

ANNUAL SUSTAINABILITY REPORT 2019





“Instilling values of tolerance carries on Sheikh Zayed’s legacy and teachings. Tolerance is one of the most important attributes that we can impact on our people and the global community to ensure the safety, stability and happiness of peoples across the world.”

His Highness Sheikh
Khalifa bin Zayed Al Nahyan
President of the UAE



“

We want the UAE to be the global reference point for a tolerant culture, via its policies, laws and practices.

”

His Highness Sheikh
Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister
of the UAE and Ruler of Dubai



“

The UAE is a place of tolerance, co-existence and openness to other cultures.

”

His Highness Sheikh
Mohammed bin Zayed Al Nahyan
Crown Prince of Abu Dhabi and
Deputy Supreme Commander
of the UAE Armed Forces

YEAR OF TOLERANCE

His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, has proclaimed the year 2019 to be the «The Year of Tolerance» in the UAE, highlighting the UAE as a global capital for tolerance, and emphasizing tolerance as a universal concept and a sustainable institutional endeavor through legislation and policies aimed at entrenching the values of tolerance, dialogue, coexistence and openness to different cultures, especially amongst youth, which will reflect positively on society as a whole. The Year of Tolerance embodies the approach adopted by the UAE since its establishment to be a bridge of communication between the people of the world and their various cultures, in an environment of openness and respect that rejects extremism and promotes coexistence.

VISION:

Devoting efforts to building a tolerant society that believes in the importance of human communication.

MISSION:

To highlight the impact of tolerance, and to expand the scope and opportunities for communication and dialogue.

OBJECTIVES:

- To establish values of tolerance, communication and coexistence in society
- Introducing the UAE model of tolerance to the world to become part of community virtues
- Enabling tolerance in society through policies and legislation
- Openness to other human cultures



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WHAT OUR LEADERS SAY...

Message from the Chairman

Dubai Customs has a leading regional and international experience in sustainability. They have implemented a number of excellent sustainable practices following the directives and vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai. Sustainability is our way through into a better life for the UAE and beyond, and these practices will enhance our country's role in progressing lives and developing the performance of government organizations.

Corporate governance is the corner stone of sustainability. This necessitates commitment and transparency to ensure happier clients and developed social, economic, organizational and environmental aspects that have their impact on the customs sector. At Dubai Customs, we went beyond the traditional role of facilitating trade, securing the borders, and protecting the society from the hazards of illegitimate trade to taking care of the detailed needs and aspirations of our internal and external partners. All of this has raised Dubai Customs to become a leading sustainable corporate and a highly resilient regulatory authority that can quickly adapt to changes witnessed in the international trade activity and the complications associated with the global supply chain.

We have always committed ourselves to integrity and transparency and never compromised best practices in our performance, which gave Dubai Customs the extraordinary reputation and trustworthiness it has today. We will never cease developmental efforts towards better sustainability and to be always ready for the future bold projects including EXPO 2020.

Sultan Ahmed bin Sulayem

Chairman of DP World, Ports, Customs and Free Zone Corporation



Message from the Director General

Dubai Customs works in line with the fulfilment of the vision of UAE and His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai, which focuses on advancing Dubai into a world hub for business and global trade. This necessitates full support to sustainable development. The World Customs Organization, on the sidelines of the WCO Council 133rd/134th Sessions in Brussels, Belgium, praised the very advanced services Dubai Customs delivers to facilitate trade and passenger traffic.

As a world leader in customs, Dubai Customs deservedly bagged the innovation platinum award, with a 6-star rating from EFQM Global Excellence Award, scoring 700 points, the highest among all participating organizations. With this exceptional achievement Dubai Customs became the first customs organization in the world to win this reputable global award. The oldest government department in Dubai has also received a "Certified Innovative Organization"- Leader level certificate from the Global Innovation Institute to become the first customs organization in the UAE and worldwide to be graced with this endorsement.

We go beyond our role as a regulatory authority into a department that cares for its internal and external partners and goes above and beyond to meet their expectations, and to always be ready for the big events and projects including EXPO 2020. On the CSR front, Dubai Customs innovated a number of initiatives that serve volunteerism, charity and environmental causes. Last year, Dubai Customs launched 155 initiatives and events that targeted more than 1.3 million people. Excellence and continuous development are an obsession here and from that we aim to benefit our society, our nation and the world around us. At the same time, we never forget our role as a regulatory organization that maintains security and is able to adapt to volatilities in the world market and the complications in the international supply chain.

Ahmed Mahboob Musabih

Director General of Dubai Customs





WHO
ARE
WE...

WHO ARE WE...

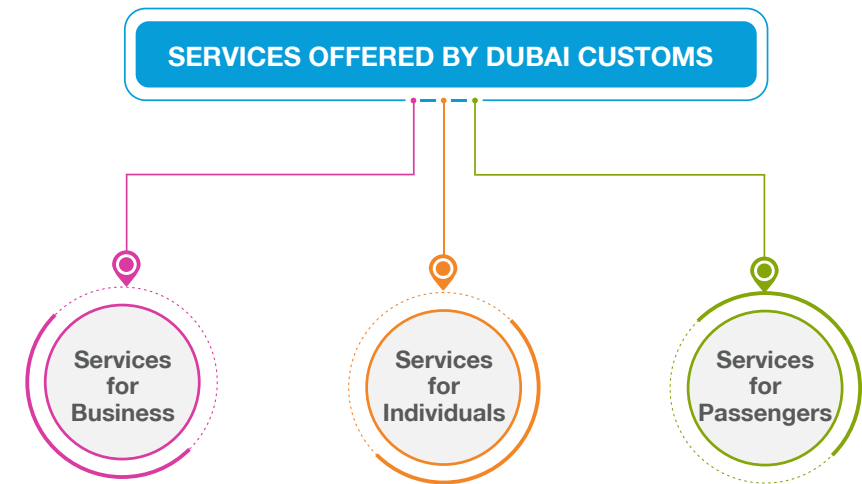
Our Organization Profile

Dubai Customs was established more than 100 years ago and is the UAE's oldest government department. We have a total workforce of 3,008 within the Emirates of Dubai – UAE where we have our headquarters and 25 Customs Centers. Our head office is located near the busy Port Rashid in Bur Dubai area and our operations cover all airports, seaports and land borders of Dubai.



Historically, the organization and establishment of Dubai Customs trace back to Sheikh Hashr Bin Maktoum Bin Butti Al Maktoum which was in 1859. He was the person, who commissioned collection of custom duties directly upon unloading of goods from vessels and named it “Al Furdah”. Various rulers of Dubai continued to develop this approach until in 1938, H.H Sheikh Saeed Bin Maktoum constructed a proper building and office for the customs department. In October 1938, a decree was issued on the establishment of Customs Department which provided its legislation and nominated its Director General and various designated employees. It was in the 1950s under the auspicious leadership of H.H. Sheikh Rashid Bin Saeed Al Maktoum that Dubai Customs took its present form and lead to a modern renaissance. He instigated new projects for the development and expansion of Dubai, its trade and the Customs organization.

