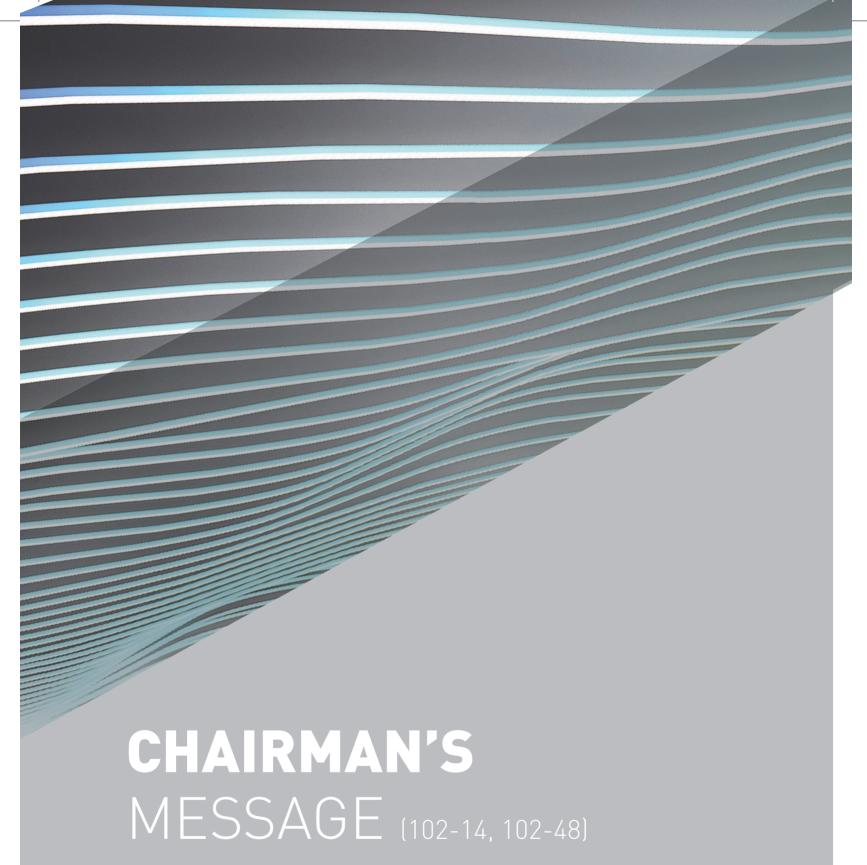


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"I am pleased to share Mabanee's 2017 Sustainability Report, and would like to thank our stakeholders for their positive contributions."



On behalf of the Board of Directors, I am pleased to share Mabanee's 2017 Sustainability Report, and would like to thank our stakeholders for their positive contributions towards Mabanee's sustainability efforts. "The Sustainable Place to Be," which tracks Mabanee's performance across the three bottom-line principles: stakeholder engagement, environmental responsibility, business sustainability.

The infrastructural climate of Kuwait is picking up, particularly in the real estate sector. We have set an example of modern engineering hallmarks that spur long-term prosperity and growth of Kuwait and its citizens. Our vision of world-class real estate projects and robust partnerships coupled with our endeavor to operate within the framework of responsible infrastructure ensures that our projects benefit the community and people within and outside Kuwait. For us, this means sustainable utilization of natural resources, top-notch safety provisions at our project sites, and creation of sustainable communities, while meeting the nation's infrastructure needs in an innovative and efficient manner.

Since its inception, Mabanee has worked hard toward building a sustainable brand with a tangible value as a source of inspiration for new projects and expansions. Emulating international best practices, we carefully selected our community engagement programs commensurate with the dynamic expectations and needs of our communities. Through these activities, we strive to systematically address environmental and social challenges in Kuwait, thereby impacting our value chain in significant ways. The endowment of the MEED (Middle East Economic Digest) Award and the Best Leisure Development Award is the testimonial of our efforts to make a difference.

I would like to thank our stakeholders for contributing to Mabanee's sustainability journey. This report reflects our commitments toward sustainable relationships with our stakeholders, which will help us continue our efforts to influence sustainability practices and lead by example.

Your comments, feedback, or any other information that will help us continue our efforts to influence sustainability practices and lead by example are welcome.

Mohammed Abdulaziz Alshaya Chairman



"It is with great pleasure that we at Mabanee are able to share our sustainability performance and progress for 2017."



It is with great pleasure that we at Mabanee are able to share our sustainability performance and progress for 2017.

As the leading real estate developer in Kuwait, Mabanee complies with international best practices to make a significant impact on the communities it operates in. Capitalizing on our brand value, we build projects and offer services in a manner that addresses global challenges of energy and water scarcity, waste treatment and disposal, and environmental protection (greenhouse gas management). Our sustainability practices will directly impact New Kuwait plans locally and United Nation Sustainable Development Goals (UNSDGs) globally.

We aim to integrate sustainability into all of our processes beyond our financial boundaries. We especially focus on customer experience, innovation, employee satisfaction, training and development, and occupational health and safety to create a positive work environment. As part of our corporate social responsibility, in 2017 we conducted various projects and programs for the society through constructive community engagement.

Mabanee's main project, The Avenues, has had a significant impact on the Kuwaiti economy, providing jobs to more than 20,000 people across its 800 stores. Through our quality of service—measured with regard to our central help desk, special-need services, short average turnaround time for solving issues, adequate number of parking spots,—we endeavor to benchmark the mall as "The Ultimate Shopping Experience" for both visitors and investors/tenants. We are currently undertaking the expansion of The Avenues Phase 4 in Kuwait and adding attractive business projects in Riyadh, Khobar, and Bahrain to our portfolio.

From our zero injures record to our technologically sound and innovative green building standards, we continue to build our capacity in and around Kuwait. This report describes in detail the updates of our sustainability performance, activities, and commitments following the Global Reporting Initiative (GRI) Sustainability Reporting Standards. Through the different sections of this report—Marketplace to Be, Workplace to Be, Community Place to Be, and Environmental Place to Be—we intend to reach out to and engage with our stakeholders in open discussions about achieving excellence in our operations and strategic objectives.

I would like to thank all our stakeholders and our Board of Directors for playing an integral role in this journey. Building upon our achievements in 2017, in the coming years, we intend to leverage our strength and scale even further.

Waleed Al- Sharian CEO

Key Highlights 2017

(102-14)





Best Leisure Development Award by Arabian Property



Turnaround Time Per ICT Ticket



Training and Development

259,692 KD

Contributed to Community







Recycled Cartons



MT Scope | Emission



Water Intensity Per m³ (Gallon) **#** 44%

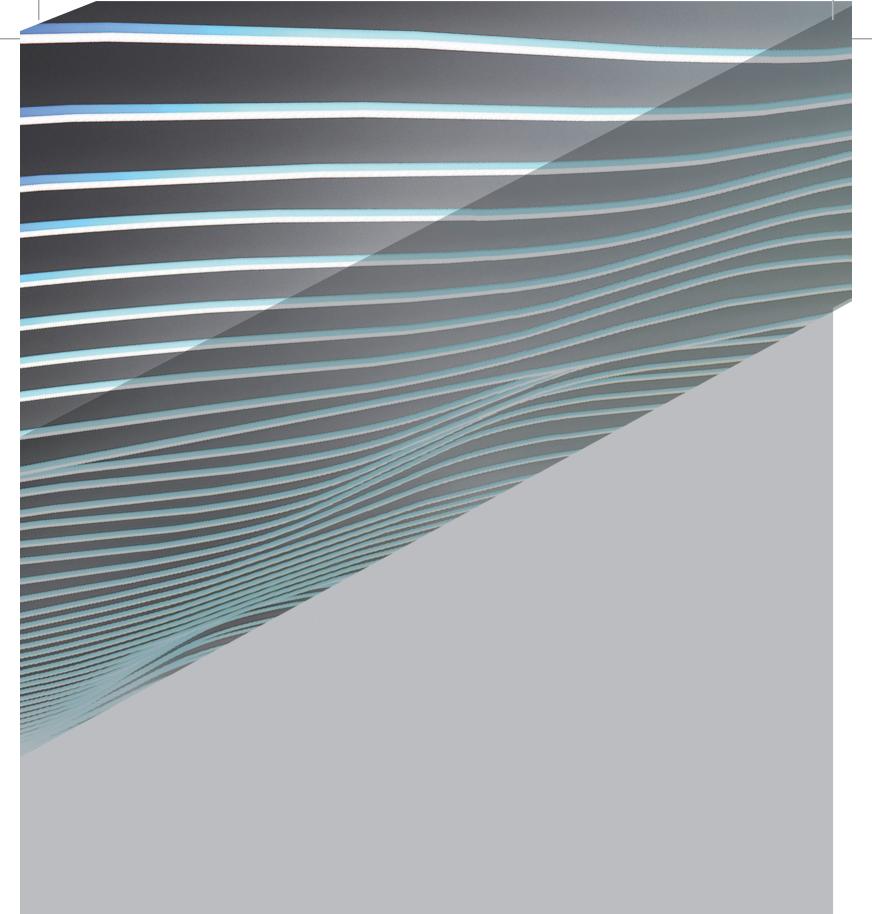
Less Co²e MT/m³ from Electricity (compared to 2016)

Foreword Statement (102-48)

This year is a milestone for Mabanee, as it took its first step on the ladder of addressing sustainability following the global guidelines. We consider this as a baseline to develop strategies with targets and goals that will have an impact on and create values for our stakeholders.

The report is an enabler tool that offers more value and better performance in accordance with sustainability frameworks, principles, and best practices. It is a testimony to Mabanee's strong management system and its spirit of innovation and engagement.

Shuaa A Al-Qati Communication Director



WHO ARE WE?

[102-1, 102-2, 102-6, 102-7]

Mabanee Company is Kuwait's leading real estate development conglomerate .A Kuwaiti shareholding company with a paid-up capital of KD 93.7 million, Mabanee is listed under the real estate sector on the Boursa Kuwait since 1999.

The company is owned by Kuwait's topmost prestigious institutions and high-net-worth individuals and is located in Al Rai, Farwaniya Governorate, Kuwait City.

Company Profile

Founded in 1964 as the Kuwaiti Buildings and Construction Company, a closed Kuwaiti shareholding company with a capital of KD 500,000, Mabanee's infrastructural marvels have served as benchmarks for Kuwait's development for over half a century.

The company has pioneered the development of a number of urban and government projects, specializing in pre-cast buildings, construction work, and installations.

In 2002, Mabanee supported the decision to change the designated operational activities of industrial plots in Kuwait's Al-Rai area to include service, vocational, and commercial sectors, and thus The Avenues, the largest shopping mall in Kuwait, kicked off the dawn of a new day. In 2004, the company's name was changed from the Kuwaiti Buildings and Construction Company to Mabanee Company—a closed Kuwaiti shareholding company with a paid-up capital of KD 30 million.

Mabanee is the largest real estate developer in Kuwait in terms of market value. Currently, its market value stands at more than KD 750 million, representing around 34% of the total market value of Kuwait's real estate sector

The company has been selected by Boursa Kuwait as part of "Kuwait 15" index, which measures the performance of Kuwait's stock market.

Mabanee Company, its subsidiaries, and associates operate in the following key sectors in and around Kuwait:

- Developing mixed-use destinations
- Operating and managing shopping malls
- Designing and managing projects
- Investing surplus funds in real estate investment opportunities
- Managing logistics

Vision and Mission (102-16)

Vision

To be a leading developer of and partner in innovative real estate projects, achieve extraordinary results for our customers, create a fair return on investment for our stakeholders, and improve 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 and Principles (102-16, 103)

Mabanee is built on more than half a century of leadership and relentless adherence to its values and principles, at the core of which are insight, boldness, focus, trust, and responsibility. These values and principles are what we believe in and deliver, and act as the driving force that defines us and guides us through every step.



Insightful

Our decision-making combines an accurate and deep understanding of our customers and markets with our world-class design approaches. This stems from our desire to develop a unique customer experience and perform distinctively in the market.



Bold

We are innovative and flexible, set high aspirations, and constantly stretch ourselves to deliver complex, challenging projects with a high level of quality and best-in-class value. We achieve this by planning responsibly and honoring our commitments.



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 to excel and become world-class operators. We are relentless in providing a healthy work environment.



Responsible business

We work as one united team with integrity and humility applying good governance to everything we do to earn the trust and respect of our stakeholders. We do not compromise on our honesty and fairness and at the same time adhere to international standards obusiness.

Scope of Services (102-2)

Mabanee has been successfully building malls as one of its main products. Our knowledge and experience over the years are reflected in the quality of our malls. They are an example of modern engineering hallmarks that spur long-term prosperity and growth of Kuwait and its citizens. This makes our projects and business more attractive to investors and visitors. From the conception of its products to their execution, Mabanee has established its expertise in delivering Kuwait's developmental requirements.

The malls feature leasing spots for tenants from various industries, including retail shops, food and beverage, and entertainment. We take pride in making the retailers grow their brand and connect with millions of customers. Additionally, Mabanee provides commercialization spots to promote any event or community support. Our products double up as an exciting indoor shopping experience and an entertainment center.

Moreover, these spots are supported with well-managed services that ensure the delivery of the right product with a high quality. We offer perfect business-specific spots.

