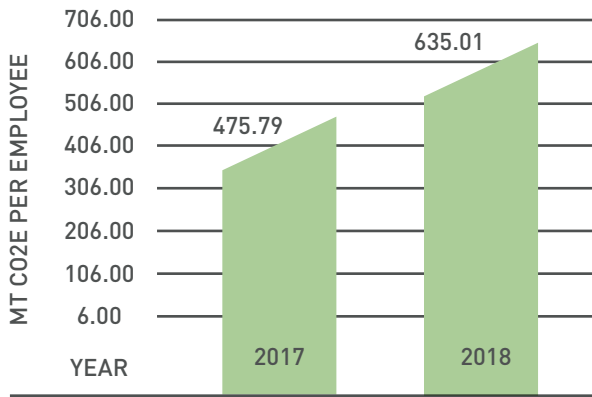
Included in scope II CO2 emission is the amount of electricity that Mabanee purchased from the electricity grid. In 2018, there was 274,757,600 kWh of electricity consumed, which translates into 193,677 MT CO2e of scope II emissions. Examined in intensity proportions, this shows 646 MT CO2e scope II emissions per Mabanee employee, and 0.5 MT CO2e scope II emissions per cubic meter. Compared to 2017, there has been a slight increase in these figures. More information concerning scope II emissions is displayed below:

SCOPE II CO2E EMISSIONS PER YEAR			
YEAR	SCOPE II GHG EMISSIONS (CO2 E)	SCOPE II GHG EMISSIONS INTENSITY PER EMPLOYEE (CO2E / EMPLOYEE)	SCOPE II GHG EMISSIONS INTENSITY PER CUBIC METER (CO2E / CUBIC METER)
2017	160,341	476	0.45
2018	193,677	635	0.46

SCOPE II GHG EMISSIONS



SCOPE II GHG EMISSIONS INTENSITY PER EMPLOYEE



SCOPE II GHG EMISSIONS INTENSITY PER CUBIC METER

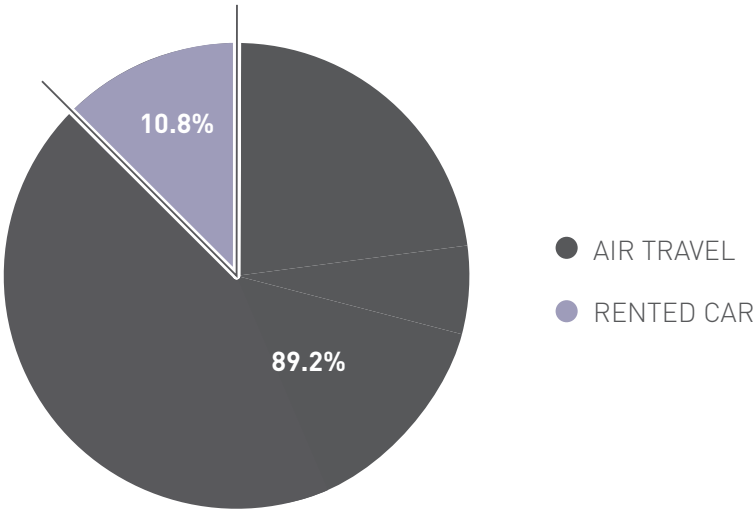


SCOPE III (305-3)

Last year’s sustainability report measured only scope I and II in Mabanee’s GHG emissions; this year, to enhance our measuring and evaluation of our carbon footprint, we analyze here scope III as well. Included in Scope III CO2 emissions are the emissions from the Mabanee’s business travels, as we are periodically keeping track and reporting our business travels and their emissions implications. In 2018, there were 82.16 MT CO2e of scope III emissions from business travels, seeing the highest emissions from Kuwait Airways flights and the lowest emissions from Etihad Airways flights. Also included in Scope III emissions is the fuel consumption from Mabanee’s one rented car, which consumed 4,235.3 liters during 2018, translating into 10 MT of CO2e. This showed a distribution of Scope III emissions coming around 11% from the rented car and 89% from the air travel. In total, including both rented car and air travel sources, 2018 scope III emissions were 92.15 MT CO2e. Below is more information concerning Mabanee’s scope III emissions.