We are a fully government organization which is responsible for trade facilitation, revenue collection and border control through collaboration with other government agencies and businesses, robust regulations and effective enforcement. The main purpose of our existence is to restrict and control all possible dangers, hazards, threats and items entering in to Dubai that can harm the country and the local community. We ensure the overall economic well-being of the country and at the same time ensure legitimate trade movement. Under the Chairmanship of the Ports, Customs & Free Zone Corporation, Dubai Customs is led by the Director General and a team of Executive Directors, Directors and other Senior Management. The core business is divided into divisions, departments and sections and the support functions have teams under various departments. Some of the key functions are integrated with the corporation functions under the direct supervision of the chairman, details of which can be seen in later pages where we share our detailed organization structure. We are committed to service excellence which is detailed in our service charters for customers, passengers and individuals and is guided by the Dubai Government Excellence Program. A detailed table below categorizes the various services offered by our organization:



- | | | |
|--|--|--|
| <ul style="list-style-type: none">• Registration & Licensing• Customs Clearance• Claims and Refunds• Client Care• Complimentary Services• Customs Information | <ul style="list-style-type: none">• Customs Procedures• Customs Information | <ul style="list-style-type: none">• Customs Procedures• Customs Information• Self-Declaration• Customs Duties |
|--|--|--|

OUR VISION

The leading Customs Administration in the world supporting legitimate trade

OUR VALUES

- Leadership
- Happiness
- Loyalty
- Integrity
- Innovation & Creativity
- Empowerment

OUR MISSION

Protecting the Society and Sustaining economic growth through compliance, facilitation & innovation

OUR GOALS

- Provide an environment that supports the flow of international trade & passengers
- Promote security & combat illegitimate trade
- Improve and diversify revenues and sustain efficiency of revenue collection
- Building corporate capabilities and competitive advantage
- Leading Customs innovation globally

Governance and Organization Structure

At Dubai Customs, we are committed to adopting and complying with good corporate governance practices. As a leading government entity supporting legitimate trade globally, Dubai Customs, under the leadership of the Director General and the executive management, adheres to the guiding principles and rules of governance in accordance with the regulations of the WCO, UNEP, Basel Convention, CITES, GCC Customs Laws, and many more. As part of our governance and support for global sustainability, these legislations constitute the basis for us to apply global best practices and standards of governance while undertaking our corporate strategy and business operations towards our stakeholders.

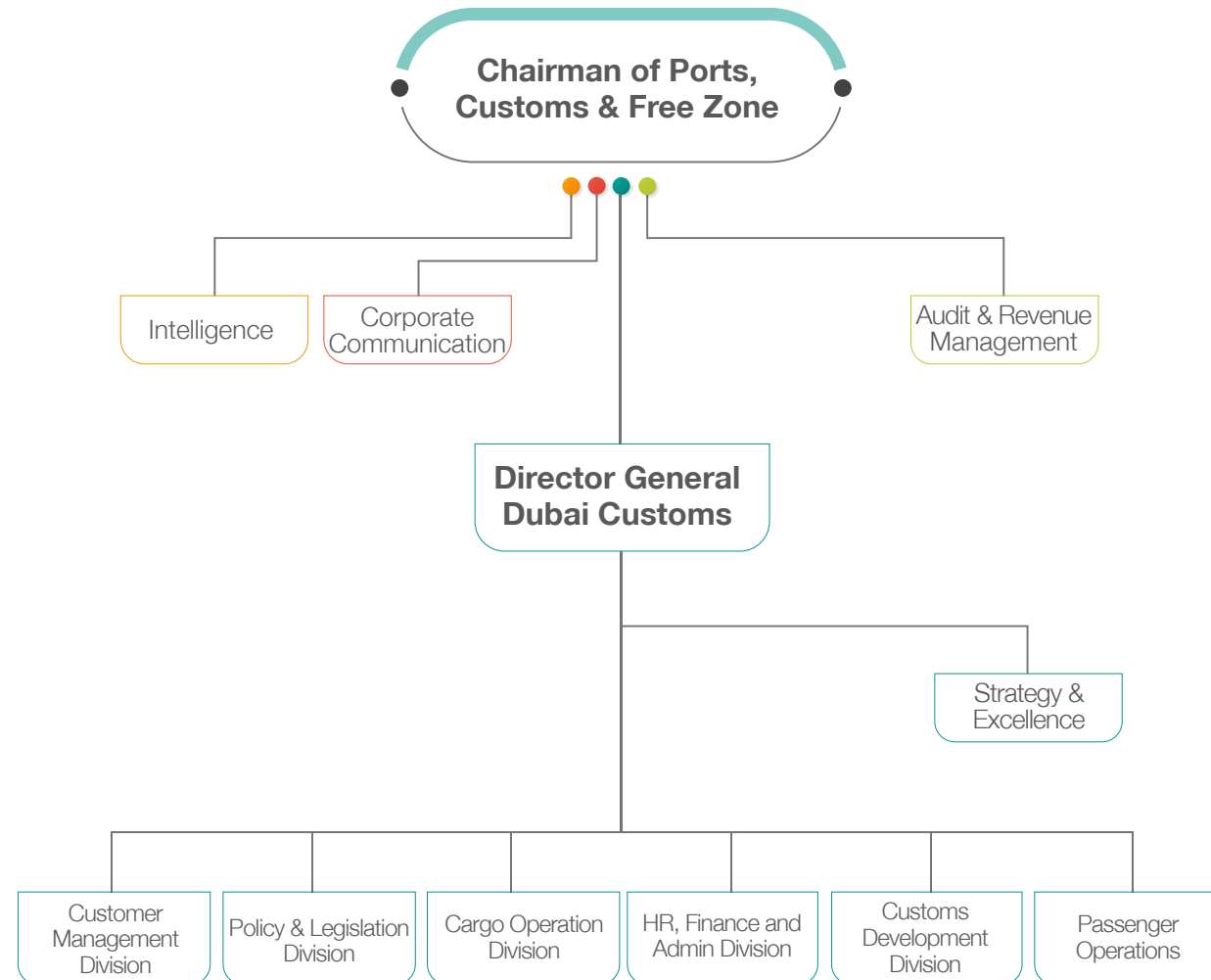


Dubai Customs governance work includes the set of framework, laws, policies, procedures and protocols controlling and affecting the way our organization is managed towards achieving its strategic goals and objectives. We are one of the first government departments in Dubai which has implemented an enterprise risk management framework ISO31000. Transparency, responsiveness and integrity are key elements of our corporate governance which consists of a set of framework, laws, policies, methodologies, processes and implementations that guide our controlling and direction. All our corporate functions and their objectives are mapped with our vision, mission, values and strategic goals which are very much in line the expectations of our stakeholders.

The entire governance process is controlled via a governance manual which is regularly reviewed and updated under the Corporate Leadership of Dubai Customs ensuring highest standards and leading practices. The contents of this manual also includes the framework for our international, regional, federal and local governance levels and the compliance practices such as Dubai Govt Laws, Federal Customs Laws, WTO, WCO and other regulations under the foreign and common wealth offices.

The highest level of our corporate governance, under the chairmanship of PCFC is overseen by the Director General of Dubai Customs and a leadership team of Executive Directors, Directors and Senior Management. Their emoluments are determined under the Dubai Govt HR Law and their social and environmental performance does not influence any performance related remuneration. Their roles and responsibilities are guided under the policies of the Dubai Executive Council which defines their authorities and scope towards functional, administrative, legal and financial matters. We also have a standard approach in forming committees or teams that are based on extensive studies and business requirements, reflecting the added benefits to be gained such as the added value, achievement of goals, creative solutions that cannot be addressed through the normal operations throughout knowledge transfer, exchange of experience and the ultimate use of available human resources.

Below is our latest high level organizational structure as on Dec 31, 2019.



The following changes were implemented to the organizational structure of Dubai Customs during the year 2019:

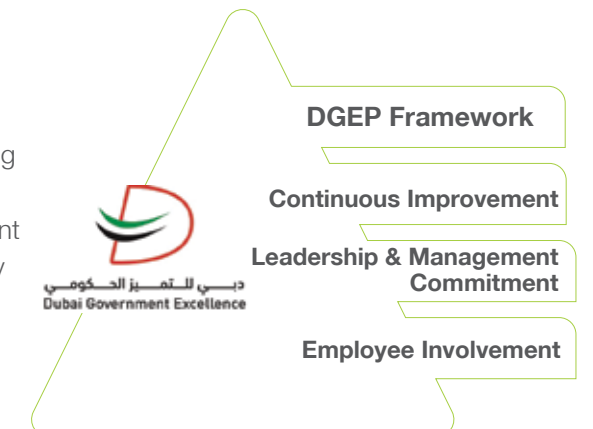
Changes to the Organizational Structure - 2019

Level of Change	Date of Change	Change Requested	Change Details	Details
Department Level	1st Feb 2019	Director General	Change Department Name from Customer Management to Customer Happiness Management	Circular No. 3/2019
Section Level	1st Feb 2019	Director General	Change Reporting of the Al Maktoum Terminal Inspection Center from the Passenger Operations Department to the Jebel Ali Customs Centers Administration	Circular No. 4/2019
Section Level	21st May 2019	Director General	Merging the Facilities and Construction Projects Section to become the Facilities and Construction Projects Section And Merging the property and public services section to become the property and public services section	Circular No. 18/2019
Section Level	18th Aug 2019	Director General	Merging the Dry port Inspection center and the dry port customer service center as new Dry Port Customs Center	Circular No. 54/2019

Strategy and Management Approach

Global Sustainability

Sustainability has become deeply entrenched in our business at Dubai Customs, as we strive towards achieving optimal economic, social and environmental results, in line with the UAE Vision 2021 and the Sustainable Development Goals. We have mobilized all efforts and potentials to carry out development programs and projects that would make Dubai Customs the most sustainable government entity locally and globally and a direct contributor to the UAE's sustainable economic growth.