The following are Mabanee's guiding principles to develop and maintain outstanding products and services:

- **Leadership:** We strive to create positive and productive working relationships by imbibing in our work culture trust, teamwork, camaraderie, clear communication, and respect for one another.
- **Collaboration:** As team players, we seek, encourage, and value both contribution from and skills of the people we work with. We inspire one another with challenging development opportunities.
- **Integrity:** We exercise the highest level of ethical and professional behavior and accept both appreciation and criticism with a smiling face. This helps us deliver the best services to our tenants/clients.
- Innovation: We value creativity and are always ready to listen to, learn from, and seek out the best ideas and approaches from our tenants/clients. We abhor complacency and continually try to improve so that we can serve best. These values of Mabanee are representative of who we are and how we do business.

Mabanee's products and services encompass three main units: the Retail Unit, the Food and Beverage Unit, and the Visitors Relations Unit.

Retail Unit

Mabanee fully understands the retail sector and its various participants. We believe in a culture focused on investor centricity and open and transparent communication, which helps us manage our investors' portfolio during their tenancy at the mall by increasing their assets and creating value for them. This includes developing, fostering, and managing effective relationships between them and the mall management team. To create the best feasible opportunities for their business to succeed, we build solid relationships with investors by implementing strategies toward achieving optimal short-, medium-, and long-term expectations for retailers' revenue, profitability, operations, and sustainability. Our retail unit has a dedicated surveyor to deal with queries regarding tenancy as we believe in answering, assisting, attending to, facilitating, and supporting all our investors' wants and needs with regard to their tenancy. Moreover, we evaluate and provide advice about retail concept, trading performance, branding image, merchandise offerings, selling strategies, special events, and other related services aimed at the commercial success of the investors' brands. Our day-to-day operations for all investors ensure their alignment and full compliance of their tenancy with mall's guidelines, standards, and policies and procedures, so that both enjoy a profitable return. We maintain a monthly and annual reporting system for all investors' performance and retail development, which we share with the mall management. We identify opportunities and risks alongside managing projects to meet key objectives that drive investors' tenancy performance. Last but not least, we conduct, analyze, and evaluate investors' feedback via tenant satisfaction surveys. Thus, Mabanee positions and determines the right retail mix and focuses its efforts on developing a clear vision and approach to yield excellent results for its investors/tenants.

Food and Beverage Unit

Our Food and Beverage Unit plays the primary role of maintaining and improving the relations between our food and beverage investors and the mall management. The unit firmly represents organizational standards, goals, and discipline. To regularly audit all catering units, the unit prepares "trend" reports and works with the food and beverage investors toward maximizing their performance. The Quality Assurance Documentation System is created, implemented, and managed to prevent any deviation from the agreed standards and to conduct periodic audits to ensure compliance with regulations. We also ensure that a competition study is conducted with international malls with regard to the food and beverage offers, and changes are implemented wherever required. One of the significant roles of the unit is to set up formal operation meetings with the food and beverage investors and provide them support within the mall. Further, we assist in the implementation of targeted events to encourage customer visits, with increased dwell time in areas related both directly and indirectly to the food and beverage offers.

Visitors Relations Unit

The success of a mall is determined by a steady stream of visitors. Several variables play a key role in determining what works best for customer satisfaction, the most important being the immediate shopping environment. To realize an attractive shopping environment, we prioritize the wants and needs of all visitors and investors by providing quality service solutions for enhancing the world-class shopping and retailing experience. We respond to visitors' daily queries efficiently and effectively, and in the most accurate, courteous, consistent, and timely manner for a friendly experience and an unparalleled reputation. All visitors and investors are made aware of all the happenings at the mall through our calendar of events, new store openings, sale promotions, product launch, campaigns, and exhibitions. Customer retention and culture of care are ongoing processes for us, integrated into our daily work culture. We endeavor to benchmark the mall as "The Ultimate Shopping Experience" with further support services.

Brand Identity (102-2, 417-1, 103)

Our brand identity is a beacon that inspires us in all facets of our business. For us, "sustainability" is the buzzword. Mabanee works with clear sustainable development strategies considering that the short-term goals in future targets can significantly impact our brand identity. Since its inception, Mabanee has worked hard unidirectionally toward building a sustainable brand with a tangible value as a source of inspiration for new projects and expansions.

A sustainable brand identity keeps a company alive and well over the long term. Mabanee has successfully established its market relevance by maximizing its brand identity through "The Avenues," the main project of the company that links the idea of a brand with that of sustainability.

Over the years, Mabanee's brand identity coupled with sustainability practices inherent in its daily activities has become a magnet that attracts and holds the right people, influences its business processes, and maintains the growth of the company. Mabanee ensures that its stakeholders clearly understand what the company stands for so that they are engaged in the overall business process to provide their feedback and act toward achieving their expectations for a positive brand impact.

The following table emphasizes how the stakeholders of Mabanee affect the brand identity through various drivers:

Implication on Brand Value



Market Served and Partnership (102-6, 103)

Mabanee took its prime step in Kuwait through "The Avenues" project and has become one of the largest local companies in the sector. Our experience with this project has established the know-how and the specialties required for building sustainable projects, whether it is an expansion of the existing projects or a new project outside Kuwait's boundary. For Mabanee, success means creating a vision, articulating that vision, passionately owning it, and relentlessly driving it to completion, supported by sustainability elements for each unit and department. Therefore, we develop sustainable projects that take into account the needs of both people and the environment.

Mabanee's brand is a constant and critical lever that helps the company achieve its business strategies. The company capitalizes on the value of its brand to build trustful partnerships that will continue to expand and execute the upcoming projects in accordance with the existing and future Mabanee business criteria. Following are the projects completed successfully in partnership with companies within and outside Kuwait:

- The Avenues, Kuwait

Developed by Al-Rai Real Estate Co. S.P.C., a Kuwaiti sole proprietorship company established in 1999

- The Avenues, Riyadh

Developed by Shomoul Holding Company, a Saudi limited liability company established in 2014

- The Avenues, Khobar

Developed by Shomoul Holding Company in the Kingdom of Saudi Arabia

- The Avenues, Bahrain

Developed by Al Sorouh Management Co., a Bahraini limited liability company established in 2014

Our Vision to Sustainability (102-47, 102-21, 102-46, 102-43, 102-40)

As part of Mabanee's unwavering commitment to provide a transparent account of our progress, this report describes in detail the updates of our sustainability performance, activities, and commitments following the Global Reporting Initiative (GRI) Sustainability Reporting Standards. Through this report, we intend to reach out to and engage with our stakeholders to check with them on the important material topics identified for 2017 practices and activities.

The material topics will be categorized based on their importance to stakeholders as high, medium, and low. By doing so, we can integrate our stakeholders' concerns and feedback into our goals and objectives and set up new targets through the strategic goals.

Additionally, our vision of sustainability will work toward integrating our strategy into our practices, which will directly impact the plan for a New Kuwait aligned with United Nation Sustainable Development Goals (UNSDGs).

For materiality and stakeholder engagement, we adhere to the two principle GRI reporting standards:

A. Defining report content



Stakeholder inclusiveness



Sustainability context



Materiality



Completeness

B. Defining report quality













Accuracy

y Balance

Clarity

Comparability

Reliability

Timelines

Materiality Process (102-47, 102-46, 102-43)

Mabanee's materiality process, which is aligned with our wider business processes, reflects our key economic, environmental, and social issues that are material to us and the society at large. Through stakeholder inclusiveness, we have prioritized and structured our most material sustainability approaches aligned with GRI reporting standard topics.

The following are the three core processes from which we identified the topics that are material to our stakeholders and to us.



1. IDENTIFY

We engaged with our stakeholders to identify the issues that are important to them. This includes engaging with and obtaining feedback from our employees, retailers, shoppers, local community groups, and government/regulatory



2. ASSESS

We assessed the identified issues by taking into account the GRI Guidelines, including the impact on finance, regulatory drivers, community, peer-based norms, and innovation drivers.



3. PRIORITIZE

We prioritized the sustainability issues based on their importance to our business and our stakeholder expectations.



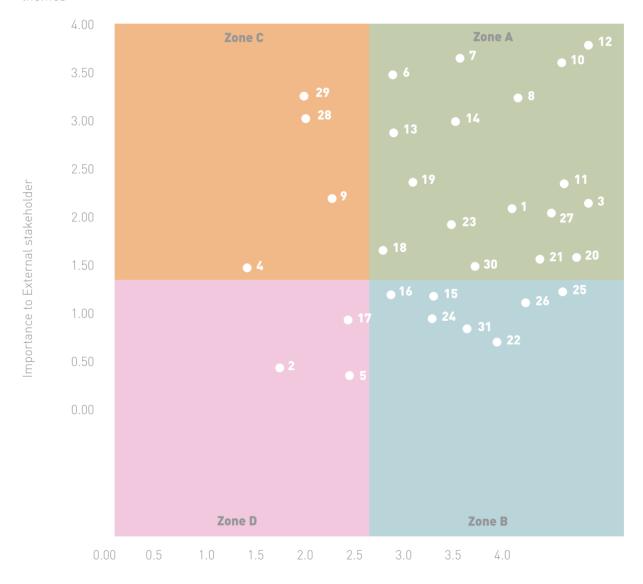


Materiality Assessment (102-44, 102-47)

To maximize the outcomes of our materiality assessment, we have taken a two-step approach during the assessment process:

Internal and external stakeholder rating

Mapping 2017 material topics with GRI standards and Kuwait National Develop Plan (KNDP) themes



Importance to internal stakeholder

The following table shows the relationship between the importance of each materiality topic and its impact on the GRI standards and KNDP.

#	Topics	Importance to Internal and External Stakeholders	GRI Topic-Specific Standards	KNDP Themes
1	Employment	Zone A	GRI 200 - Economic GRI 400 - Social GRI 102 – Stakeholder Engagement	Human Capital Economy
2	Work Environment	Zone D	GRI 200 - Economic GRI 300 - Environmental GRI 400 - Social	Human Capital
3	Occupational Health & Safety	Zone A	GRI 200 – Economic GRI 400 - Social	Healthcare Living Environment
4	Employee Retention	Zone C	GRI 200 - Economic GRI 400 - Social	Economy Human Capital
5	Leadership programs	Zone D	GRI 400 – Social	Economy Human Capital
6	Stakeholder Engagement	Zone A	GRI 400 - Social GRI 102 - Stakeholder Engagement	Public Administration Economy
7	Customer Experience	Zone A	GRI 200 - Economic GRI 400 - Social	Economy Public Administration
8	Quality of Services	Zone A	GRI 200 - Economic	Economy Public Administration
9	Procurement Management	Zone C	GRI 102 – General Disclosures GRI 400 – Social	Economy Public Administration
10	Business Expansion	Zone A	GRI 200 – Economic GRI 300 - Environmental GRI 400 – Social	Economy Global Position
11	Brand Identity	Zone A	GRI 102 – General Disclosures GRI 200 – Economic GRI 400 – Social	Economy
12	Security Measurement	Zone A	GRI 400 – Social	Economy Living Environment Healthcare
13	Attractive Business Projects	Zone A	GRI 400 - Social GRI 300 - Environmental GRI 200 - Economic	Economy Global Position
14	Locations and Accessibility	Zone A	GRI 102 – General Disclosure	Economy Infrastructure
15	Energey Efficiency	Zone A	GRI 300 – Environmental	Living Environment Economy

#	Topics	Importance to Internal and External Stakeholders	GRI Topic-Specific Standards	KNDP Themes
16	Water Management	Zone B	GRI 300 – Environmental	Living Environment Economy Healthcare
17	Materials Recycled / Reused	Zone D	GRI 300 – Environmental	Living Environment Economy Healthcare
18	Transparency	Zone A	GRI 300 – Environmental GRI 400 - Social	Public Administration
19	Technology and Innovation	Zone A	GRI 400 - Social GRI 300 - Environmental GRI 200 - Economic	Economy Human Capital
20	Strategic Directions	Zone A	GRI 400 - Social GRI 102 - General Disclosures	Economy Public Administration
21	Compliance & Risk Management	Zone A	GRI 102 – Strategy GRI 102 – Governance GRI 200 – Economic	Economy Public Administration
22	Accreditation & Quality Management	Zone B	GRI 102 - General Disclosures GRI 400 - Social	Public Administration Economy
23	Indirect Economic Impact	Zone A	GRI 200 - Economic	Economy
24	System Management	Zone B	GRI 200 - Economic	Public Administration Economy
25	Values and Principles	Zone B	GRI 400 - Social	Public Administration
26	Governance	Zone B	GRI 102 – Governance	Public Administration
27	Community Engagement	Zone B	GRI 400 - Social GRI 102 – Stakeholder Engagement	Global Position
28	Community Advancement	Zone C	GRI 400 - Social GRI 102 – Stakeholder Engagement	Global Position Economy
29	Charity	Zone C	GRI 300 - Environmental	Economy
30	Partnership	Zone A	GRI 400 – Social GRI 200 – Economic GRI 102 – General Disclosures	Economy
31	Employee Satisfaction	Zone B	GRI 400 – Social	Economy Public Administration

We will highlight the importance of each material topic throughout the report to keep the stakeholders engaged so that we can consult them for inputs and performance details specific to their responsibilities.

Stakeholder Engagement (102-21, 102-40, 102-42, 102-43, 102-44, 103)

For advancing and strengthening our efforts to structure and perform sustainable development practices, we engage our stakeholders in open discussions about achieving excellence in operation and strategic objectives. We give due weightage to each stakeholder depending on their nature of engagement.

The discussions comprise exchanging information, planning activities, and finalizing shared opportunities to work toward common goals. To achieve this, we are in a continuous process of engaging with internal and external stakeholders, developing a structure that includes the method of engagement, the reason for engagement, the importance of engagement, and the frequency of engagement depending upon the shareholders' role.



