

# Building ESG Stewardship

Sustainability is at the core of Salik's operations and is integrated into its corporate strategy as one of the pillars. The Company's approach to sustainability is based on national and international frameworks, such as the UAE's Green Agenda-2030 and the United Nations Sustainable Development Goals (SDGs).

The corporate strategy, which includes ESG Stewardship as one of its pillars, outlines the Company's key sustainability objectives. The [Sustainability Policy](#), approved by the Board of Directors in 2022, lays the foundation of Salik's commitment to sustainable development and approach to achieving its objectives. In 2024, the Company made significant progress in delivering on its sustainability commitments.

Salik remains committed to upholding all environmental regulations and reports zero violations of environmental laws for the fiscal years 2022, 2023, and 2024. During this period, the Company incurred no fines or penalties and has no accrued environmental liabilities at the end of each fiscal year. This demonstrates our dedication to maintaining strong environmental performance and compliance with regulatory requirements.

## Salik's corporate strategy



## Reduce carbon footprint and environmental impact



### Green energy usage

Plans to increase the share of renewable energy in toll-gate energy consumption



### Reduced environmental impact

Free-flow gates to reduce traffic congestion and save fuel



### Digital transformation

Paperless strategy



### EV incentives

Free Salik tags for owners of electric vehicles



### Reducing carbon footprint

Development in line with Dubai's goal of achieving net zero emissions by 2050

## Performance in 2024

**99%** paperless documentation, saving 4.9 tons of CO<sub>2</sub>e annually

**c. 17,076 tags** activation fee exemptions for owners of electric vehicles

**Two new** solar-powered toll gates (three in total)

## 2028 targets



**25%** of energy sourced from renewables



**25%** GHG emissions reduction



At least **two gantries** using solar energy

For information on other pillars of the corporate strategy, refer to the 2024 Integrated Annual Report



## Contribute to people's happiness, safety, and community development

### Social contributions

Exemptions to People of Determination, public transport, and school buses

### Best-in-class customer service

### Focused on human capital

Fostering equality and inclusivity

#### Performance in 2024

#### 8.9 million trips

(+8.9%) by exempted vehicles (People of Determination, public transport, and school buses)

#### 21% female representation

in the workforce

#### 92% customer satisfaction rate



#### Insights' Best

Medium Outsourced Call Centre 2024



#### Silver Medal

for the Best contact centre in EMEA



#### Bronze

for Best Contact Centre by GCXA™24

#### Two partnerships with NGOs

#### 2028 targets



#### 5 partnerships with NGOs

## Adopt and showcase best-in-class ESG practices and approaches



### Committed to transparency

Salik's relationship with the RTA is governed by a transparent Concession Agreement



### Robust business ethics

Strict ESG screening for all vendors

#### Performance in 2024

#### 86%

of non-executive directors on the Board are independent

#### 0 cases

of corruption

#### 0 conflicts

of interest

#### 2028 targets



#### 100% compliance to the ESG screening by 2028

## Joining the United Nations Global Compact

In 2024, Salik made a significant stride in its commitment to fostering responsible business practices and supporting a sustainable future for the UAE by joining the United Nations Global Compact. It aligned itself with over 20,000 companies across more than 160 countries dedicated to upholding ten universally recognised human-rights, labour, environmental, and anti-corruption principles. By participating, Salik commits to transparently reporting on its progress towards these objectives. The Company will publish its first Communication on Progress (COP) by July 31, 2025.

[Salik's profile on the UN Global Compact website](#)



United Nations  
Global Compact

At Salik, we are committed to operating with the highest ethical standards and environmental responsibility. Our membership in the UN Global Compact reinforces this commitment and positions us as a leader in sustainable business practices within the UAE. We actively explore innovative solutions that minimise our environmental footprint, promote social progress within our workforce and communities, and contribute to a thriving and sustainable UAE.

Ibrahim Sultan Al Haddad  
CEO