Dubai Customs has in fact facilitated 87% of the UAE's foreign trade with AED 1.37 trillion worth of commodity commerce, which passed through Dubai's borders in 2019. Such figure is attributed to the smart and efficient systems and practices put in place by the organization to streamline and boost trade growth. We have a corporate social responsibility (CSR) management system in Dubai Customs, which ensures the implementation of a range of sustainable community-oriented initiatives and activities that help meet global development goals. The organization has executed 155 CSR initiatives benefiting 1.3 million people across various community segments. Dubai Customs reached a community happiness rate of 92% in 2019.

Risk Management

We continue to evaluate our approach to potential risks facing the organization and our core business. Risk identification, tolerance and mitigation is an essential component of our strategic planning and is embedded within our management system. Risk analysis is conducted at each functional level which is periodically reported to the leadership, The Chairman. The Audit and Risk Management function directly reports to the Chairman and at the senior management level the entire process to policies, procedures and mitigation with respect to risk assessment and risk management is monitored.

Our Audit and Risk Management function has helped assure adequate recognition and ownership of the most significant potential risks to the organization's core business and value, using a process that proactively identifies and communicates risks within the organization. This includes:

- All Risks are identified and logged in the risk register
- Confirm that appropriate plans and mitigation exist for all major risks;
- Provide for ongoing review and assessment of risk;
- Aiding in conducting awareness and engagement of risks throughout the organization



Organization Strategy Towards the Future

Following the words of His Highness Sheikh Mohammed bin Rashid Al Maktoum, "Our country is fond of the future and making the future is part of our government work", we have adopted a corporate strategy looking forward to the future to strengthen the position of Dubai and Dubai Customs globally, seeking to embrace all new global opportunities and anticipate new, impending economic and social challenges. Dubai Customs announced from the headquarters of the World Customs Organization (WCO) in Brussels, Belgium, during the sessions of the WCO Council, that Dubai would host the 5th WCO Global AEO Conference for the first time in the MENA region in cooperation with the World Customs Organization and the Federal Customs Authority. The conference is meant to coincide with the World Expo 2020 and the special World Government Summit - Expo 2020 Dubai, which offers a greater opportunity for the UAE and Dubai to reinforce their stature as a hub of global trade.

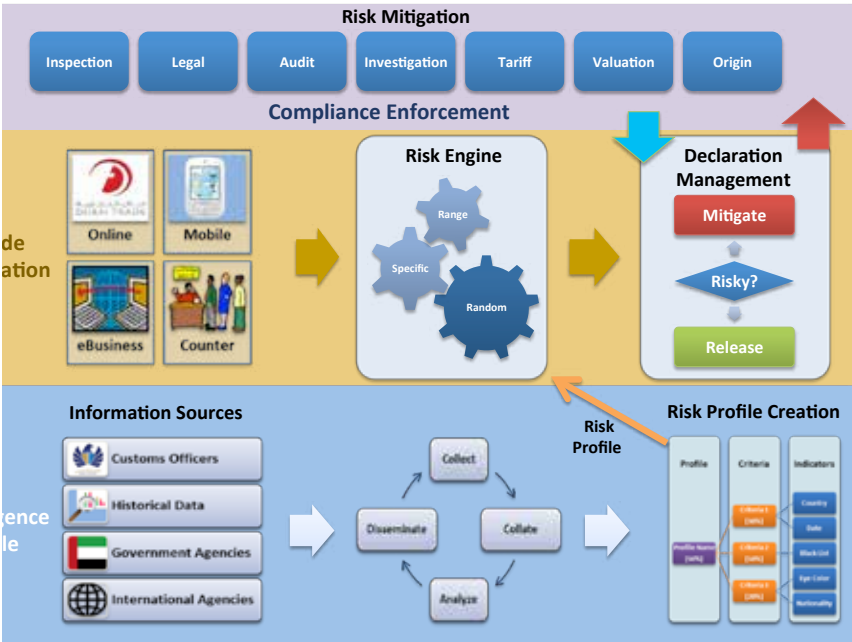


Ensuring the sustainability of the UAE's and Dubai's foreign trades is at the center of Dubai Customs' concerns and a key element of its organizational functions and strategies. Being true to its motto 'Gateway to Dubai's Prosperity', Dubai Customs spares no effort to streamline, simplify and facilitate the movement of global trade across the Emirate of Dubai, by implementing the most efficient strategies and incorporating world-class systems and innovations in Customs work. Dubai Customs has been a key contributor to Dubai's Silk Road strategy that seeks to establish the emirate as a global trade and logistics hub. The recently launched World Logistics Passport is one project among others that sets into motion the overall ambitious Dubai Silk Road plan – the first article of the 50-Year Charter.



Protection and Control

Dubai Customs attaches great importance to protecting the community and foiling illicit movement of people and prohibited goods in all ports of entry and free zones in accordance with international laws and regulations and security requirements. Dubai Customs operates in line with the national policy on anti-corruption and its implementation is benchmarked with the UN Anti-Corruption Treaty and other regional and global standards. Dubai Customs adopts a full range of procedures and techniques to counter all smuggling attempts, including the "Early Alert" technology namely the risk engine system which diagnoses and assesses all suspected shipments in advance, in addition to inspection and screening processes whether through physical inspection, X-ray scanning or use of customs K-9 agents.

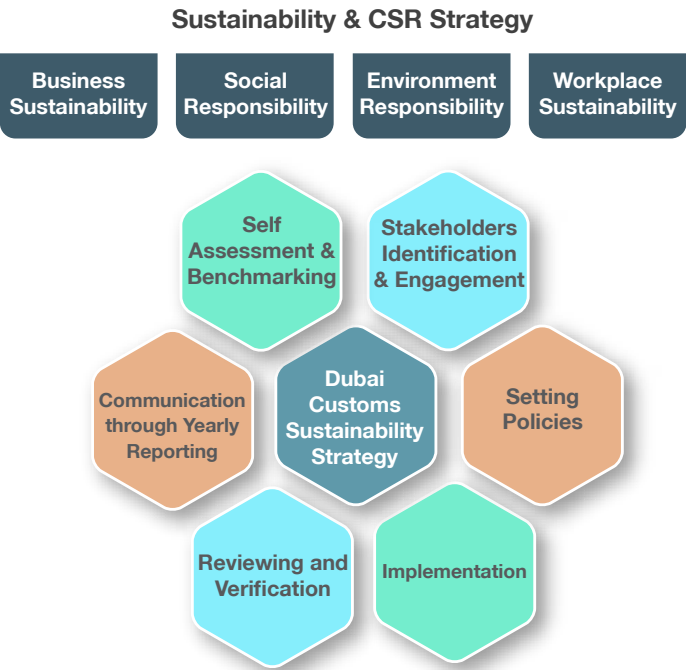


Being the backbone of border protection, national security and trade facilitation – the core business of Dubai Customs, our inspectors undergo continuous training and development to equip them with new skills, knowledge and techniques to help them stay ahead of the curve and be able to efficiently perform their mission of safeguarding the nation against all sorts of illegitimate trade and smuggling activities.



Sustainability & Corporate Social Responsibility (Social Tolerance)

Through its community policies and strategy, Dubai Customs adopts effective global sustainability that aims to create social, environmental and economic value for all community segments, through numerous initiatives and projects. We emphasize our belief that business success can translate into contributions with significant social impact. In line with the UAE government's strategy to become one of the top ten sustainable countries in the world by 2020, we also pay great attention to contributing, supporting and educating community members and helping them achieve their goals and sustainable development goals, with focus on people



of determination, senior citizens, students, workers... Our CSR work is also directed to Dubai Customs employees by designing community projects that seek to make them an active part of society. One of these projects is the joint Mass Wedding program. At Dubai Customs, we focus on community action policy and linking our CSR with global sustainable development and achieving corporate strategic goals and vision through the development and implementation of CSR operational plans. Dubai Customs recently acquired a 6-star rating from EFQM Global Excellence Award scoring 700 points, the highest among all participating organizations. With this exceptional achievement Dubai Customs has become the first Customs organization in the world to win this reputable global award based on the new rating system introduced in 2019.