Decision Making and Integrity (102-16, 102-18, 102-22, 102-23, 102-24, 102-25, 102-26)

Any successful business should be supported by a corporate governance framework to ensure an effective and efficient decision-making process, integrity, transparency, and monitoring. Such measurements would enhance the shareholder value and brand value, mitigate the risks, and increase opportunities.

Mabanee follows these principles for constructive corporate governance:

- Establishing a balanced structure for the Board of Directors
- Properly allocating roles and responsibilities
- Selecting qualified Board members and executive management
- Guaranteeing the integrity of financial reports
- Placing sound measures to manage risks and internal audit
- Enhancing professional and ethical conduct
- Making accurate and timely disclosures and maintaining transparency
- Respecting shareholder rights
- Recognizing the role of stakeholders
- Enhancing and improving performance
- Focusing on the importance of corporate social responsibility

Board of Directors (102-18, 102-22)



Mabanee's entire governance structure is supervised by its Board of Directors, who oversee management activities and make sure that we effectively deliver value to all stakeholders. We formed a well-informed and independently functional Board of Directors in a balanced manner. The majority of its members are nonexecutives. The Board includes one independent member. The composition of the Board ensures that all its members have diverse backgrounds and experience.

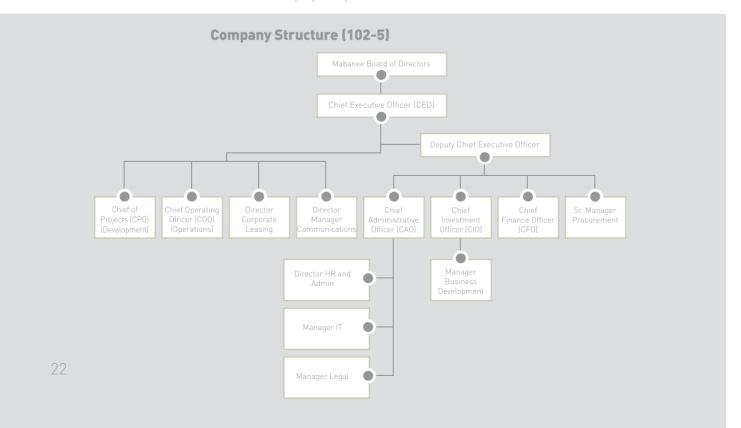
Mabanee has performance targets for the executive management of which their compensation are link to defined financial and non-financial targets.

Key topics During 2017

- Approving the annual estimated budget plus quarterly and year-end financial statements
- Placing the company's goals and strategies
- Overseeing the company's primary spending, owning assets, and dispensing them off
- Ensuring the accuracy and integrity of disclosed data and information, in line with the policies and procedures for disclosures and transparency, as well as making periodic disclosures about the company's activities and all business developments
- Following up on communication channels that allow the company's shareholders to have access to information about business developments and activities
- Overseeing the formation of specialized subcommittees according to a charter that
 clarifies the tenure of the committee, its authorities and responsibilities, and how the
 Board of Directors oversees its work. It also includes a declaration that names the
 committee members and designates their roles, rights, and responsibilities while also
 assessing the work and performance of these committees and their main members.
- Separating its own authorities and those of the executive management.

The Board of Directors approved the following authorities for itself:

- Designating the authorities delegated to the executive management, the decision-making procedures, and the duration of the authorization
- Retaining the right to look into periodic reports, while the executive management presents the reports on the execution of the authorization delegated to it
- Supervising the performance of the executive management and ensuring that it performs the following tasks:
 - ° Appointing members of the executive management, including the chief executive officer and his deputy
 - ° supervising the implementation of policies and mechanisms regulating relations with stakeholders and related parties to protect their rights and limit the conflict of interest
 - ° supervising the effectiveness and efficiency of the internal audit system implemented in the company and its subsidiaries
 - ° preparing the risks register for all of the company's departments
 - Allocating employee bonuses, including fixed bonuses and those linked to employee performance



Transparency (103)

Our stakeholder engagement framework thrives on transparency. It is a key pillar in Mabanee's governance framework that connects with accountability and integrity. To maximize transparency with the stakeholders, we have taken initiatives in the form of formal and informal channels that involve promoting access of information about a wide range of processes to our stakeholders.

Professional and Ethical Code of Conduct (102-15)

The Board of Directors has reviewed and approved the standard codes for professional and ethical conduct to maintain high ethical standards in the day-to-day business activities. The Mabanee Code of Conduct reflects its legal and structural developments. The code covers a wide range of practices and work procedures of the company but does not cover all cases that may arise or cases that require ethical decision making. The main guiding principles reflect the company's policies in line with corporate governance guidelines and are reviewed periodically to ensure that they are implemented and updated.

The professional and ethical code of conduct seeks to enhance Mabanee's image and reputation, and affirms our policy regarding the professional rules and conduct. These codes act as guidelines for

- Enhancing honest and ethical conduct, thus reflecting positively on the company
- Maintaining a corporate culture that upholds every individual's values, integrity, and dignity.
- Maintaining adherence to the laws, regulations, and policies that govern the company's activities and operations, and ensure the sound utilization of the company's assets
- Providing a suitable and effective work environment in line with the corporate governance framework.
- Enhancing team spirit and group work, instilling employee loyalty, and retaining employees with experience and professionalism

Policies and Procedures to Limit Conflicts of Interest (102-11)

Through its policies and procedures, Mabanee is able to identify actual or potential conflicts that can adversely affect the interests of its shareholders and manage them appropriately and fairly. The Board of Directors is particularly vigilant in maintaining honesty, integrity, transparency, and objectivity of shareholder interests and prevent any actual or apparent conflicts of interest in personal and professional relationships. Every Board member is responsible for putting a framework in place and for implementing controls and procedures to identify, manage, or escalate conflicts of interest between the company and related parties. Mabanee's policies and procedures ensure that transactions with related parties are reviewed in a manner that is suitable to the nature of the company's operations and developments as per the requirements of the market's regulatory authorities. These policies and procedures aim to achieve justice and transparency, prevent abuse of internal information, regulate company disclosures of fundamental information, and provide a mechanism for making disclosures in line with the corporate governance requirements. The conflict of interest policy also states that the interest of any employee, Board member, or their family members in any contract or transaction with the company must be declared and that they must not be involved in decision making or voting on any decision related to this interest. The policies for dealing with third parties have been reviewed by the Internal Audit and Risk Committee.

Additionally, Mabanee comply with CMA regulatory requirements and provides regular management and performance reports to Boursa Kuwait to keep its investors and shareholders updated with all activities that are taking place as part of its business process. For the sake of ensuring high transparency of sustainability practices, Mabanee has aligned

its business values and strategies with social and economic needs while embedding responsible ethics and practices into the community. Through this, Mabanee is managing its social responsibility and community activities to determine and disclose the impacts and outcomes of its business operations.

In supporting this concept and responding to our valued stakeholders, in this year's report, we have referred to the Boursa Kuwait sustainability disclosure guide (The ESG) to report our sustainability performance in a transparent manner.

Internal Audit and Risk Management (102-30, 102-31, 103)

Mabanee's risk management function plays a vital role in monitoring and managing the imminent risks and opportunities that stem from internal and external factors and can impact its profitability, success, or survival. It has a robust internal audit system commensurate with the size and complexity of its business. The internal audit framework regularly apprises the Board of Directors and executive management about the objectives and the comprehensive view of all activities. It also limits and mitigates risks identified by the risk management function.

The board committee for internal audit and risk discusses on a quarterly basis several important points:

- Approval of the internal audit report for all of the company's departments, and the discussion and approval of Internal Audit's Quarterly report to the Committee. Also, the appointment of external auditors, determining their fees and presenting recommendations on this to the Board of Directors.
- Selection of a specialized consulting firm that provided auditing and risk management services to the company during 2017.
- Review and approval of the annual Internal Audit plan for the company.
- Presentation of the framework of the company's Risk Department and the first approved risk assessment report, as well as the discussion and approval of the risk report for the first 6 months in the year.
- Appointment of a company employee to establish an in-house Internal Audit function.

Direct Economic Impact (201-1, 204-1)

As part of our responsibility and leadership commitment, we are delighted to share Mabanee's direct economic impacts on different stakeholder groups in 2017 generated by our operational activities.

This showcases our contribution beyond the financial statement to areas that have a direct economic impact on the company's stakeholders, national economy, community, and shareholders.

Beyond the direct economic contribution, all Mabanee annual reports and financial information are available on our website: http://www.mabanee.com/home/Investor-Relations/Annual-Reports

Direct Economic Impact





259,692 KD 95,197,599 KD







MARKET PLACE TO BE

Our Top Material Topics in Marketplace:

- Customer Experience
- Quality of Service
- Business Expansion
- Attractive Business Projects
- Security Measurements
- Technology & Innovation

Marketplace to Be

Mabanee completely understands what drives its customers and visitors. It used that information to create an asset, namely, The Avenues, which enhances people's lives. The Avenues, Mabanee's marketplace to be, is the social center where Mabanee provides a comfortable shopping experience to its customers, besides recreational and entertainment facilities. The success that Mabanee has achieved to date is supported by the innovative way of managing the customer experience through well-structured policies, procedures, quality of service, attractive business, security measurements, and tenant relation.

In this section, we will elaborate on Mabanee's responsibility to create a sustainable marketplace to be that supports the vision, mission, and objectives of the company.

We responibly manage customers' perience beyond the traditional approach...

Customer Experience (103)

It is Mabanee's mission to develop projects that serve as a local community center cherished by local inhabitants. By building a space for people and cultural exchange, The Avenues contributes to the development of the local area, which in turn promotes the growth of the mall itself. Mabanee's success relies heavily on how the company responsibly manages the expectations of its customers beyond the traditional satisfaction measurement. Therefore, Mabanee has moved from the concept of customer satisfaction to a more holistic approach, namely, the customer experience approach.

To enhance customer experience, we have identified the following major drivers:

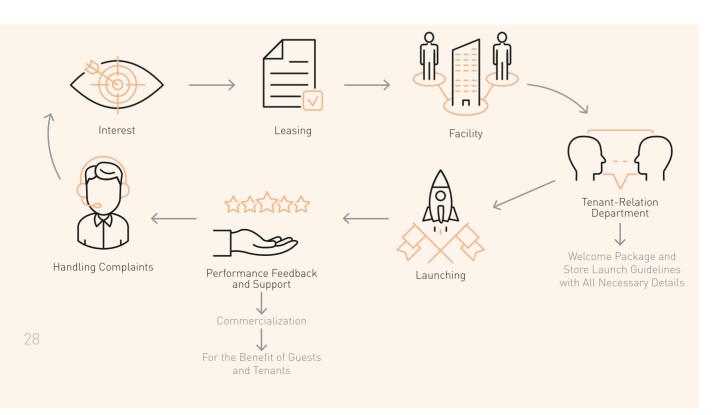
- Recognize customers' aspirations and common purpose
- Understand the customer journey
- Figure out what matters to customers
- Manage customers' expectations

In the following two sections, we elaborate on the two dimensions of customer experience: tenant's journey and visitor's journey.

Tenants Journey

For Mabanee, tenants are important business partners. In making a choice about our tenants, we consider both international chain stores and local stores and newcomers in a well-balanced way, so that the malls give both new and familiar experience to shoppers. We provide meticulous support to our tenants in creating attractive shopping spaces.

Thus, by enabling the right experience for the investors and tenants, Mabanee makes a



huge impact on the country's economy. This is achieved by enhancing the needs of the market at the highest quality of services. Thus, Mabanee has established a constructive tenant experience management and journey to maximize the desired outcomes by meeting our valued tenants' expectations.

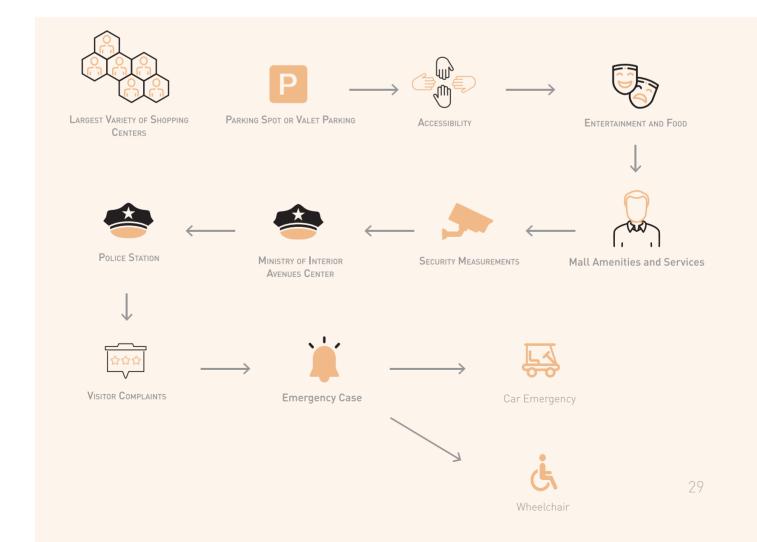
Through this journey, Mabanee has advanced its services and projects with the latest world-class standards of comfort solutions to its tenants. These measures make Mabanee's business the most attractive for investors with regard to their business practice and expansion.

Visitor's Journey

Mabanee understands that people's lifestyle has become increasingly diversified, and their needs change frequently. Therefore, its malls fulfill multiple functions and provide the most advanced amenities, services, and information, including ATMs, Ez Charge, First-Aid Room, Free WiFi, Kiddie Kruzzer, Lost and Found, Mall Security Management, Police, Prayer Rooms, Environmental Police, Porter Service, Shop Riders, Smoking Booths, Valet Parking, Wheelchairs and Call Center.