SCOPE III CO2E EMISSIONS PER YEAR			
YEAR	SCOPE III GHG EMISSIONS FROM AIR TRAVEL (CO2E)	SCOPE III GHG EMISSIONS FROM RENTED CAR (CO2E)	TOTAL SCOPE III GHG EMISSIONS (CO2E)
2018	82.15	10	92.15

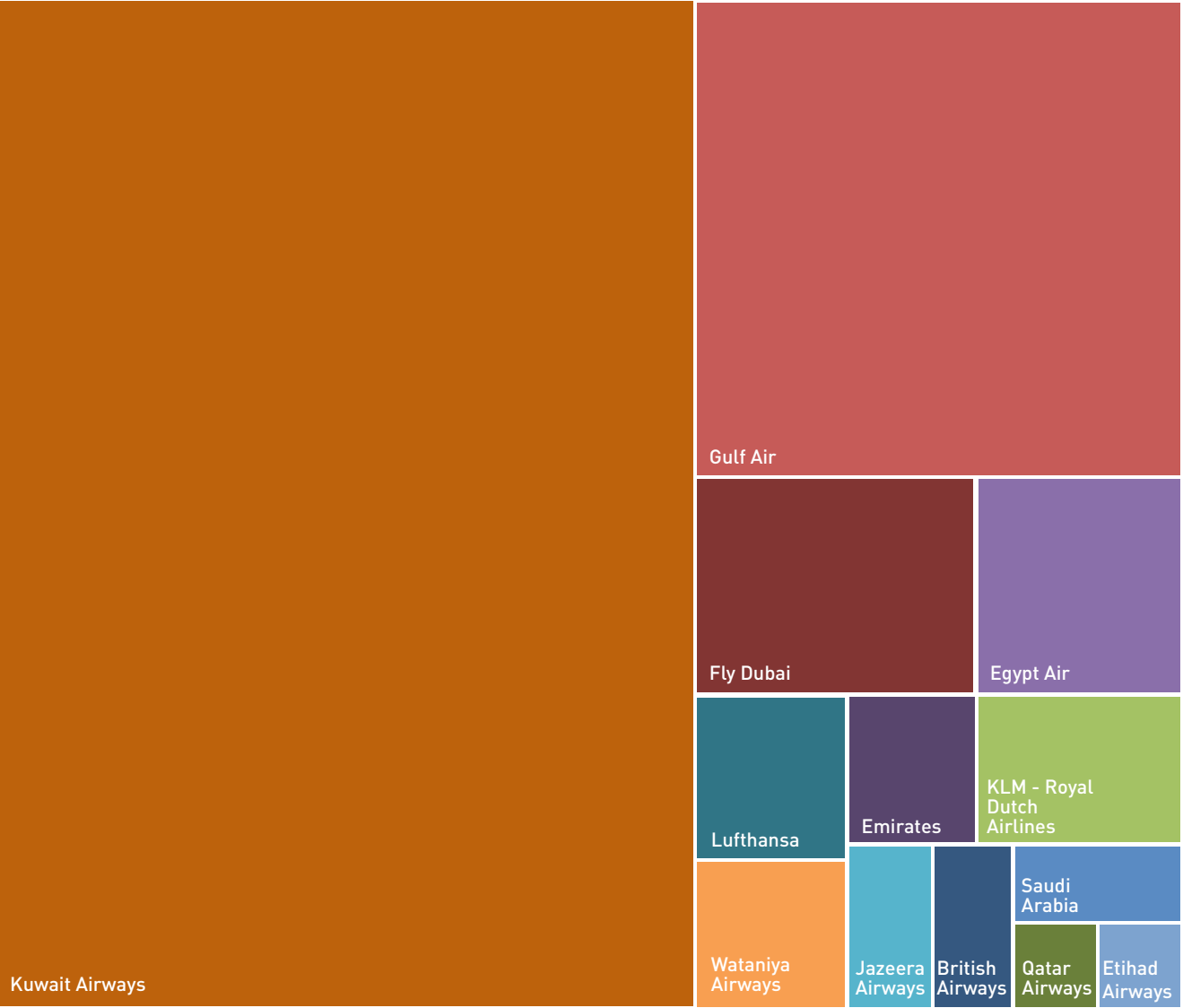
SCOPE III EMISSIONS PER SOURCE





SOURCE OF EMISSIONS	NUMBER OF FLIGHTS (2018)	SCOPE III GHG EMISSIONS (MT CO2E)
Saudi Arabian Airlines	3	0.54
Gulf Airline	108	13.66
KLM – Royal Dutch Airlines	2	1.29
Egypt Airways	8	1.9
Jazeera Airways	16	1
Wataniya Airways	2	1.6
British Airways	1	0.8
Fly Dubai	34	4.3
Qatar Airways	4	0.34
Cathay Pacific	0	0
Emirates	11	1.39
Lufthansa	3	1.79
Kuwait Airways	127	53.29
Turkish Airlines	0	0
NAS Air (BSP)	0	0
Etihad Airways	4	0.25
Oman Air	0	0
TOTAL:	323	82.15