Partnership

At Dubai Customs, we are committed to reinforcing relationship with all our local, regional and international partners. This is in line with the organization's corporate value and objectives, which are to achieve common interests in cooperation with our partners, and enhance our responsibility towards border protection and control and facilitation of trade flows and revenue collection, in order to develop our business processes (internally and externally). We are also keen to build sustainable partnerships that contribute to meeting Dubai Customs' corporate strategy. Dubai Customs is closely linked with its partners for their impactful and vital role in achieving the organization strategy in various areas, in addition to sharing experiences and knowledge to ensure added value from the partnership.

Based on our strategy towards building excellent relationships with partners and enhance their satisfaction and engagement, we conduct annual surveys to measure partners' satisfaction as a vital and important indicator for improving our institutional performance. The 2017 survey highlighted the need for improved communication with



Partners Identification and Management



partners, which we took into account and incorporated in our plans. Our collaborations and partnerships with local, regional and international bodies and institutions ensure and facilitate the process of sustainable economic, social and environmental development across the globe.

Anti-Corruption and Conduct Management

In order to maintain our reputation and image as an organization of national security, it is imperative that we must have public trust and confidence, especially as we rely on traders and passengers. Our reputation depends on the way we act and the way we use our authority to protect and promote the organization and our nation within and across our borders. We continue to safeguard our integrity and prevent corruption by exercising strict measures in place within our governance practices. We also promote staff integrity and raise awareness through workshops and training programs. Our disciplinary policies and procedures are continuously reviewed and enforced ensuring fool-proof implementation of our conduct system. We also continue to strengthen our network with other key agencies, authorities, administration and bodies, locally as well as globally which contribute to the overall protective and security requirements.

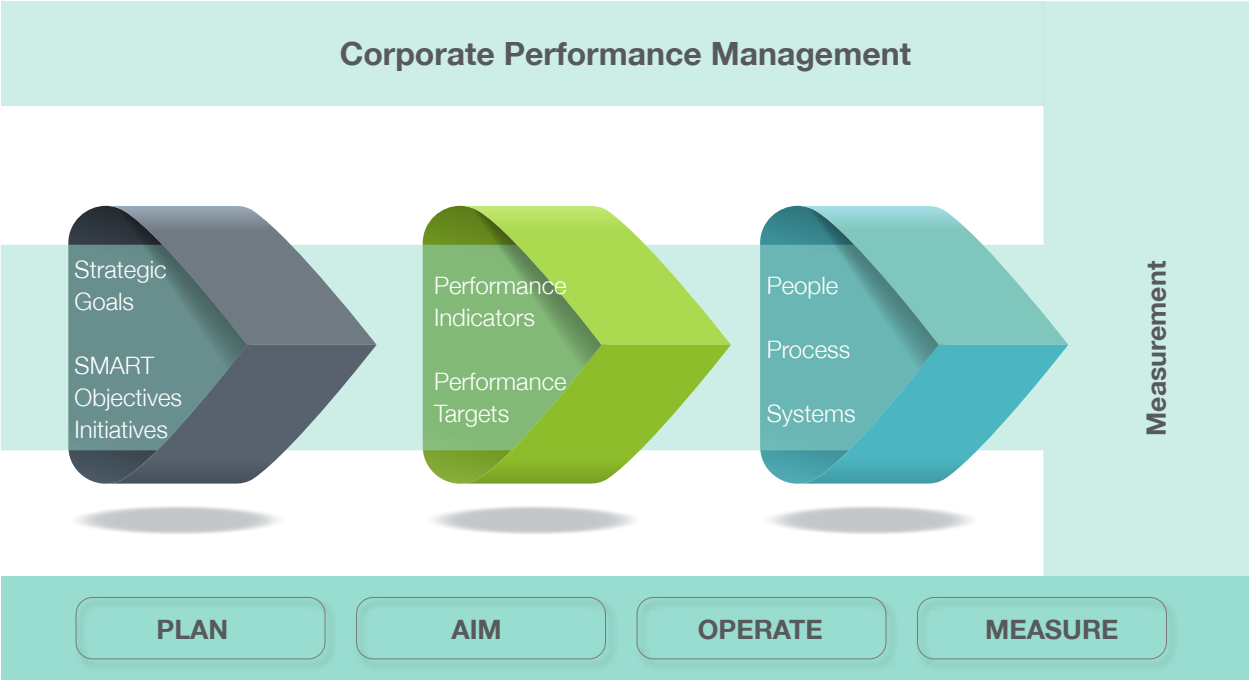


Our Code of Conduct sets out Customs' expected standards of behavior, reflecting the guiding principles of Integrity and Conduct. The Code applies to all our employees, specially to our inspection and intelligence staff and field officers. We take alleged breaches of integrity very seriously and manage them professionally. We do not tolerate any acts of corruption. Our internal reports, feedback from UAE Federal Customs, and recommendations from other

global legislative entities such as WCO helps us in regularly improving this policy and process. To ensure utmost emphasis and flawless implementation of our zero-tolerance policy on anti-corruption, we have a dedicated department, reporting directly to the Director General. This team is tasked with the responsibility to implement, monitor, control and report our clear policy in this area, with no exceptions whatsoever. The scope of our anti-corruption implementation covers all the operational as well as support functions within the organization.

Corporate Performance Management

Under the corporate strategy department, we have a dedicated corporate performance function which is tasked to extensively and comprehensively assess functional and individual performances with the help of pre-defined and specific indicators. This process is equally applicable to executives and senior staff also where the entire process from objective setting to performance review is conducted and monitored to review emoluments, incentives and rewards. Specific indicators which have long term impacts towards organizational sustainability are included at the time of objective and target setting. Through informativity,



we evaluate the performance measure reflecting each executive's contribution to the overall sustainability of the organization.

All KPIs are collected, reviewed and provided to the leadership and senior management, highlighting major achievements, fall backs & suggestions for improvement. Our governance KPIs are regularly reported through The Dubai Government Excellence Programme to the Dubai Executive Council, whereby review, feedback & improvement suggestions are provided. Measuring, assessing and reviewing key performance indicators is the core of our corporate performance management methodology. Key indicators are defined and cascaded from strategic objectives and corporate direction with yearly set targets. In addition to our operational indicators, these KPIs include social, environmental and governance areas and are an integral part of our performance and reporting system. In the past few years we have upgraded our corporate dashboard to include live reporting on these indicators.

Communication

Our Corporate Communications function plays a key role in how our customers, employees and the community perceive Dubai Customs. Our main task is to strategically plan all communication activities for the organization and provide support by being actively involved in the planning, implementation and follow-up of all stages of the communication process with the aim of achieving the goals of communication activities, both internally and externally. It is the responsibility of the corporate communication function to initiate and develop internal skills and capabilities in the area of communication and offer consultative support





to all the other departments and functions within the organization. We work proactively through electronic, print, social, digital and all other media utilizing all available channels to contribute to the appropriate development of communication activities of the organization and ensure achievement of our strategic objectives covering corporate events, media, public relations, government partnerships, external relations and corporate social responsibility.

We aim to reach and communicate with people of influence who can bring about change and these are the target audience for the communication function. Accordingly, effective communications clearly mean

reaching to our target audience and disseminating the right messages to address the matter and situation for the best results. Apart from our internal audience, our employees, our external audience include Press & Media (including Print, Social, Electronic, Digital etc.), UAE Residents and General Community, Local and Federal Government Authorities and Departments, Businesses, business owners and prospective businesses, Suppliers, Contractors and Investors, Non-Profit Entities, NGOs and other State Owned Organizations, Private Organizations including Multi-National Companies, Local, Regional and Global Customs Organizations and Local, Regional and Global Legislation Authorities and Organizations.