By incorporating a range of functions, Mabanee has successfully created a pleasant and convenient space for visitors of all age group for an enthralling experience. Our visitors expect the highest quality from us ever since we have started operating. We strive to keep enhancing their experience in multiple areas of services as we consider them a pivotal element of our business cycle.

Both tenants' and visitors' experience cannot be outstanding and up to date, involving the best practices, without the support of a high quality of service. That said, any company can make the journeys of tenants and visitors satisfactory in terms of services; however, the badge of honor lies in the fine details and discipline of services that make the journey worth treading.



We ensure
the quality
of our
services
and
products
in a
sustainable
manner

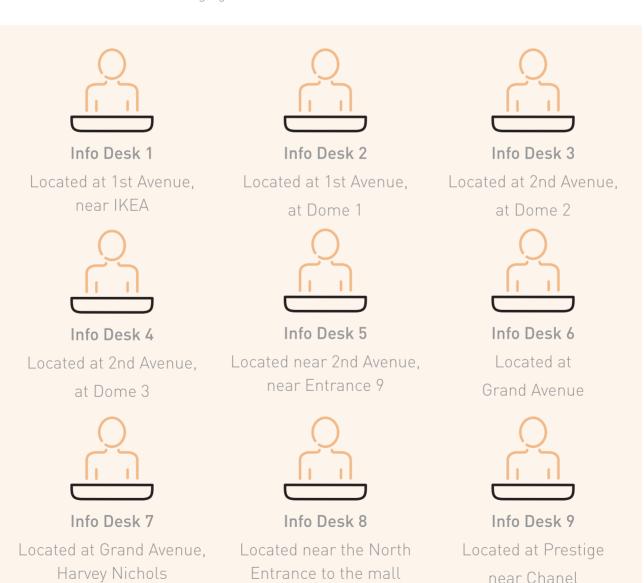
Quality of Service (102-2, 203-1, 103)

Mabanee has sustained its commitment to provide the highest quality of service, best-in-class management, robust information security practices, and mature business processes. This has helped us achieve significant milestones in making our business attractive and unique for all visitors and tenants, and also for all stakeholders throughout their journey of engagement with Mabanee as an investor, a service provider, a visitor, or a volunteer. We could achieve this by analyzing the finer details and benchmarking our activities with global best practices to make sure that the efforts made are in line with the prospective future goals. Mabanee takes pride in highlighting the following key areas pertaining to the high quality of its services.

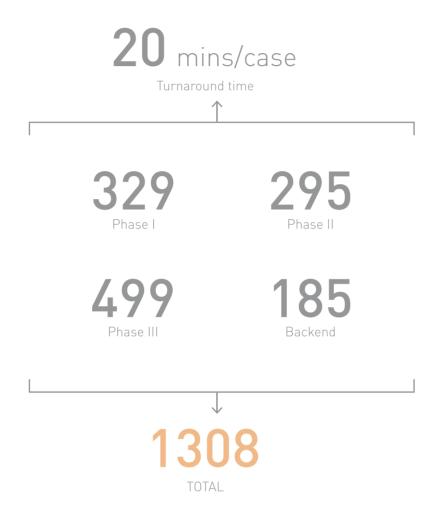
Customer helpdesk:

Service desks for our visitors are distributed across seven locations, supported by a central helpdesk. This level of service ensures that our visitors, tenants, and stakeholders benefit by

- Locating a specific store or facility with a clear direction
- Requesting wheelchairs for elderly people and those in need
- Asking for porter assistance
- Seeking assistance in any medical emergency
- Searching for their misplaced things through our lost-and-found service
- Arranging for taxis



Turnaround time for Information and Communication Technology (ICT) service
complaints: Our most outstanding service is our short average turnaround time for
solving issues and closing any ticket regarding ICT services within 20 minutes. Mostly,
tenants raise complaints and are satisfied with the way Mabanee deals with any ticket
and makes progress in reducing the case time.



• **Special-need services:** Mabanee has ensured that its malls provide a second home to families with a special-need member so that they have sufficient access to all facilities. The Avenues has been designed in a manner that makes it physically accessible to everybody with its specific entrances, washrooms, elevators, escalators, and parking spots equipped to meet the needs and requirements of people with special needs. The security guards and other support personnel are also trained to respond to the special needs of people. These measures make special-need people empowered by providing them rights to benefit from all kinds of services the rest of the society enjoys.

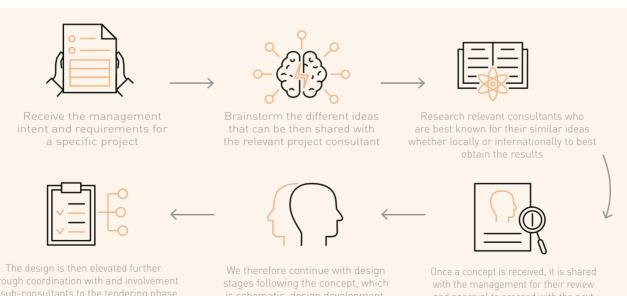


Number of parking for handicapped

Parking facility: Locating a parking spot is a key concern for visitors globally. The Avenues consists of an adequate number of parking spots that can fit most of the visitors at peak shopping hours, especially on the public holidays and weekends. Moreover, it has categorized the parking spots as parking, family parking, and handicapped parking at all phases.

Phase	Type of Parking	Number of Parking Spots	
	Common Parking	1766	
Phase 1	Handicapped Parking	56	
	Family Parking	23	
	Common Parking	548	
Phase 2	Handicapped Parking	33	
	Family Parking	33	
Magic Planet	agic Planet Basement Parking Phase 3		
	Basement 1	421	
Phase 3	Basement 2	1495	
	Basement 3	1848	
Total		6412	

PMO (Project Management Office): Given the expansion of the existing facilities of The Avenues and the projects that are in progress outside Kuwait in the Gulf region, Mabanee has a centralized PMO that is responsible for ensuring that all new projects are constructed on time within the approved budget, and the health and safety measurements are in accordance with the best international standards despite the size or location of the expansion/project.



through coordination with and involvement followed by construction to ensure that the project meets all aspects during design and construction; the operations team is involved in giving input and highlighting the relevant lessons learned to ensure

is schematic, design development,

and approval to proceed with the next stages, noting that if an international a process to provide the necessary support by allocating a local consultant for support with local codes

ISO 9001: Mabanee believes that following international standards is pivotal to enhance the quality of services to match the missions and visions of the leaders while utilizing the company's resources. Accordingly, Mabanee is in the process of ISO (the International Organization for Standardization) certification to support innovation and provide a solution at the highest level. This quality management system will be implemented in all departments and units to unify and standardize the quality outputs among all Mabanee projects.

Procurement Management (102-9, 103)

We recognize that part of our responsibility is to manage our procurement practices according to sustainability criteria to ensure the highest impact on the environment and economy. Mabanee's material procurement practices are designed to ensure the optimum use of the available critical natural resources. Additionally, this practice allows us to contribute to the marketplace by supporting local suppliers to the extent possible and encouraging them to provide high-standard materials that have the least impact on the environment.

We conduct periodic vendor evaluation to ensure that both parties understand and meet each other's requirements. We manage our procurement and supply chain to build a stable supplier base to overcome any hurdle in achieving our goals. Regular meetings with the suppliers are conducted to update the skills and maintain ongoing relations in projects.

Mabanee has set the criteria for a new purchase as per the norms and regulations. Many initiatives implemented including reusing materials, decreasing waste generation, and having stronger procurement controls to minimize any avoidable long-distance transport. Mabanee ensures that the vendor/supplier conforms to all the requirements that the company has listed and is certified to sell the product, without harming the environment. Mabanee is also conscious of its energy footprint and thus encourages energy-efficient practices in the form of latest technology and innovations. Moreover, we take several proactive measures to protect and maintain the quality of our local environment around our project sites.

Business Expansion (203-1, 103)

Mabanee has committed itself to the outstanding visitor and tenant experience. This commitment is not limited to building sizable malls and buildings; rather, it diversifies to creating values by utilizing the construction area in accordance with the stakeholders' needs and expectations.

With this approach, Mabanee is currently undertaking the expansion of The Avenues Phase IV in Kuwait, which is expected to be inaugurated in the first quarter of 2018. The expansion will include further development of the existing districts, The Grand Avenue, Prestige, and The Souk, which have been highly popular with visitors. In addition, new districts curated with modern and diverse concepts will also be included to enhance the shopping and entertainment experience of customers. The new district includes the Grand Plaza, Electra, the Gardens, the Arcades, the Forum, and the Cinema, as well as a five-star hotel and another four-star hotel. Phase IV will span across an area of 117,000 square meters, with a total leasable area of 85,000 square meters.

Moving our commitments toward economy, visitors, and investors beyond the local boundaries,

The Grand Avenue



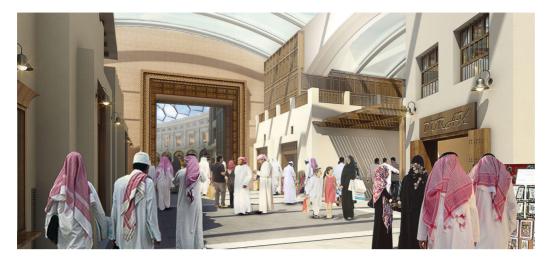
The Grand Avenue, 260 meters long and 24 meters wide, is the widest pedestrian thoroughfare in The Avenues and the principal route in the complex that accommodates a large crowd. Its design echoes a mesmerizing boulevard lined with trees. The retail facades reflect a mix of three styles: Western, regional, and contemporary. The glass-covered and cobble-stoned **Grand Avenue** offers connoisseurs the opportunity to enjoy the external appearance and atmosphere. Flexible single- and double-story retail units line the length of the district with small terraces on the upper floor. This vibrant "retail city" will accommodate a mix of international flagship stores and regional brands.

Prestige



Following its successful launch in Phase 3, Prestige will extend into Phase 4. A second, slightly different dome has been designed as a counterpoint to the original one in Phase 3 and a pair of curved escalators anchor the district to enhance the luxurious feel of the retail outlets it houses. A new ground-level dropoff features exquisite detailing and al fresco dining space. Our commitment to using high-quality materials remains unchanged. The extended Prestige will host the most exclusive brands and top-quality food and beverage offerings, making it the top luxury destination in Kuwait for customers seeking the most elite service. The refined architecture perfectly showcases the quality and desirability of the products on offer.

The Souk



Modeled on a traditional Kuwaiti souk (an Arab marketplace), The Souk at The Avenues is an interpretation of traditional regional retail architecture. This new district is carefully designed to replicate a characteristic souk environment to offer a visual and sensory stimulus to customers. Its narrow streets give the feel of a market trader. Each unit on the street is devoted to an array of products, with smaller units serving suitable locations for startups that offer a fresh edge and entrepreneurial spirit to the district. Like the typical souk typology, the primary narrow retail streets connect to a network of secondary backstreets. The small size of the units helps create an intense and eclectic vibe. Restaurants, cafes, and bistros provide respite from the exhaustion and serve as meeting spaces to hang out and chill with friends. The trees lining the courtyards provide ample shade. These courtyards are the focal meeting spaces with food and beverage outlets strategically positioned within each courtyard to animate the space further.

The Grand Plaza



The Grand Plaza district is at the pinnacle of the expansion of The Avenues. This district is remarkable because of its 640-meter promenade down the Grand Avenue. The Grand Plaza has been designed in a way that makes it civic in scale and character. It is the focal point of the whole expansion and development.

Apart from the marketplace, ample seating and gathering space have been planned for performances, trade shows, and public events, which are organized mostly here. Its spectacular ceiling structure adds a feather to its cap. The Grand Plaza, a special gift to the citizens of Kuwait, will become a regionally acclaimed public space. The entries to this district are from the Grand Avenue and Electra, besides a central access from a dedicated ground-level drop-off.

Electra



This design for this district was inspired by Hong Kong's Kowloon and Tokyo's Ginza district, renowned for their use of bright lights and high technology. Electra is the perfect destination for a digital retail experience and the most exciting multimedia spectacle in Kuwait with its interactive features and vibrant technological facades. Focusing on the concept of "The New," Electra will continue to evolve with new innovations in interactivity and display. This district will always offer something fresh to make every visit special and unique. Its rotunda contains a 360° LED display screen built with the motto of leasing it out for retail display, product launches, and interactive installations. Capping the rotunda is a parabolic mirror, 14 meters in diameter, reflecting the interactive floor and all the activities going on in this space. The main rotunda is connected to the Grand Avenue and the Grand Plaza through two narrow digital alleys. Abundant digital and illuminated signage and billboards stretching from the floor to the walls add to the aesthetic appeal of the district. The cool refinement of the building facades balances the vibrancy of the signage. Inspired by the black mirror side of a mobile phone, tablet, or laptop, each facade reflects the dynamic lighting and intensifies the overall experience. Metallic surfaces and granite, as well as the fritted ceiling, impart an atmosphere of permanent dusk in Electra, which adds to the dramatic ambiance.