EMISSIONS ALLOCATION BY SOURCE OF EMISSIONS



APPENDICES

APPENDIX A GRI CONTEXT INDEX

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
102-1	Name of Organization	Mabanee	
102-2	Activities, Brands, Products, and Services		12, 13
102-3	Location of Headquarter	Al Rai Area - Sheikh Zayed Bin Sultan Al Nabyan Road – Kuwait City	
102-4	Location of Operation		13
102-5	Ownership and Legal Form	No Ownership and Legal Form	
102-6	Markets Served		12, 13
102-7	Scale of the Organization	2018 Annual Report Which You can Find in the Following Link: http://www.mabanee.com/home/Investor-Relations/Annual-Reports	12
102-8	Information on Employees and Other Workers		77, 78
102-9	Supply Chain		55
102-10	Significant Changes To the Organization and Its Supply Chain	No Significant Changes to the Company and Its Supply Chain	
102-11	Precautionary Principles or Approach		19
102-12	External Initiatives	Kuwait National Development Plane (KNDP) United National Sustainable Development Goals (UNSDGs)	
102-13	Membership of Associations		15
102-14	Statement From Senior Decision-Maker		6, 8, 11
102-16	Values, Principles, Standards, and Norms Of Behavior		14
102-18	Governance Structure		16
102-21	Consulting Stakeholders on Economic, Environmental, and Social Topics		23, 67, 68
102-40	List of Stakeholder Groups		23
102-41	Collective Bargaining Agreements	There are No Collective Bargaining Agreements in Mabanee	
102-42	Identifying and Selecting Stakeholders		23
102-43	Approach to Stakeholder Engagement		23
102-44	Key Topics and Concerns Raised		23
102-45	Entities Included In the Consolidated Financial Statements	There is No Consolidates as we are Reporting on Mabanee Kuwait Only	

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
102-46	Defining Report Content and Topic Boundaries		12, 13, 25
102-47	List of Material Topics		24, 25, 26, 27, 28, 29, 30, 31
102-48	Restatements of Information		6, 8, 21
102-49	Changes In Reporting	No Changes – updated information	
102-50	Reporting Period	1 January 2018 – 31 December 2018	
102-51	Date of Most Recent Report	-	
102-52	Reporting Cycle	Annual	
102-53	Contact Point for Questions Regarding the Report	Po Box 95, Safat 13001, Kuwait	
102-54	Claims of Reporting in Accordance with the GRI Standards	This Report Have Been Prepared In Accordance With The GRI Standards: Core Option	
102-55	GRI Content Index	The GRI Content is Provided Here	
102-56	External Assurance	This Report Did Not Undergo External Assurance	
103	Management Approach: Innovation		47, 48, 49
103	Management Approach: Ethics, Regulations, and Compliance		18
103	Management Approach: Equitable Workplace		74, 75, 76, 77, 78, 79, 80
103	Management Approach: Environmental Impact		84, 85, 86, 87, 88, 89, 90
103	Management Approach: Community Impact		60, 61, 62, 63, 64, 65, 66, 67, 68, 69
103	Management Approach: Engaging Stakeholders		23
103	Management Approach: Brand Image		50
103	Management Approach: Health & Safety		79
103	Management Approach: Sustainable Procurement		55, 56
103	Management Approach: Corporate Governance		15, 16, 17, 18
201-1	Direct Economic Value Generated and Distributed		32, 33
201-2	Financial Implications and Other Risks and Opportunities Due to Climate Change	There Are No Financial Implications And Other Risks And Opportunities Due to Climate Change	
201-4	Financial Assistance Received From Government	No Financial Assistance Received From Government	

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
202-2	Proportion of Senior Management Hired From the Local Community		77, 78, 79
203-1	Infrastructure Investments and Services Supported		51, 52, 53, 54
203-2	Significant Indirect Economic Impacts		67, 68
204-1	Proportion of Spending on Local Suppliers		32, 33
205-1	Operations Assessed for Risks Related to Corruption	No Significant Risks Were Identified	
205-2	Communication and Training about Anti-Corruption Policies and Procedures	Yes, Training About Anti-Corruption was Provided to the Employees	
205-3	Confirmed Incidents of Corruption and Actions Taken	There Were No Incidents of Corruption with Employees and Business Partners	
302-1	Energy Consumption within the Organization		87, 88, 89, 90
302-3	Energy Intensity		87
303-1	Water Withdrawal by Source		85, 86
305-1	Direct (Scope 1) GHG Emissions		91
305-2	Energy Indirect (Scope 2) GHG Emissions		92
305-3	Other indirect (Scope 3) GHG emissions		93, 94, 95
305-4	GHG Emissions Intensity		92, 93
306-1	Water Discharge By Quality and Destination	No Significant Changes in Water Discharges	
306-2	Waste By Type and Disposal Method		85
307-1	Non-Compliance With Environmental Laws and Regulations	There Were No Instances of Non-Compliance With Environmental Laws and Regulations During the Reporting Period	
401-1	New Employee Hires And Employee Turnover		79, 80
401-3	Parental Leave	Mabanees Does not Offer Parental Leave	
403-2	Types of Injury And Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Number of Work-Related Fatalities	There Were 0 Types of Injury and Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Number Of Work-Related Fatalities	
404-1	Average Hours of Training Per Year Per Employee		75, Appendix C
404-2	Programs For Upgrading Employee Skills and Transition Assistance Programs		76
404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	Mabanees Employees Has Received Regular Performance and Career Development	