Crisis Management is a critical challenge for our communication function. We strongly believe that any failure in handling crisis can result in serious harm to our stakeholders and the image of the organization. For us a crisis may be defined as a significant threat to our operations that can have a negative effect if not handled properly. For us, a crisis can create threat to national safety and security, public safety, organizational



image and revenue loss. We have in place an effective crisis management system to handle these threats and a well-defined process is there to prevent and lessen the damage any crisis situation can bring to the organization or its stakeholders.

Innovation and Creativity

Dubai Customs is an organization which believes in technological scientific exploration and innovative discoveries. Creativity, research and development is our heartbeat and we continue to invest in these areas in close collaboration with all our stakeholders. There are no silos as we share our combined creative efforts to invent and come up with unique technologies and tools for our services and operations. We continue to expand our technology capabilities while collaborating with our customers to discover solutions together and identify challenges that can assist us in providing better and faster services and enhance our core business related to control and border protection.

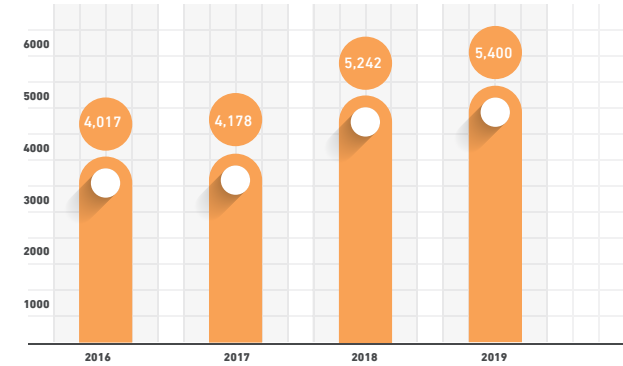


Under the newly established Innovation Oasis, ideas and suggestions are collated in alignment of our strategic objectives, the Dubai Govt Strategic Plan and the UAE National Innovation Strategy, to come up with newer inspection tools, smarter intelligence models, faster declaration processes, gadgets for

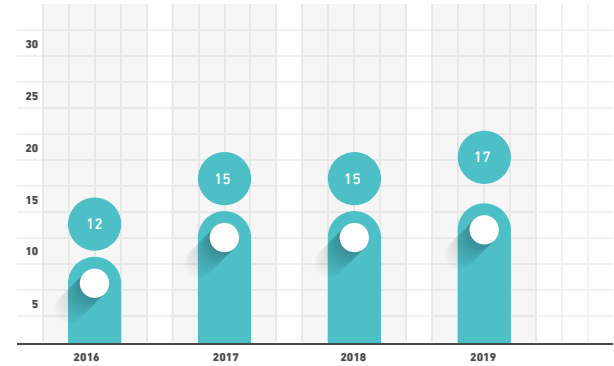
inspections and surveillance systems to enhance our operational effectiveness. Employee suggestions and stakeholder's ideas constitute the biggest input to creating the culture of creativity and innovation.



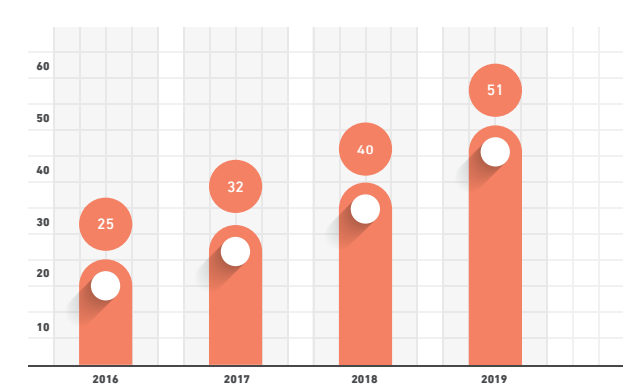
Total No. of Innovation Ideas



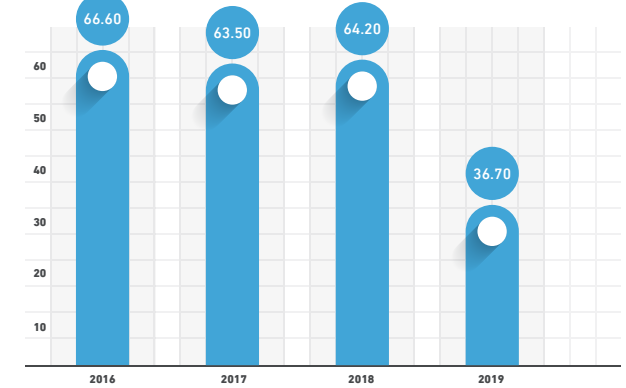
No. of Innovation Awards



No. of Employees for Innovative Ideas



Innovation Revenue (AED Million)



Our Stakeholders and Engagement

(Disclosure 102-40: List of Stakeholders Group)
 (Disclosure 102-42: Identifying and selecting stakeholders)
 (Disclosure 102-43: Approach to Stakeholder Engagement)
 (Disclosure 102-44: Key Topics and Concerns Raised)

Dubai Customs has created a robust, stakeholder-driven approach to Sustainability materiality that serves as a foundation for our Sustainability strategy and reporting. For us, stakeholder engagement is an essential aspect of our corporate governance. Being a fully owned government entity, our stakeholders include customer, suppliers, other government entities, international bodies, other customs entities, employees and the community in general.



Our stakeholder engagement strategy continues to evolve and we look to our stakeholders to help us enhance our services, broaden our scope, expertise and evaluate possible collaborations and strategic partnerships and improve overall community happiness. We use a range of formal and informal mechanisms to ensure that we understand the expectations of our stakeholders and respond to them in a strategic and comprehensive manner. We ensure that our stakeholders are always communicated through all possible internal and external methods and as a responsible, transparent and accountable organization. Various methodologies and tools are in place which includes relationship managements audits, health



checks, periodic assessments and surveys to ensure communication with our stakeholders. For our successful operation and continuous growth, building stakeholder relationship and partnerships is fundamental which brings and add value to our customers, our services as well as to our employees. As we have a strong mandate to have a leading role in protecting rights and interests of the community and achieve socio-economic development while minimizing negative environmental impacts, it is imperative to work in collaboration with public and private organizations as well as NGOs, nationally, regionally and internationally. We ensure to identify, assess and improve needs and expectations of our stakeholders through initiatives and





projects which are prioritized based on defined objectives. Service improvement, automation, legislation, quality assurance, excellence, partnerships, relationships, trade enhancement and control are some of our priorities towards our stakeholders. We also ensure a swift working environment and continue to develop our employees and their well-being. Although the UAE Law refrains the organization of trade unions and collective bargaining agreements, disputes between employers and employees are always referred to the Ministry of Labour and Social Affairs which endeavors to resolve them as an adjudicator.

(Disclosure 102-41: Collective Bargaining Agreements)
(Disclosure 102-43: Approach to Stakeholder Engagement)
(Disclosure 102-44: Key Topics and Concerns Raised)





**WHAT
WE
REPORT...**

WHAT WE REPORT...

Material Topics

Dubai Customs’ materiality assessment is a vital component of our Sustainability reporting and strategy, whether the issues are a result of our own activities or our business relationships and is based on a robust, stakeholder-driven approach. In order to identify our material and key topics, we took into account internal & external studies, industry analysis, stakeholder surveys, internal and external guidelines and finally our future direction together with our strategic objectives, organization-wise and function-wise. The materiality assessment process at Dubai Customs is designed to reflect the impact and potential impact our business has on our stakeholders. Data provided in our Sustainability Report includes information on issues that were found through the materiality assessment to have the highest potential to impact our core business which is most crucial to our internal and external stakeholders.