The Gardens



The Gardens, which connects to Prestige from the mezzanine floor and to the Arcades directly below, offers the highest quality dining experience with world-class cuisine and a five-star service. The beautifully curved and translucent roof sits atop adjacent, green courtyard spaces, which provides a magnificent shaded al fresco gourmet dining experience. This sought-after location houses signature restaurants, each sharing their own sheltered circulation space. Tenants can get their layouts adjusted to suit the specific individual requirements of chefs, including private dining spaces and exhibition kitchens. In years to come, the Gardens will become synonymous with the highest quality cuisine, the most sophisticated palates with exciting flavors, and impeccable service.

The Arcades



This design for this district was inspired by the best arcade architectures of the world. It encompasses three distinct architectural styles: minimal, diffused, and interplay. Each style conveys a distinct characteristic. The Grand Arcade, which provides an outstanding retail offering, is accessible through the Prestige and the Grand Avenue. It welcomes visitors into small-scale luxury boutiques

The Forum



The Forum offers the best and the most magnificent modern metropolitan shopping experience. It has entrances from the stunning ground-level dropoff, the central space, and several other connections. Making use of the vertical and horizontal shopping axis, the lower ground-level drop-off transports you to a different world of the mighty Forum. This district offers a unique shopping experience coupled with modern contemporary hospitality. The centerpiece of the district is the Circus, 70 meters in diameter, covered with an intricate Ethylene Tetra Flouro Ethylene (ETFE) roof. The roof is lined with special integrated lighting along with projectors for video mapping to create spectacular ever-changing environments. The Forum Circus connects to the lower ground level via lifts, which are spectacular in themselves abounding with art installations. The Forum houses dynamic and established brands mixed with the architecture of London and New York City, two of the world's most influential cosmopolitan cities. Its indefinable street character and varied connections to other districts make the shopping experience in this district unparalleled. The beautifully crafted elevators transport you to the Ground Floor Forum, allowing you the opportunity to enjoy the view of the central forum space.

Attractive Business Projects (203-1, 103)

Mabanee's expertise and experience and the brand identity of The Avenues inspired the company to expand through attractive business projects in the region, including Riyadh, Khobar, and Bahrain. Mabanee has partnered with key prestigious companies in the Gulf region to expand and execute the upcoming projects in accordance with the existing and future Mabanee business criteria (Please refer to Section 7.6 of this report), which are as follows:

The Avenues—Kuwait



Considered the largest and most-visited shopping and leisure destination in Kuwait and one of the largest malls in the region, The Avenues comprises seven design districts inspired by classical and modern architecture: 1st Avenue, 2nd Avenue, Prestige, Grand Avenue, SoKu, The Mall, and The Souk.

His Highness the Amir of Kuwait, Shaikh Sabah Al-Ahmad Al-Jaber Al Sabah, officially inaugurated the 1st Avenue in 2007, thus realizing the dream of The Avenues. Continuing the legacy, the 2nd Avenue was opened up in 2008. The other five districts were officially launched in 2012. The Avenues, a world-class architectural masterpiece, is home to more than 800 international and local brands, ranging from retail categories to trendy high-end designers, complemented by exquisite cuisines and unique flavors, as well as unlimited leisure and entertainment.

The Avenues, Bahrain



The Avenues, Bahrain, has opened in the fourth quarter of 2017.

The mall is vast enough to accommodate several stores stretching along 600 meters. The units overlooking the bay, as well as restaurants and walkways, make its architecture unique. Entertainment areas such as cinemas and children's play areas add to the grandeur. The Avenues, Bahrain, was designed to attract first-class citizens as well as Gulf and international tourists looking for a unique shopping experience. It will become a vital contributor to the growth of the Bahrain economy. The design for the second phase of The Avenues, Bahrain, is still in process, which will be an extension of the western part of the mall.

The Avenues—Riyadh



Mabanee has commenced excavation work in The Avenues, Riyadh, which is expected to be inaugurated in 2022. The project spans 390,000 square meters and is situated at a prime location overlooking King Salman Road and King Fahad Road. The total leasable area of the project, which is 400,000 square meters, will make it one of the largest commercial malls in the Middle East. The mall will include towers housing 2 hotels—a five-star hotel and a four-star hotel—as well as residential apartments, medical facilities, offices, and a parking lot for 18,000 vehicles. These features will make The Avenues, Riyadh, the best shopping, entertainment, and residential destination in Saudi Arabia.

The Avenues, Khobar



Mabanee is currently in the final stages of completing the design of The Avenues, Khobar, which is expected to open in 2022. The mall has been modeled around The Avenues,

Kuwait, with respect to the 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 and Prince Sultan Road. It spans an area of 209,000 square meters, which includes a leasable area of 180,000 square meters. The mall accommodates commercial and entertainment areas, residential apartments, hotels, offices, and medical facilities.

Security Measurement (103)

At Mabanee, we consider our tenants' and visitors' security as our topmost priority. Everybody stepping into The Avenues must feel safe and secure in the mall premises as well as in the parking lot. We understand the unique security needs of the present times and double that up with decades of experience. Therefore, while designing The Avenues, we took into account the unique challenges associated with shopping centers and malls to zero in on the most effective design that would ensure the safety and security of our visitors and investors/tenants.

Just as our malls have evolved to include hundreds of retail stores, large parking facilities, and entertainment centers, so has the role of our security management professionals. The success of our malls is intrinsically linked to the diversity of stores housed within and the populace drawn to spend time there; therefore, we are sensitive to the unique challenges that can inevitably occur when dealing with such a huge customer footfall. We provide seven security scanners on all the main entrance doors of The Avenues projects. In addition, the building is equipped with numerous CCTV cameras to ensure the safety of its employees, tenants, and visitors. The Avenues has two clinics for any medical emergency to its visitors, tenants, or employees.

As the extension of our responsibility, Mabanee demonstrates posters within the main corridor, back corridors, and the parking to warn the visitors that indoor smoking is banned in accordance with Kuwait law. CCTV cameras monitor smokers, and if anyone is caught smoking indoors, the environmental police takes charge and can also issue penalties to defaulters. We have provided smoking zones in the form of 19 cabinets across the mall.

At The Avenues, we firmly believe that shopping is not just about what you purchase—it is also about your experience with the safety of your valuables. With the purpose to keep our customers' items safe from getting misplaced, our lost-and-found unit adheres to our long-standing campus protocol for handling lost-and-found items. The mall provides clear instructions for the proper safeguard and disposal of items found at any location throughout the mall. The items are kept securely at the lost-and-found store; however, these items are kept only for a maximum of 1 year, after which they are donated to approved charitable organizations.

One of the main concerns of a family with children visiting a crowded shopping mall is the probability of easily losing sight of their superactive toddler. Therefore, Mabanee has designated a special lost-child area that is supervised by two female police officers on duty at all times. Thus, at Mabanee, we maintain a symbiosis between customer service and security.

Lack of security measurement inhibits the progression of sustainable development.

Technology and Innovation (103)

Mabanee has incorporated value-added elements in its mall designs to give it a downtown experience. Through the innovative technologies utilized, The Avenues is in tune with what today's consumers want and expect. The seven existing districts have been constructed and equipped with the state-of-the-art technology and innovation that are in line with the best international standards in the shopping mall industry. We have exhibited our relevance to the fast-changing consumer market by spending as much time on technology to test new initiatives as on our real estate products. We have been as innovative as possible in every possible area of our services. Each Avenues mall has its own cultural theme that makes the visitors feel as if they are in a real environment, and not a themed one.

We explore innovation as a key aspect of the marketplace...

Mabanee aims to combine the brick-and-mortar and digital shopping experience. Therefore, it offers the most modern design and technological experience that its patrons love. For the purpose of making the everyday shopper's time in The Avenues easier, and more efficient, the entire mall premises and facilities are mapped with touchscreen directories that are installed across the mall. There are also mobile applications that help visitors search and find any shop, restaurant, entertainment, and other places by identifying the location of the user and guiding them to the point they want to go.

The three-dimensional (3D) technology in these applications offers a richer and more robust experience. The 3D contours make it easier for visitors to track their path and understand their directions. The apps are also wheelchair user friendly.

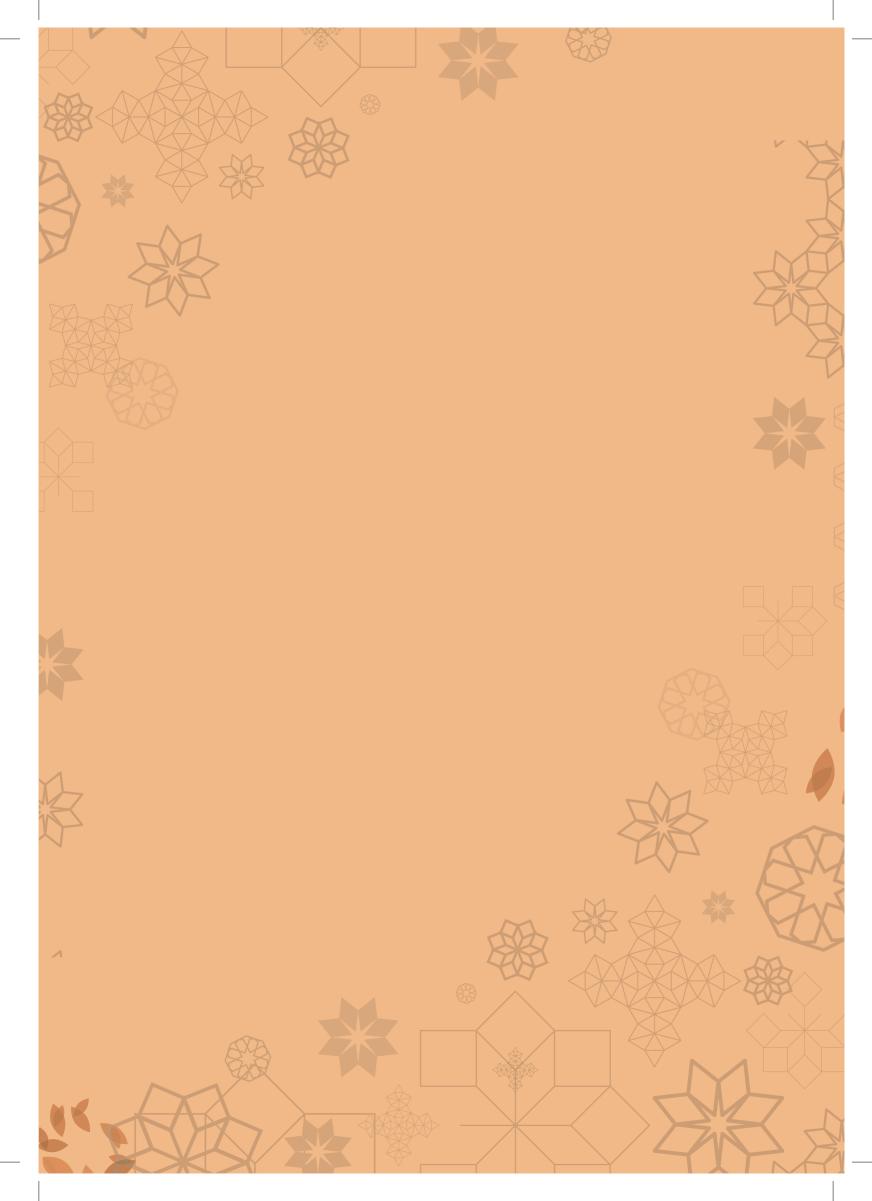
Mabanee's technology is supported by Information and Communication Technology (ICT) function that holds three main units:

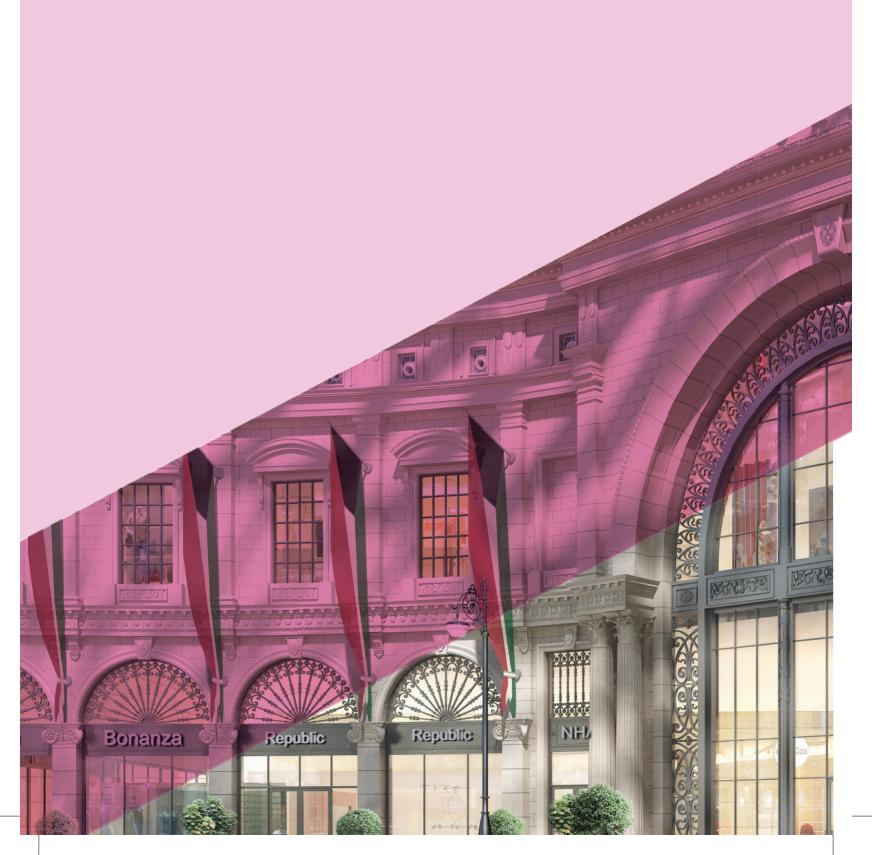
- Software development
- Infrastructure
- Network and security