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	Mabaneer Employees Has Received Regular Performance and Career Development	
405-1	Diversity of Governance Bodies and Employees		77, 78, 79
406-1	Incidents Of Discrimination and Corrective Actions Taken	There Were No Incidents of Discrimination at Mabaneer	
408-1	Operations and Suppliers at Significant Risk For Incidents of Child Labor	No Incidents of Child Labor Have Been Reported	
409-1	Operations and Suppliers at Significant Risk For Incidents of Forced or Compulsory Labor	No Incidents of Compulsory Labor Have Been Reported	
412-2	Employee Training on Human Rights Policies or Procedures	Staff Have Not Received Training Devoted To Human Rights Policies During The Reporting Period	
413-1	Operations With Local Community Engagement, Impact Assessments, and Development Programs		62
413-2	Operations With Significant Actual and Potential Negative Impacts on Local Communities	There Were No Negative Impact on Local Communities	
417-3	Incidents of Non-Compliance Concerning Marketing Communications	Mabaneer Follows CMA Regulations For Products/Services Marketing Communications	
418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	There Were No Losses of Customer Data During The Reporting Period	
419-1	Non-Compliance With Laws and Regulations in the Social and Economic Area	Mabaneer Follows CMA Regulations For the Social and Economic Area	

APPENDIX B BOURSA KUWAIT SUSTAINABILITY DISCLOSURE

SUSTAINABILITY DIMENSIONS	SUSTAINABILITY TOPICS	SUSTAINABILITY INDICATORS	PG.
Economy	<ul style="list-style-type: none"> Market efficiency Economic contribution Local economy Workforce 	1. Annual report	-
		2. Sustainability report	5,4
		3. Local procurement spending (%)	56
		4. Full time employees	80
		5. Employee wages and benefits (KWD)	78 ,79
Environment	<ul style="list-style-type: none"> Environmental management Energy management Atmospheric emissions Water management Waste management 	6. Environmental policy	-
		7. Energy use	88 ,87
		8. Carbon emission	,92 ,91 ,94 ,93 95
		9. Water use	86,85
		10. Waste generated	84
		11. Waste recycled (%)	85
		12. Kuwaitization (%)	77
Social	<ul style="list-style-type: none"> Kuwaitization Employment Health and Safety Diversity and inclusion Training and development Human rights Business integrity Community initiatives 	13. Youth employment (%)	-
		14. Injury rate	44
		15. Women in the workforce (%)	78 ,77
		16. Training hours per employee	75
		17. Employee turnover (%)	79,80
		18. Human rights policy	-
		19. Code of ethics	19
		20. Community investment	62
		21. Board independence (%)	17 ,16
Governance	<ul style="list-style-type: none"> Board of directors Audit and internal controls Shareholder rights Executive remuneration 	22. Risk management committee at the board level	17 ,16
		23. Non-audit fees (%)	-
		24. Voting results	-
		25. Links between executive pay and performance	17 ,16
		26. Compliance with the CMA's Corporate Governance regulatory requirements	17 ,16

APPENDIX C

LIST OF MABANEE TRAINING COURSES 2018

TRAINING COURSE	HOURS	NO OF PARTICIPANTS
Certified Disclosure Specialist	20	1
Ideas and innovation	18	2
Certified International procurement professional	40	1
The EY Diploma in IFRS	96	2
The Leadership Challenge workshop	40	1
ISO 9001:2015	20	10
Course 20778B: Analyzing Data with Power BI	24	2
Annual IFRS Update Seminar	15	2
CCTV system Training	6	30
Creative Leadership	18	2
CRM	12	9
Effective Commercial Management in construction projects	40	1
Executive invitation: Rise of the digital CFO	5	1
Exhibition Interclean Amsterdam	14	1
Fish Philosophy	12	14
FM expo	16	6
Focus Group	1	21
Health & Safety Session	1	4
IFMA	35	2
Impact Measurement Program	50	1
Kuwait Health, Safety & Security Forum	15	2
Leadership for Senior Executive program	40	1
Maison & Object	16	1
Middle East Stone Exhibition	16	2
Morgan Stanley Kuwait Corporate Day	10	2
Office Management professional	12	15
Oracle EBS R12 Financials	16	19
Recon Middle east	12	2
Risk Management Professional	1	15
Strategic marketing management	48	1
The EY Diploma in IFRS	96	2
The Leadership Challenge Workshop	40	1
TOTAL	805	176