(Disclosure 102-47: List of Material Topics)

Our Stakeholders increasingly expect us to do things that benefit society in more direct ways and are not solely focused on benefits to the organization. That is why we made such an active effort to involve stakeholders when we developed our 2016-2021 goals. These goals go well beyond advancing our core business efforts and are framed around global challenges. We ensure that our materiality priority is in alignment with our corporate vision, mission and strategic direction. Our emphasis is to recognize the importance of our material issues which are significant to our organizational activities. Major focus areas are determined during our materiality assessments based on their potential risks for our compliance, reputation, relationships with our stakeholders and financial performance. We set our goals with the perspective that we have to be successful as an organization while also supporting the communities where we operate. Our view of Sustainability is about finding those intersections where our goals move us forward toward growth while supporting our vision to be the leading customs administration supporting legitimate trade. Our extensive stakeholder engagement has resulted in the following material aspects:

Reporting Framework

(Disclosure 102-45: Entities Included in Consolidated Financial Statements)
(Disclosure 102-46: Defining Report Content and Topic Boundaries)
(Disclosure 102-48: Restatement of Information)
(Disclosure 102-49: Changes in Reporting)

Dubai Customs is committed to providing transparency to all its stakeholder. The current issue is the 12th Annual Sustainability Report where GRI Standards of the Global Reporting Initiative (GRI) were used as the framework for preparation. Dubai Customs has systematically used the GRI Standards as the underlying structure for the materiality analysis and reports on management approaches as well as the specific standard disclosures. This report has been prepared in accordance with the GRI Standards: Comprehensive Option. This report provides a summary of the activities in fiscal year 2019 (January 1, 2019, to December 31, 2019). The GRI Index table outlines where specific GRI reporting elements and disclosures are addressed in the report.

This report covers the headquarters and all customs centers for Dubai Customs (only in Dubai-UAE) and all data and information included in the report covers the complete entity. The KPIs presented in this report build on the indicators presented in previous years. We have not made any major changes to the methods used to collect and measure the data on our sustainability performance. For most of the performance indicators, the previous year's data are provided to allow for annual comparisons. To validate issues of material significance for Dubai Customs, we drew upon the findings of our Stakeholder feedback and engagement process which has been in place for many years now, as well as the results of the latest comprehensive stakeholder surveys conducted by the organization as well as independent surveyors engaged for the purpose. Due to the sensitive nature of the organization, it is at times difficult to share all data and information. Therefore, to the



extent possible, limitations and assumptions are stated as information in the report. To ensure the process of external quality assurance, all our functions are regularly audited by a central government body which is called the State Audit Institution, Dubai – UAE. This audit covers all our functions, however, the findings of this audit report are not published and kept confidential. The data reported in this report has been reviewed for accuracy and completeness, including the reliability of the systems used to obtain the data. Dubai Customs has conducted a comprehensive internal verification of the information provided in this report. The objectives for our assurance process included:

- Accuracy and completeness of data
- Reliability of systems used to measure and record data
- Reliability of ratios compiled from underlying data
- Adherence to the GRI Standards

- Implementation of internal policies and related management systems as reported
- Presentation of a complete and fair picture in the report as a whole

With an aim to preserve the local and global environmental, only a limited number of copies of this report have been printed. However, this report can be downloaded from our website at www.dubaicustoms.ae in both Arabic & English languages. For all your valuable views, comments and feedback, please contact The CSR Team, Corporate Communication Department - Dubai Customs, P. O Box 63, Dubai, UAE or email us at CSR.DC@dubaicustoms.ae. You may also post your comments on our Facebook, Twitter or Instagram links for Dubai Customs.





HOW WAS
OUR
PERFORMANCE...

HOW WAS OUR PERFORMANCE ...

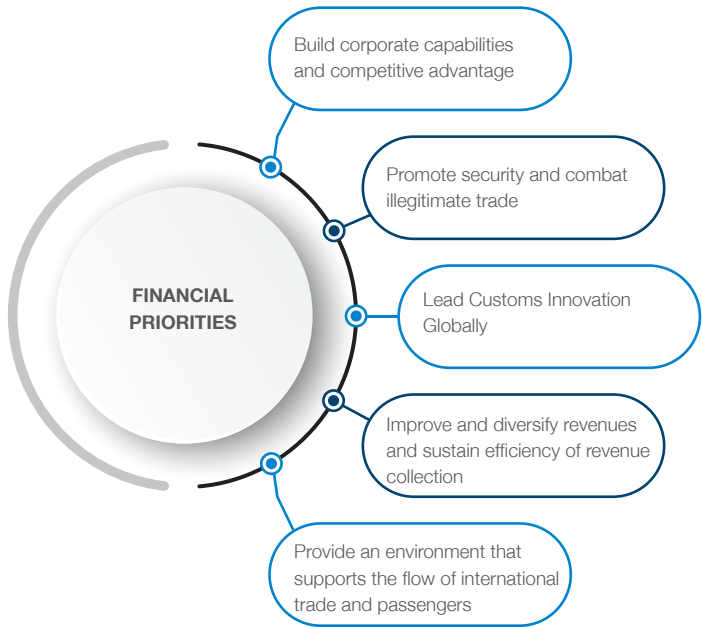
Financial and Economic Management



development and promotion of Dubai and the nation as a whole by means of flexible payment tools and smart services.

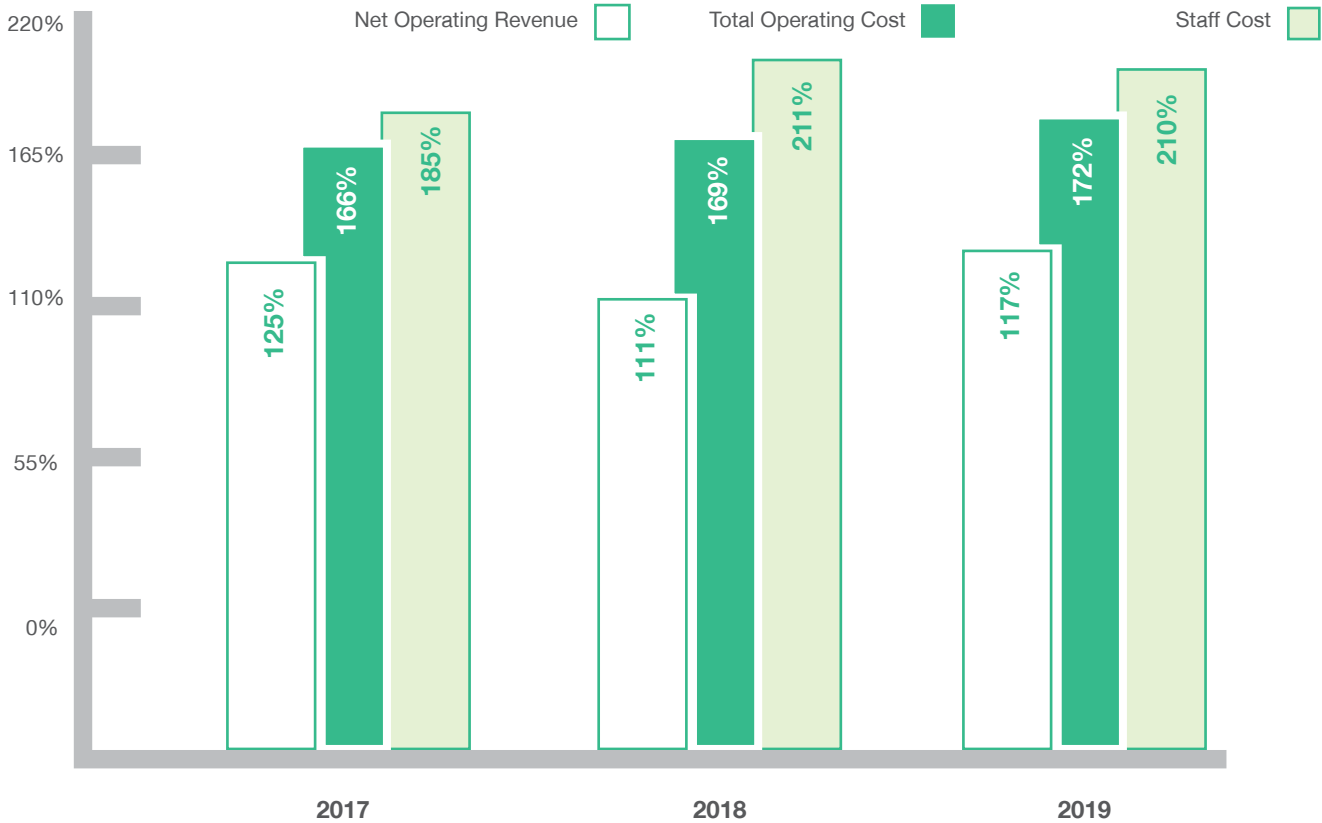
A concrete financial reporting methodology is applied across all departments of the organizations. The financial management of the organization develops, reviews and update a package of strategies, methodologies and systems that ensure effective and efficient management of its financial resources. These strategies and systems are derived from the strategic direction of achieving efficient financial performance and is linked to our strategic plan of 2016 - 2021. Our financial budgets and expenditures are solely dependent on the service fees and duty collections without any external financial obligations or finances from other organizations which is considered as our