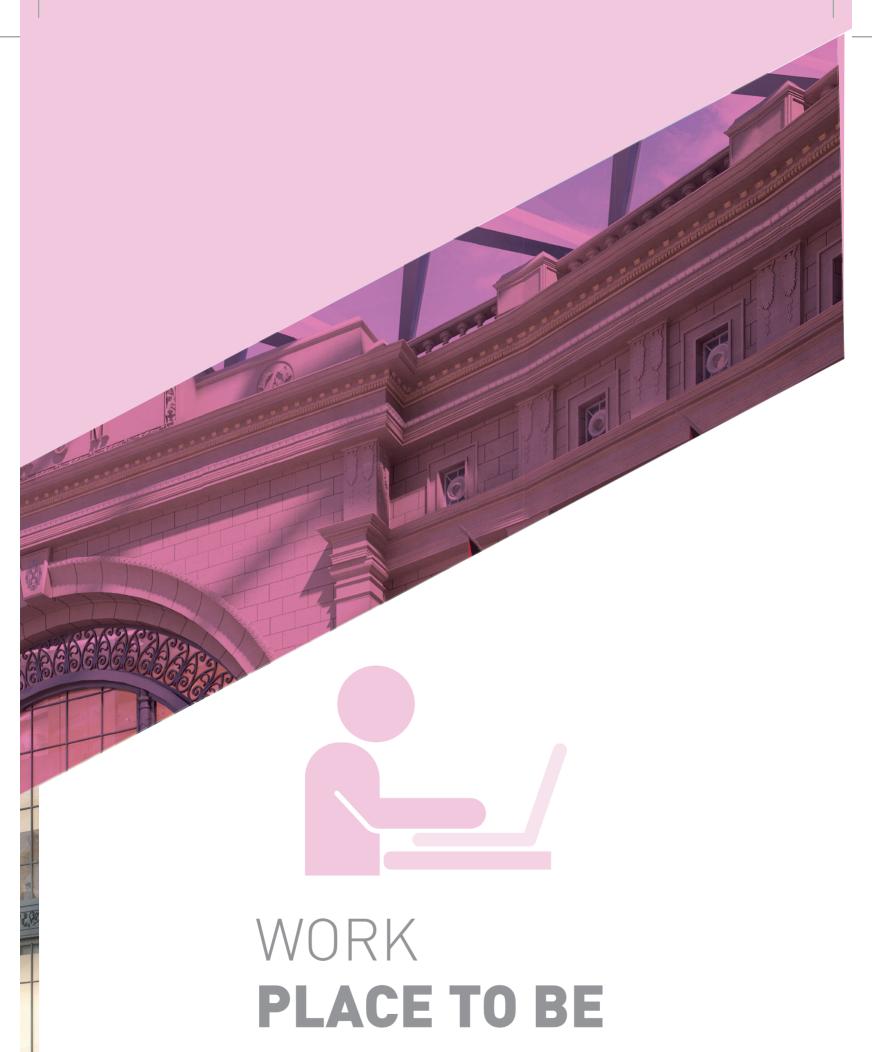
Visitors can access the free Internet for 4 hours per day to keep themselves connected with all the necessary information. Moreover, ICT is supporting and providing tenants with several technologies and services to facilitate their daily work and to keep them connected with their head officers to ensure durability. Following is the list of technological products and services provided by ICT to The Avenues tenants:

- 1. Telephone: A wide range of wired and wireless Internet Protocol (IP) phones
- 2. Internet: With a bandwidth of up to 100 Mbps
- 3. Remote monitoring: Public IP address to connect CCTV camera for tenants
- 4. WAN link: Tenants can link up their units with their remote office

All the critical systems and services are backed up and load-balanced so that they never go down completely. Occasionally, particular zones of the mall have suffered power outages and there was one incident of infrastructure damage.







Our Top Material Topics in Workplace:

- Employment
- Occupational Health & Safety

Workplace to Be (102-8)

A "workplace to be" is the primary requisite for Mabanee. We respect not only our customers and stakeholders but also our employees. A sustainable and respectful workplace will result in more engaged and motivated employees. We have a number of initiatives in place to enhance the workplace environment to maximize employees' engagement and productivity. These practices include value-based recruitments, employee training and empowerment, effective succession planning, recognitions and appreciations, ensuring employee well-being and financial stability, incorporating sustainability in performance management, and creating an equitable workplace.

Employees spend most of their times at work. Therefore, we value our invaluable human capital and ensure that we maintain mutual trust, integrity, communication, and commitment. A healthy and sustainable workplace promotes productivity and develops a culture that adds values to the workplace environment. We constantly nurture and motivate our employees to raise their capability bar.

In this section, we emphasize on employment, including employee requirements; retention and diversity; work environment, including employee satisfaction and occupational health and safety; performance management; and training and development.

Employment (401-1, 401-2, 103)

We believe that the foundation of any great business is its human capital. Therefore, a key priority for Mabanee is to ensure that we develop and maintain high-caliber employees and provide them ample facilities in the workplace for their growth and development. Our high standards align the company objectives with our employees' needs and expectations. Mabanee's human resource management systems are consistent with various Kuwaiti regulatory requirements, such as industrial relations legislation, work health, and safety legislation. Moreover, there are several mandatory requirements by the Ministry of Labor or Capital Market Authority (CMA) for the welfare of employees; however, Mabanee works beyond the mandated regulations to keep a high-performance standard for its employees.

Employee Recruitment and Diversity (405-1)

Mabanee's recruitment and selection processes are streamlined to identify and attract the best talent, and thereby create competitive strength and strategic advantage. In 2017, Mabanee's total employee count was 377, including both male and female staff.



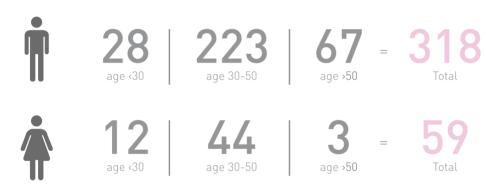
Mabanee's whistleblower policy and access to human resources portal aim to facilitate employees' access to the human resources department. It has set up a mechanism to encourage employees to report without fear any wrongdoings, unethical behavior, and any violations of the company's code of conduct that can adversely impact the company. Additionally, the HR policy is in place that clarifies all the rights and responsibilities of employees. For each employee, a job description has been formulated regarding the nature of work required of them and the methods of reporting to their direct manager.

We foster a sustainable workforce that starts with hiring diverse talent,

Calamany	2017			
Category	New Emplo	yees	Turnover	
Gender	Number	Rate	Number	Rate
Female	10	24%	9	16.98%
Male	32	76%	44	83.02%
Total	42	5.77	53	7.28
Age Group				
30–50	26	61.90%	37	69.81%
Over 50	1	2.38%	6	11.32%
Under 30	15	35.71%	10	18.87%
Total	42	5.77	53	7.28

Respect for gender and age diversity and equal opportunity is intrinsic to Mabanee's philosophy and culture. We believe in equal remuneration for men and women. In this regard, we go beyond the regulations and follow global best practices. Mabanee's well-defined systems address any grievances related to diversity violation.

In 2017, female employees comprised 18.5% of the total Mabanee workforce. The following table elaborates Mabanee's diversity as per employment type, gender, and age group.



As part of its contribution to the community, the company has set up a recruitment booth at its head office in The Avenues for job seekers. Any qualified resource can apply for a job at Mabanee at the innovative recruitment booth.

Each employee of Mabanee enjoys various rights, including health and safety, work environment, and human rights. Moreover, our code of conduct applies to the entire workforce and describes how the employees should adhere to the highest professional and ethical standards in their work. The code of conduct comprises four values:

- **Respect**: This implies respect for the community and the environment in which the company operates, compliance with the laws and regulations in countries in which it has diversified, and commitment of the highest ethical and professional standards in dealing with others, including the company's customers, suppliers, and business partners or third parties.
- Financial integrity and honesty: The company ensures 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.

- **Diversity and equal opportunities:** The company promotes a culture of mutual respect for different opinions, and encourages individuals' efficiency and various skills while ensuring fairness and equal opportunities for them without any discrimination or biases.
- **Health and safety**: The company guarantees a safe work environment to its employees and a society free from any causes of accidents, injuries, diseases, and other factors that may lead to damage to human beings in terms of health or public safety.

Work Environment (103)

As a smart business, Mabanee has realized that a good work environment starts with recruiting the right employees. This, in turn, should be supported with a positive work environment that encourages employees to give back to their organization and act responsibly toward achieving their tasks and objectives. Several actions have been taken by Mabanee's HR unit to increase employee satisfaction in the work environment.

Open-door policy and access to HR, employee health and safety, performance management, and training and development are crucial to maintaining a good work environment.

Employee Satisfaction (103)

Satisfaction of employees eventually leads to their retention and further attracting the best employees. This helps a company succeed in a highly competitive global environment. For Mabanee, employee satisfaction is an important element in maintaining a good work environment. The workforce is satisfied when all their needs at work are fulfilled. Mabanee provides an attractive work environment to ensure employees feel comfortable and satisfied, enjoy diversity and equal opportunities, receive fair remuneration, and gain from good labor management. Employee motivation is directly proportional to their satisfaction factor, which leads to positive employee morale in the workplace.

The HR department conducts an employee satisfaction survey on an annual basis. This practice helps the management get a clear idea of the employees' needs, expectations, and areas for improvements. No matter what the satisfaction level, conducting such a survey is a step forward to understanding and overcoming all the issues that might be essential to improve the work environment and the end results.

Mabanee strives to encourage and improve its workforce effectiveness and to create a work environment where employees are self-motivated to perform to the best of their abilities. To strengthen the skills that each employee needs to improve upon, Mabanee conducted 28 programs to advance employee skills, including transition assistance programs. These programs have a direct impact on employee satisfaction and morale since they feel that Mabanee is investing in areas of improvement that will have an impact on both employees and the company. Thus, its development programs have uplifted the employees to a higher level of skills and knowledge.

Occupational Health and Safety (403-1, 403-2, 103)

Mabanee's sustainability principles include the necessity for health and safety of its employees and the prevention of known risks. Keeping the workplace healthy and safe through various measures will increase the control of any possible and anticipated hazards in our workplace that might impair the health and well-being of the employees.

Mabanee has an active health and safety policy for all its employees to ensure a safe work environment. Mabanee is working continuously on employees' health and safety as part of these policies, as described earlier in this section. There are clear mandates and clause for both the company and employees to follow to mitigate any associated risk that might affect the workplace or the employees themselves.

Our healthy and happy culture is based on the responsible workplace environment,,

We strictly care about occupational health and safety of our workforce assets,

One of the main health and safety measures that Mabanee practices is to train its designated employees on how to operate a fire extinguisher, which includes procedures for reporting a fire and other emergency procedures to be undertaken within the mall premises.

Moreover, Mabanee's health and safety unit conducts on a regular basis a mock evacuation drill to prepare the employees for any event of fire or emergency. This action ensures that all employees have the knowledge to evacuate the premises during an emergency or as needed.

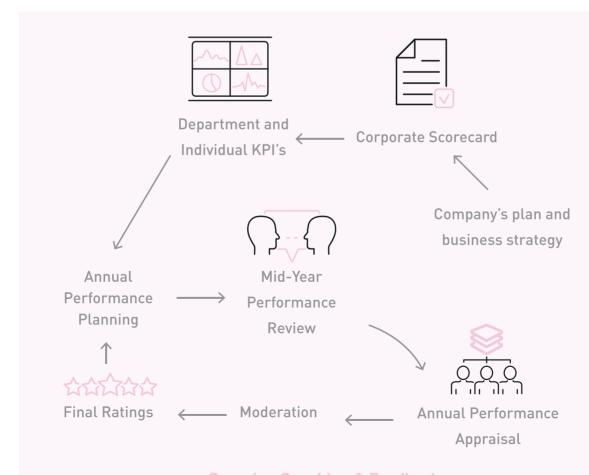




Performance Management (404-3)

Our performance management system offers a platform to employees for engaging in transparent discussions and receiving feedback on their performance and development on an annual basis. This fosters an environment of meritocracy and teamwork, which rewards individuals, the business, and overall organizational performance. This drives improvements in employees and helps them achieve their desired career objectives and daily goals.

An effective performance management starts with planning the business strategy by cascading the objectives down to a measurable scorecard for the key projects and actions. It involves a joint effort from the employee and the company. Both need to agree with the proposed work plan, identify key areas of training and performance objectives, and identify career development objectives. Each department discusses and agrees on the key performance indicators (KPIs) associated with the projects under their ownership that are cascaded more to the individual levels.



First, the annual performance management planning session starts at the department level. The employees and the managers agree on a set of goals and targets, including career development and training needed to accomplish the target objectives. Six months later, both the employee and the manager review the progress against the plan that was set up. At the year-end, the final performance appraisal is done for all employees based on their achievements against their set targets and goals.

Our today's employees are our future leaders,

Training and Development (404-1, 404-2, 404-3)

Mabanee's employee training programs have strengthened the skills that each employee needs to improve upon. In addition, its employee development programs have uplifted employees to a higher level of skills and knowledge. Thus, by building its employees' skills and competencies, the company has achieved the desired goals and helped its employees attain their career aspirations.

Mabanee wants all its employees to maximize their potential. To support and work toward this objective, the HR department conducts training and development courses and programs throughout the year. This practice can sustain the relationship between the company and the employees because of the combined outcomes. Following is a list of our training programs that took place in 2017 amounting to 1629 hours.

Training Topics Offered	Hours
Call Center Training	133
Bonds, Loans, and Sukuk Conference	16
Capital Market Authority (CMA)	160
Certified Cost Professional	40
Coaching and Leadership Development—Part 1	72
Coaching and Leadership Development—Part 2	32
Coaching and Leadership Development—Part 3	32
Customer Service Training	18
Decision-Making Strategies under Risk and Uncertainty	40
DesignThinkers Bootcamp 2017	48
KFAS Innovation Challenge	180
Innovation Immersion	36
Innovation Through Human Centered Design	18
Leadership for the 21st-Century Chaos, Conflict, and Courage	40
Master Workshop—Value Proposition Design and Business Model Innovation	24
Microsoft Excel Customized	225
Talent Management and Career Planning from Theory to Practice	21
Time and Stress Management	150
Procurement and Logistics Department and Warehouse Management	108
Evacuation and Emergency	32
Formulation of Arbitration Terms	8
Investment Analysis	36
Innovation Management	21

FM Expo	23
Office Management Course	24
Certified International Procurement Professional Certification	40
Snapshot of Kuwait National Development Plan	8
Product Photography Course	12
Creax Innovation Training	24
Big 5	8



1629 hrs
Total training hours

Mabanee has taken an advanced step to make an estimate of the data on the training and development need and how to figure out the training needed as per the employee category and employee level. With this advanced approach, the company will maximize and utilize the training outcomes in a proper way as needed for business enhancement. The following table summarizes the training and development needed as per the employee category and level.



Total Hours of Training Received by Gender and Employee Category and Employee Level

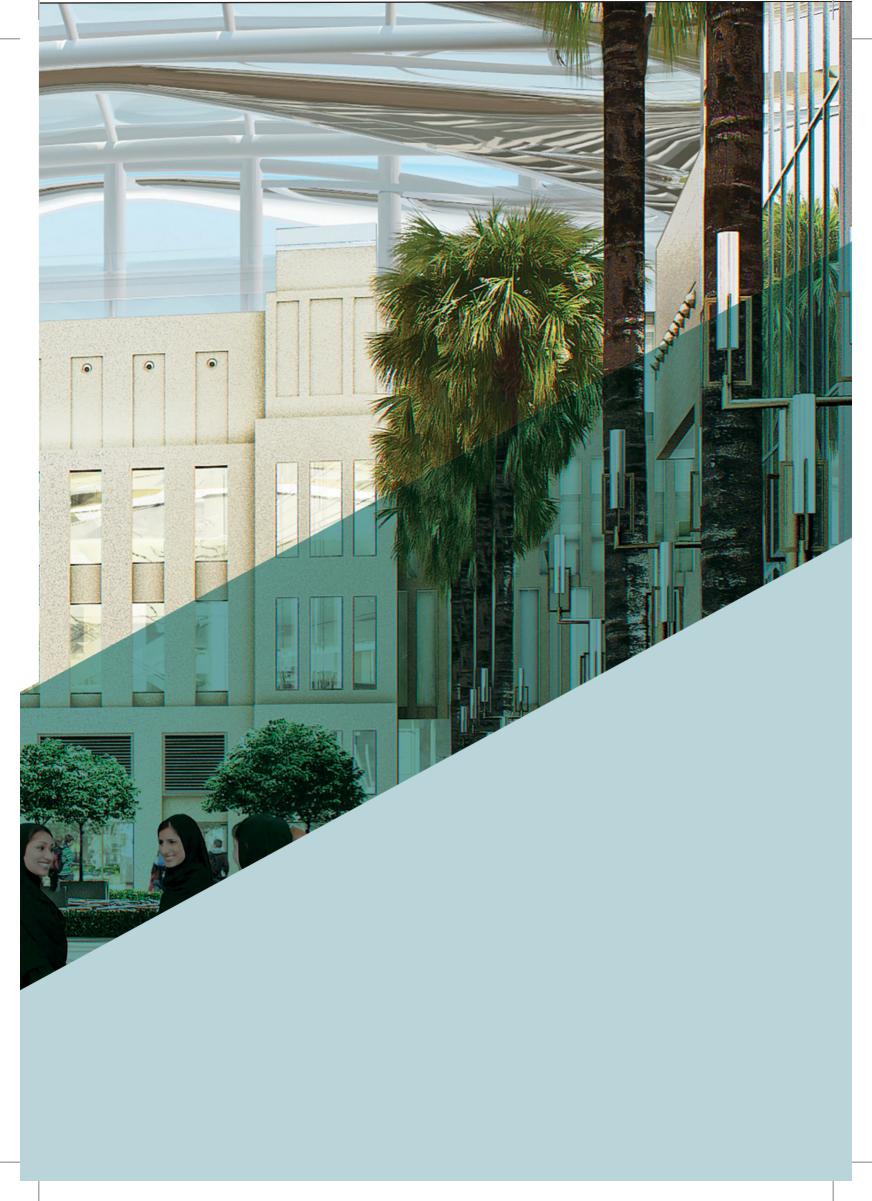


COMMUNITY PLACE TO BE

Our Top Material Topics in Community Place:

• Indirect Economic Impact





Community Place to Be (413)

Mabanee is working toward creating a "community to be" rather than a conventional shopping mall. Our objective is to become a sustainable organization that is of strategic relevance to our customers' agenda and also generates profitable growth for our investors. This concept creates a coherent bond between Mabanee and its stakeholders: visitors, tenants, workers, service providers, and others. Thus, by working closely with our stakeholders, we are able to clearly understand what is vital to them, and we direct our efforts in that direction. This has driven the Mabanee management to structure and manage its social responsibility and community engagement in a way that positively impacts all stakeholder groups as well as Mabanee's brand. Additionally, this leads to a significant indirect economic impact on our country through various themes and pillars.

responsibly identify and prioritize our stakeholder group for active engagement.

Corporate Social Responsibility and Community Engagement (413-1, 103)

As part of our corporate social responsibility (CSR), we have integrated innovative social, economic, and environmental business practices to provide long-term value to our shareholders, visitors, tenants, investors, employees, and the community. Value creation is the bedrock of Mabanee's business strategy. We have conducted various projects and programs for the society through constructive community engagement. Our valued stakeholders are a pillar of strength in initiating responsible contribution toward health care, education, environment, and special needs, and therefore, we strive hard to bring a positive impact to their lives.

Mabanee believes that CSR enables community partnerships between organizations with the same missions and visions. Our community initiatives have led us to build and nurture valuable partnerships with other organizations to create a proper stakeholder engagement for community practices and activities, thus maximizing stakeholder benefits for all partners. In this section, we share the CSR activities that we conducted in 2017.



Partner	Event	Duration	
Ministry of Health	Kids cerebral palsy awareness World Heart Day	January 14, 2017 September 19, 2017	
	World Alzheimer's Day	September 18, 2017	
Kuwait Nephrology Association (KNA)	Booth for health awareness	March 9, 2017	
Sheikh Jaber Al Salem Center for Speech and Hearing Therapy	Booth for consultation for hearing impairment from doctors	March 15–16, 2017	
Women Cultural Association	Alzheimer's disease awareness event	May 6, 2017	
Kuwait Endocrine Association	World Thyroid Day	May 25, 2017	
Kuwait Pharmaceutical Association	Awareness event on respiratory drugs and methods of use	September 23, 2017	
Kuwait Medical Students Association	The importance of early screening and prevention	September 29–30, 2017	
Pharmacist with Impact	Ask the pharmacist	November 11th to 12th	
Ministry of Health	International Day of Chronic Obstructive Pulmonary Disease	25th of November	



Partner	Event	Duration
Ministry of Education	Photo exhibition	February 28 to March 2, 2017 March 15–16, 2017
National Council for Culture, Arts, and Letters	Photo exhibition of Al Mubarakiya and Al Ahmadiya Schools Kuwait Art	May 11–13, 2017 May 14–16, 2017
Ekhlas Private School	Kitabi	September 21–22, 2017
Kuwait Association for Learning Differences	Highlighting the association's goals and achievements	October 12–14, 2018
Kuwait Teachers Association	Teachers' Day	October 5, 2017
Sabah Al Ahmad Center for Giftedness and Creativity	Teachers' Day	October 5, 2017
National Council for Culture, Arts and Letters	Kuwaiti folkloric music event	November 18th
Management of the Grand Mosque	Photo exhibition	March 16-20, 2017
Voluntary Work Center	Photo exhibition	February 15–18, 2017
French Embassy	Photo exhibition	March 25-23, 2017



Partner	Event	Duration
Public Authority for Sports	Sport and health awareness event	February 9–11, 2017 June 11–13, 2017
Kuwait Institute for Scientific Research	Awareness Campaign	December 14th to 16th
Kuwait Industries Union	Industry Champions	December 22nd to 24th
Ministry of Information	Kuwait Constitution's 55th Anniversary	December 12th
Public Authority for Food and Nutrition	Breastfeeding Awareness Event	November 29th
General Authority for Persons with Disabilities	Third Disabled Exhibition	November 21st to 23rd

We care about the impact we have contributed to our society,

Mabanee	Together we give hope Breast Cancer Awareness Campaign	October
Mabanee	Movember Men's health awareness campaign	November
Ministry of Interior	Traffic Week	March 12–18, 2017
Bashaer Al Khair Association	Awareness campaign on drug risk and prevention	February 15-17 2017
Autism Partnership	Walkathon for autistic kids	June 9-10, 2017
Kuwait Fire Service Directorate	For your safety	October 15–21, 2017
Islamic Representation Committee	Educational event	June 15–16, 2017
Kuwait Foundation for the Advancement of Sciences	Latest KFAS projects and activities	September 21–25, 2017



Environment

Partner	Event	Duration
Kuwait Institute for Scientific Research	Sustainable development for Kuwait's aspiring future	August 10, 2017
International Islamic Charitable Organization	Awareness Absher Aqsana	March 28 to April 1, 2017 August 17–19, 2017 September 17–19, 2017
The Federal Republic of Germany	Energie Wende—Renewable energy exhibition	May 21–26, 2017
Directorate General of Civil Aviation	The International Day for the Preservation of the Ozone Layer	September 16, 2017
Kuwait Environment Public Authority	Camping Environment Awareness Event	December 14th to 16th



Others

Partner	Event	Duration
Mabanee	Donate to Educate	June
Al Farwaniya Governorate	National celebrations	February 16, 2017
Kahatain Campaign	Orphan care campaign	March 29 to April 2, 2017
Kuwait Red Crescent Society	Rohingya Charity Campaign With education, we will illuminate Kuwait	September 21st – 23rd September 30 to October 12, 2017

The Avenues launched its initiative toward education in Africa in cooperation with the Kuwaiti Red Crescent Society. It collects cash donations at two locations within the mall through debit cards during Ramadan to facilitate basic education in the African continent, where millions of children do not have access to books, cannot read or write even their names, and are forced to walk for hours to get to their schools. The management invited distinguished visitors to support the campaign.

Indirect Economic Impact (203-2, 103)

Mabanee's indirect economic impacts, both monetary and nonmonetary, play a significant role in assessing our impact on and contribution to the Kuwaiti economy, community, and society. The Avenues makes a significant impact in terms of tourism. The number of visitors to the mall from the Gulf States is constantly on the rise. The project also provides jobs to more than 20,000 people working in more than 800 stores. This number is expected to rise to 30,000 employees with the opening of Phase IV, which will host more than 300 additional stores.

Since The Avenues is considered the most attractive social center in Kuwait and the most preferred destination with the highest capacity for visitors, it plays a huge role in impacting the community indirectly through the activities that are conducted in its premises by various companies and organizations.























ENVIRONMENTAL PLACE TO BE

Our Top Material Topics Environmental Plac:

• Energy Efficiency



Environmental Place to Be (300)

The Avenues is the main project of Mabanee that provides services to the community as part of its business model. Thus, we have to ensure that we maintain an inviting atmosphere that attracts visitors and tenants into the mall and provides them a comfortable environment.

Large numbers of visitors also mean the intensive use of electricity, water, and energy and excessive waste generation in the mall. Therefore, Mabanee considers judicious use of the available energy, efficient use of water, waste treatment and disposal, and greenhouse gas (GHG) emissions issues a part of our business strategies. Additionally, all employees and related service providers are aware of Mabanee's vision of achieving and following the desired practices to sustain its business.

Mabanee realizes how a sustainable environment would affect the shopping behavior of visitors. Moreover, investors and tenants will be willing to invest in The Avenues and remain a part of it because we are committed to minimizing the potential impacts of our operations by implementing an efficient management system.

We manage the energy and water consumption through more innovative and efficient methods...

Energy Efficiency (302-1, 302-5, 103)

Mabanee takes the most effective steps to reduce the consumption of water and energy sources. Our several measures help in reducing and managing energy consumption while successfully carrying out our operations. These measures are applied to both new and existing projects.

For new projects and expansions of existing projects, we ensure the best local and international standards are followed to achieve ultimate solutions. We specifically comply with codes for special needs and safety. We research and introduce new technologies, such as providing new materials (e.g., the ETFE), which would benefit not only the project but also the country. Our projects also consider the use of gas tanks within malls, which is the first-of-its-kind practice and has resulted in a long-term relationship with the Kuwait fire departments.