Dubai Customs have played a prominent role in the economic development of Dubai leading to the overall financial strength of the UAE Economy, particularly in trade and financial sectors which help with the diversification of investments in the country. Our contributions in terms of trade facilitation and duties collection supports the competitiveness of the Dubai government and provides necessary financial resources to the



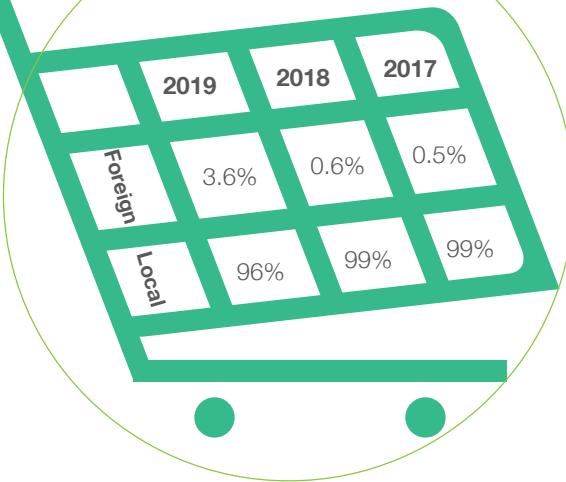
major financial strength. We don't receive any financial assistance from the government, however, the entire financial budget for the organization is funded by the Government of Dubai where our revenues far exceed the organizational cost.

KEY FINANCIAL DATA



Dubai Customs is firmly committed to developing national talents, though promoting Emiratisation policies in all areas of customs work. We create a range of initiatives and policies to deal with Emiratisation as a national priority, providing incentives and an attractive work environment for Emiratis. Dubai Customs also demonstrates leadership in Emiratisation rates through the creation of a culture promoting learning and education through enrolling our staff in Customs and trade specific programs. A prominent example is the Bachelor of Supply Chain and Customs program introduced in collaboration with University of Dubai.

Purchases

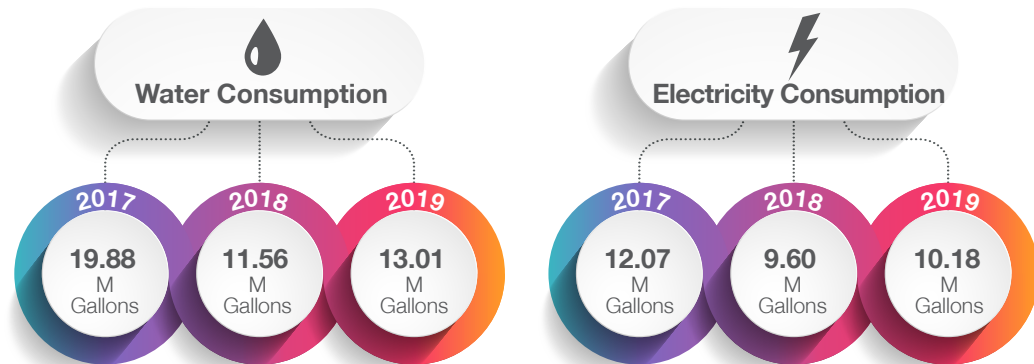


Dubai Customs' procurement policy ensures fair and flexible dealing with local suppliers and aims to develop a new approach that will make the organisation's procurements faster and more accessible, based on the following requirements:

- Improve procurement and contracting performance
- Provide different offers from different suppliers
- The nature and quality of products
- Negotiate with suppliers to get best prices
- Accelerate actions within a plan while ensuring budget availability

Environmental Management

Dubai Customs aims towards achieving environmental sustainability by developing sustainable environmental strategies and action plans as part of its efforts to become an environment-friendly government entity that supports and conforms to the highest international and local EHS standards. The organization has also adopted a range of environmental technologies, initiatives and projects to achieve its objectives in line with Dubai Clean Energy Strategy 2030 and in compliance to ISO 18001 EHS provisions. The main focus of our initiatives in the area of environmental support is towards energy and water conservation, recycling efforts, waste management, radiations emissions from our equipment, greener infrastructure and trade control on items which are against international laws.



Dubai Customs, represented by inspection officers at sea and coastal ports and the EHS Department, supports the UAE law that prohibits the dumping of waste and impurities into water by commercial vessels that use and pass through the waters of the Emirate of Dubai. In collaboration with our government and private sector partners, Dubai Customs oversees the application of legislations protecting coastal and marine environment and also implements coastal clean-up initiatives.

Endangered Species - CITES Statistics



Dubai Customs - Seizures

ITEM	2019	2018	2017
Skins	1	3	3
Caviar	0	3	1
Living Species	2	2	1
Oud Tree	0	3	1

We have in place supporting policies for environmental management using a needs-driven process. When we identify potential risks to the environment, health, and safety of our employees, customer, suppliers, community or even our services, we take steps to modify processes and standards that address these risks.



**Recycling Campaign
2019**

Paper Recycled: **9,364 KG**
 Trees Saved: **159 Trees**
 Carbon Reduced: **32 Tons**

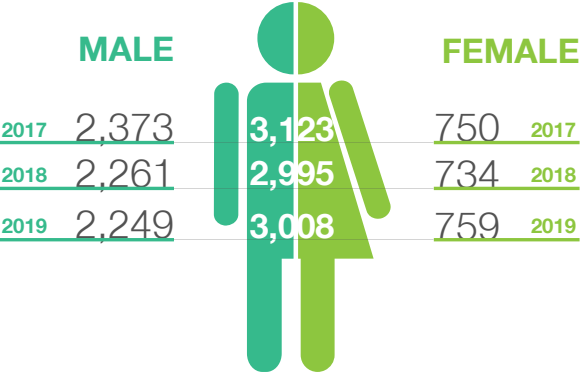
We are committed to complying with all applicable environmental requirements worldwide, with special emphasis on global environment standards such as OHSAS 18001 and ISO 14001. Beyond compliance, we continue to make significant investments to reduce the environmental footprint of our operations and our services with sustainable attributes help our stakeholders reduce their environmental footprint and help to meet global Sustainability goals. The initiatives, activities and projects carried out by customs centres managements are clear proof of the organization’s commitment and engagement towards environmental protection.