Mabanee also understands that unmanaged waste can result in environmental and serious health hazards. We manage our waste efficiently. Besides, we recognize the importance of water as a fundamental natural resource and understand that access to adequate water supplies is essential for the communities we operate in. Therefore, we manage water responsibly through best irrigation methods for landscaping and recycling.

Greenhouse Gas Management (305-1, 305-2, 305-3, 305-4, 305-5)

Mabanee's greenhouse gas (GHG) management standards assess, monitor, and manage the carbon emissions associated with its business activities. As part of our responsibility toward mitigating the environmental impact of GHG emission on our community, we follow the best international standards for measuring the carbon footprint of our operations, including the three scopes of carbon dioxide emissions:

Scope I (Direct GHG): Emissions from sources owned and controlled by Mabanee

Scope II (Indirect GHG): Emissions from the consumptions of purchased electricity and other sources of energy

Scope III (Indirect GHG): Emissions that are not directly owned and controlled by Mabanee

Scope I Emission

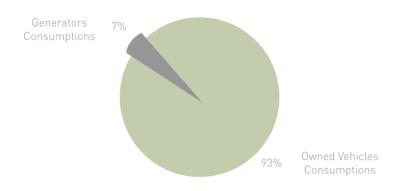


82.4 Co²e MT



We managed to reduce the CO2 intensity per GLA (m3,,

Total Fuel Consumption in Mabanee

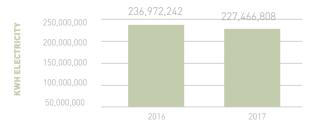


This Scope I emission has been calculated based on two direct emission elements including owned vehicles fuel consumption and standby generator fuel consumption. Both source of emission are directly controlled and owned by Mabanee operation.

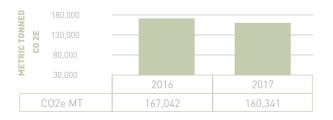
Scope II Emission

Year	Description	KWh	Co2e MT	Intensity Co2e MT per m3
2016	Scope II emissions from electricity consumption	236,972,242	167,041	0.64
2017		227,466,808	160,341	0.45

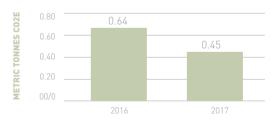
TOTAL Electricity Consumption in Mabanee-Owned Buildings



TOTAL Metric Tonnes GHG Emissions from electricity consumption in Mabanee-Owned Buildings



GHG Emissions Intensity Per m3 in Mabanee-Owned Buildings



Water Management (303-2, 303-3, 103)

Mabanee prudently uses water by utilizing an efficient water measurement system. The mall facilities are equipped with reverse osmosis (RO) system for consumable water. The wastewater from the RO system is treated and recycled to be used in water irrigation and Heating, Ventilation, and Air Conditioning (HVAC) cooling towers. Given the large construction area of The Avenues, the treated water is used in 11 cooling towers, which are considered the main source of water consumption at our operations.

Additionally, Mabanee has invested in energy-efficient fixtures to ensure optimum efficiency and minimum wastage. For example, water tap sensors save water dramatically by up to 70%.

Mabanee water consumption

2016 294,876,242

1 1 2 /

Water consumption intensity per m³

WATER CONSUMPTION FROM OWNED BUILDINGS (GALLONS)

2017

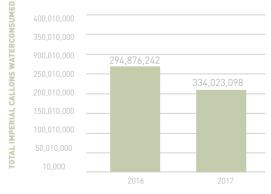
Vool

334,023,098

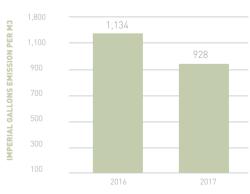
)) 7

Water consumption intensity per m³

Total Water Consumption in Mabanee-Owned Buildings



Water Consumption Intensity Gallon Per m3



Material Recycle and Reuse (301-2, 301-3, 103)

Mabanee is a role model when it comes to reusing and recycling the materials consumed at our facilities, whether by us or by tenants. The following is a record of our accomplishments in material recycling:



These measures have a tremendous positive impact on our community. We ensure that minimum amount of waste generated at our facilities ends up in landfills.

Month	Used oil	Wooden Pallets	Used Cartons
Measured Unit	Drum	Pcs	Metric Tons
Jan-17	0	0	0
Feb-17	80	420	84
Mar-17	80	670	46
Apr-17	117	930	202
May-17	80	460	104
Jun-17	80	580	84
Jul-17	80	735	67
Aug-17	80	700	76
Sep-17	80	590	135
Oct-17	80	520	131
Nov-17	80	560	95
Dec-17	80	530	108
Total Quantity	917	6695	1130

About This Report

Mabanee's annual sustainability report presents the key highlights and performance indicators for the year 2017.

Reporting Period (102-50)

This report encompasses the annual goals and progress toward a sustainable future of Mabanee for the period January 1 to December 31, 2017.

Reporting Standards (102-54)

The report complies with the Global Reporting Initiatives (GRI) Sustainability Reporting Standards.

The reporting standards are in accordance with the core option of GRI.

The GRI Index, at the end of this report, contains complete details about the disclosure indicators as per the GRI standards framework.

Boundary and Scope (102-48, 102-46)

Mabanee's 2017 sustainability report covers its Kuwaiti operations, including the stakeholder engagement process, materiality issues, and report context.

This report will track Mabanee's activities and performance to enhance the transparency and engagement with our valued stakeholders to align them with our vision of sustainability, marketplace, workplace, community, and environment.

Through this report, Mabanee aims to cover the three bottom-line principles: people plant, and profit.

Support

The development of this report was supported by RSM Al Bazie consulting & Co.

Feedback (102-53)

This sustainability report is a tool to communicate Mabanee's performance beyond its financial elements. It provides a comprehensive understanding of the impact of our sustainable business practices. We welcome comments, feedback, or any other information from our stakeholders that will help us continue our efforts to influence sustainability practices. It will help us improve, grow, and lead by example.

Please share your comments, feedback, and information with:

Shuaa A Al-Qati,
Communication Director
Mabanee Company K.P.S.C
P.O. Box 5132 Safat | 13052 Kuwai
T: 222.444.61 | F: 222.444.67



APPENDICES

Appendix A:

GRI CONTENT INDEX

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
102-1	Name Of Organization	Mabanee Company K.P.S.C	
102-2	Activities, Brands, Products, And Services		11, 13, 14, 30
102-3	Location Of Headquarter	Al Rai Area, Shuwaikh	
102-4	Location Of Operation	Kuwait, Riyadh, Bahrain, And Khobar	
102-5	Ownership And Legal Form		22
102-6	Markets Served		11, 15
102-7	Scale Of The Organization	2017 Annual Report Which You Can Find In Following Link: http://www.mabanee.com/Investor-Relations/Annual-Reports	
102-8	Information On Employees And Other Workers		46, 47, 48
102-9	Supply Chain		33
102-10	Significant Changes To The Organization And Its Supply Chain	No Significant Changes	
102-11	Precautionary Principles Or Approach		23
102-12	External Initiatives	Kuwait National Development Plane (KND United National Sustainable Development (UNSDG)	
102-13	Membership Of Associations	Kuwait Metro Real Estate Union Kuwait	
102-14	Statement From Senior Decision- Maker		5, 7, 9
102-16	Values, Principles, Standards, And Norms Of Behavior		11, 12, 21
102-18	Governance Structure		21
102-21	Consulting Stakeholders On Economic, Environmental, And Social Topics		15, 16, 17, 18, 19, 20
102-40	List Of Stakeholder Groups		15, 20
102-41	Collective Bargaining Agreements	There Are No Collective Bargaining Agreer Mabanee	ments In
102-42	Identifying And Selecting Stakeholders		20
102-43	Approach To Stakeholder Engagement		15, 20
102-44	Key Topics And Concerns Raised		20
102-45	Entities Included In The Consolidated Financial Statements	There is No Consolidated As We Are Reporting Kuwait Only	On Mabanee
102-46	Defining Report Content And Topic Boundaries		15, 16, 17, 18, 19, 66
102-47	List Of Material Topics		16, 17, 18, 19
102-48	Restatements Of Information		5, 7, 9, 66
102-49	Changes In Reporting	No Changes	
102-50	Reporting Period	1 January 2017 – 31 December 2017	

I andard sclosure mber	Individual Disclosure Items	Information	Page No.
2-51	Date Of Most Recent Report	March 2017	
2-52	Reporting Cycle	Annual	
2-53	Contact Point For Questions Regarding The Report	PO Box 5132, Safat 13052, Kuwait	
2-54	Claims Of Reporting In Accordance With The GRI Standards	This Report Have Been Prepared In Accordance With The GRI Standards: Core Option	
2-55	GRI Content Index	The GRI Content Is Provided Here	
2-56	External Assurance	This Report Did Not Undergo External Assur	ance
3	Management Approach: Employment		46
}	Management Approach: Work Environment		48
}	Management Approach: Occupational H&S		48, 49
}	Management Approach: Employee Retention		48
3	Management Approach: Leadership Programs		50
}	Management Approach: Stakeholder Engagement		20
}	Management Approach: Customer Experience		28, 29
}	Management Approach: Quality Of Service		30, 31, 32, 33
}	Management Approach: Procurement Management		33
}	Management Approach: Business Expansion		33, 34, 35, 36, 37, 38
}	Management Approach: Brand Identity		14, 15
}	Management Approach: Security Measurements		41
}	Management Approach: Attractive Business Projects		38, 39, 40, 41
}	Management Approach: Locations And Accessibility		31, 34, 35
}	Management Approach: Energy Efficiency		62
}	Management Approach: Water Management		64
}	Management Approach: Materials Recycled And Reused		65
}	Management Approach: Transparency		23
}	Management Approach: Technology And Innovation		42
}	Management Approach: Strategic Directions		15, 16
}	Management Approach: Compliance & Risk Management		21, 22, 23, 24
}	Management Approach: Transparency Management Approach: Technology And Innovation Management Approach: Strategic Directions Management Approach: Compliance & Risk		1

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
103	Management Approach: Accreditation & Quality Management		32, 33
103	Management Approach: Indirect Economic Impact		54, 57
103	Management Approach: System Management		33, 46, 49, 62
103	Management Approach: Values And Principles		12
103	Management Approach: Governance		12, 21, 23
103	Management Approach: Community Engagement		54, 55, 56, 57
103	Management Approach: Community Advancement		54, 55, 56, 57
103	Management Approach: Charity		57
103	Management Approach: Partnership		15
103	Management Approach: Employee Satisfaction		48
201-1	Direct Economic Value Generated And Distributed		24, 25
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	
202-2	Proportion Of Senior Management Hired From The Local Community Infrastructure Investments And Services Supported		46, 47 15, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41
203-2	Significant Indirect Economic Impacts		57
204-1	Proportion Of Spending On Local Suppliers		24, 25
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 Were 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		62
302-3	Energy Intensity		62
303-1	Water Withdrawal By Source		64
305-1	Direct (Scope 1) GHG Emissions		62, 63
305-2	Energy Indirect (Scope 2) GHG Emissions		62, 63
305-4	GHG Emissions Intensity		62, 63

GRI Standard Disclosure Number	Individual Disclosure Items	Information	Page No.
306-1	Water Discharge By Quality And Destination	No Significant Changes In Water Discharges	
306-2	Waste By Type And Disposal Method		65
307-1	Non-Compliance With Environmental Laws And Regulations	There Were No Instances Of Non-Compliand Environmental Laws And Regulations During Reporting Period	
401-1	New Employee Hires And Employee Turnover		46, 47
401-3	Parental Leave	Mabanee 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		49
404-1	Average Hours Of Training Per Year Per Employee		50, 51
404-2	Programs For Upgrading Employee Skills And Transition Assistance Programs		50, 51
404-3	Percentage Of Employees Receiving Regular Performance And Career Development Reviews	All Mabanee Employees Has Received Regular Performance And Career Development	
405-1	Diversity Of Governance Bodies And Employees		46, 47
406-1	Incidents Of Discrimination And Corrective Actions Taken	There Were No Incidents Of Discrimination At The Company During The Reporting Period	
408-1	Operations And Suppliers At Significant Risk For Incidents Of Child Labor	Mabanee Follows All Local Regulations Relating To Human Rights In Areas Where It Operates. Mabanee Neither Condones Nor Permits Child Labor, And No Incidents Of Child Labor Have Been Reported	
409-1	Operations And Suppliers At Significant Risk For Incidents Of Forced Or Compulsory Labor	Mabanee Follows All Local Regulations Relating To Human Rights In Areas Where It Operates. Mabanee Neither Condones Nor Permits Compulsory Labor, And No Incidents Of Child 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		54, 55, 56, 57
413-2	Operations With Significant Actual And Potential Negative Impacts On Local Communities	Mabanee Has No Negative Impact On Local Communities	
417-3	Incidents Of Non-Compliance Concerning Marketing Communications	Mabanee Follows CMA Regulations For Products/Services Marketing Communications	
419-1	Non-Compliance With Laws And Regulations In The Social And Economic Area	Mabanee Follows CMA Regulations For Social And Economic Area	

Appendix B:Boursa Kuwait Sustainability Disclosure Guide – (The ESG)

Sustainability Dimensions	Sustainability Topics	Sustainability Indicators	Page
	Market Efficiency Economic Contribution Local Economy Workforce	1. Annual Report	15, 24
		2. Sustainability Report	66, 15, 16
Economy		3. Local Procurement Spending (%)	-
		4. Full Time Employees	46, 47
		5. Employee Wages And Benefits (KWD)	24, 25
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