Employment Practices

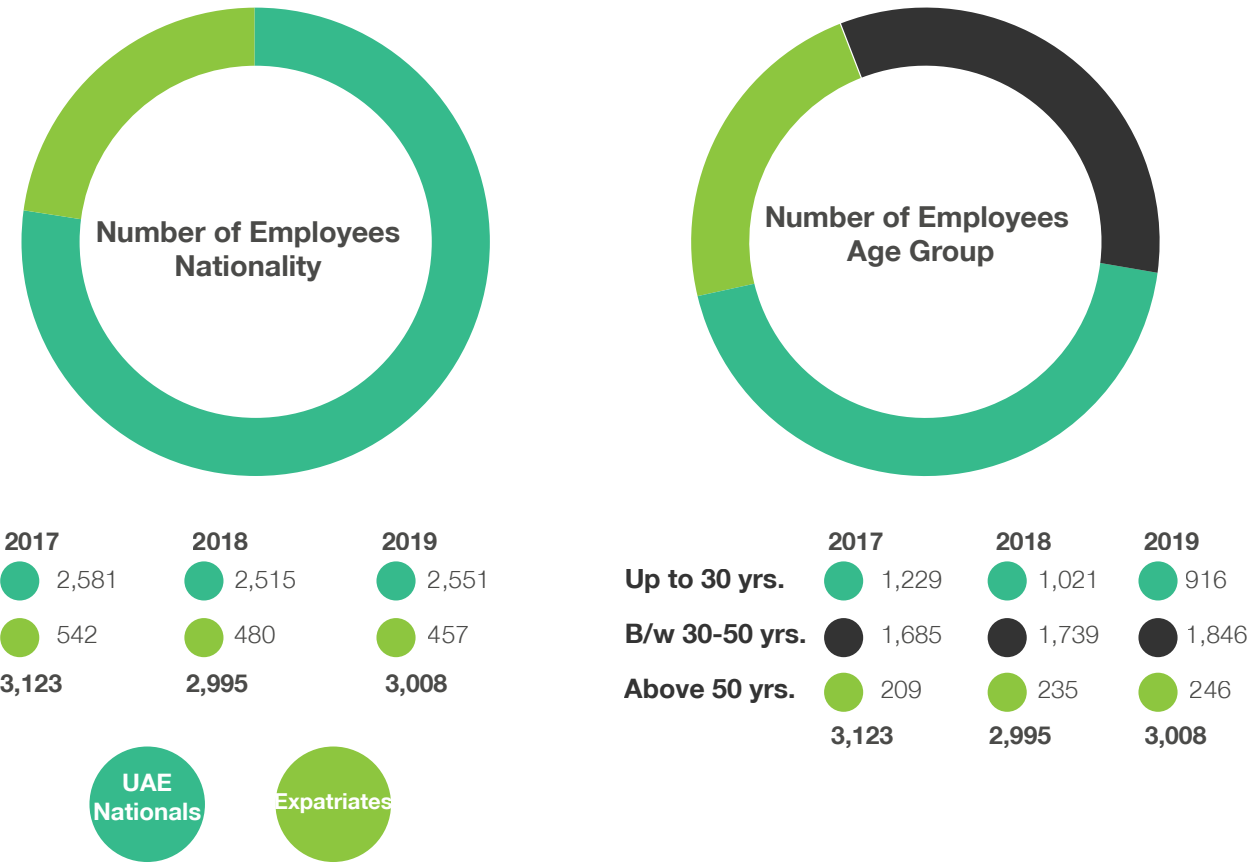
The UAE Government announced 2019 as the Year of Tolerance. From this perspective, Dubai Customs embarked on imparting the principles and values of tolerance among employees and the local community through the development of action plans and initiatives that support the national vision for tolerance. Dubai Customs provides social services and programmes for its employees including:

- Childcare center for staff children
- Ladies’ Committee
- Sports and Social Activities Committee
- Ideas and Suggestions Policy

We are committed to valuing diversity and promoting equality for everyone at Dubai Customs. Competent and motivated employees are essential in today’s competitive environment and therefore we need to ensure the best use of human resources in our workforce. We recognize the varied contributions that a diverse, multicultural workforce brings to the organization and we are committed to drawing on the different perspectives and experiences of individuals which will add value to the way we operate. We aim for the development of a superior, high-performing workforce, on-going personal development, positive organization climate and an employee oriented culture focusing quality, high performance and continuous improvement in the long run under our labor right plans. At Dubai Customs, we have a well-defined strategy and policy employee rewards and performance recognitions. All our employees receive performance and career reviews

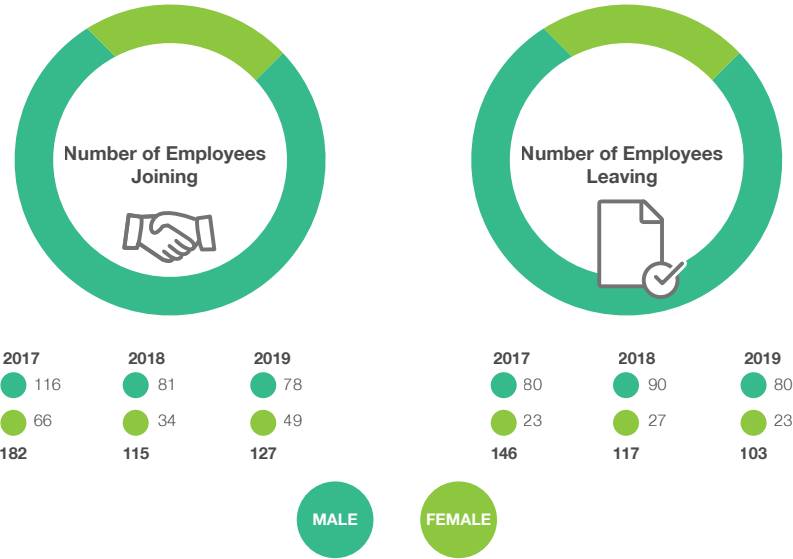


at mid-year and full-year intervals which are compared against agreed performance objectives at the beginning of each financial year. Training programs are in place for each employee in accordance with identified needs as well as the legislative requirements of our core customs business.



Dubai Customs is committed to assuring human rights in the organization as well as our stakeholders. Our Human Rights Policy applies to all our employees at all levels. Our approach for managing and assuring human rights aligns with our Code of Conduct, which recognizes the right of employees to have a respectful workplace. We support the United Nations Guiding Principles (UNGP) and United Nations Sustainable Development Goals (UNSDG) on Human Rights ensuring its implementation. Furthermore, our Code of Conduct requires compliance with all applicable laws, locally, regionally and globally through all our operations.

We encourage and ensure a work environment that is free of inappropriate or unprofessional behavior and is consistent with our values where all employees perform to their best and are to report concerns and issues related to the working environment.



Being a service organization, we ensure to emphasize and adopt creativity to protect our employees through health and workplace safety. Our Safety and Health Policy applies to all our employee, all our operations and all our locations including our headquarters and all customs centers. We ensure that all hazards in workplaces are well understood and effectively managed to protect our employees, visitors, and surrounding communities. Our dedicated team on health and safety continue to visit all the offices, perform audits of record-keeping practices, and review

incident data, the quality of our investigations and corrective actions taken in this regard. We are committed to manage the risks associated with our operations, especially the radiation and hazardous inspection equipment and comprehensive analysis are used to continually monitor the effectiveness of our implemented safeguards.

DC Training Program - Number of Training Hours (By Category)

Category	2017		2018		2019	
	Total Hours	Average	Total Hours	Average	Total Hours	Average
Gender						
Males	43,845	13.6	57,489	11.7	36,296	13.9
Females	22,097	12.3	37,107	11.4	23,037	13.7
Nationality						
Local	55,213	13.1	52,583	11.5	54,749	13.8
Expats	10,729	13.6	4,906	12.8	4,584	13.9

Employees Categorized	Total Hours	Average	Total Hours	Average	Total Hours	Average
Senior Management	1,116	14.0	2,009	10.4	2,192	16.6
Middle Management	14,178	11.7	12,039	11.2	15,227	15.9
Others	50,648	13.6	43,441	11.7	41,914	13.0

Training on DC Policies & Procedures Related to HR

DETAILS	2017	2018	2019
Total Number of Hours of Training	30,825	35,776	26,613
Total Number of Employees Trained	1,869	2,450	1,882
DC Overall Training Programs Conducted			
Internal	133	136	155
External	246	234	206
Leadership Training Attendees			
No. of Attendees	406	385	385
Training Attendees - Statistics			
Males	3,229	3,173	2,616
Females	1,791	1,792	1,684
Local	4,230	4,582	3970
Expats	790	383	330

Society and Community

We have a very comprehensive and formal platform, in line with the guidelines of ISO 26000, towards community initiatives and activities. Cascaded from our strategic objectives and aiming to encourage & support society, volunteerism and engagement towards community initiatives, we have dedicated programs and projects organized by our team representing the Corporate Social Responsibility (CSR). Our detailed annual CSR Action Plan includes initiatives towards community involvement with clear priorities, expected results, well-defined targets, goals, timelines, budgets & key individuals responsible for implementation. We ensure to prioritize and address local and regional cultural, social and





environmental needs through our CSR initiatives and programs.

We conduct community needs study every 2 years to identify the area to base our CSR plans and activities and accordingly design our projects to meet them. We also ensure to measure the impact and effect of our contributions through surveys on community happiness on an annual basis by obtaining the opinion from the society organized by independent third party surveyors. This survey is classified on the basis of different categories such as age, gender, nationalities, race and geographic areas and investigates the society's happiness and satisfaction with availability and accessibility of information related to social responsibility,

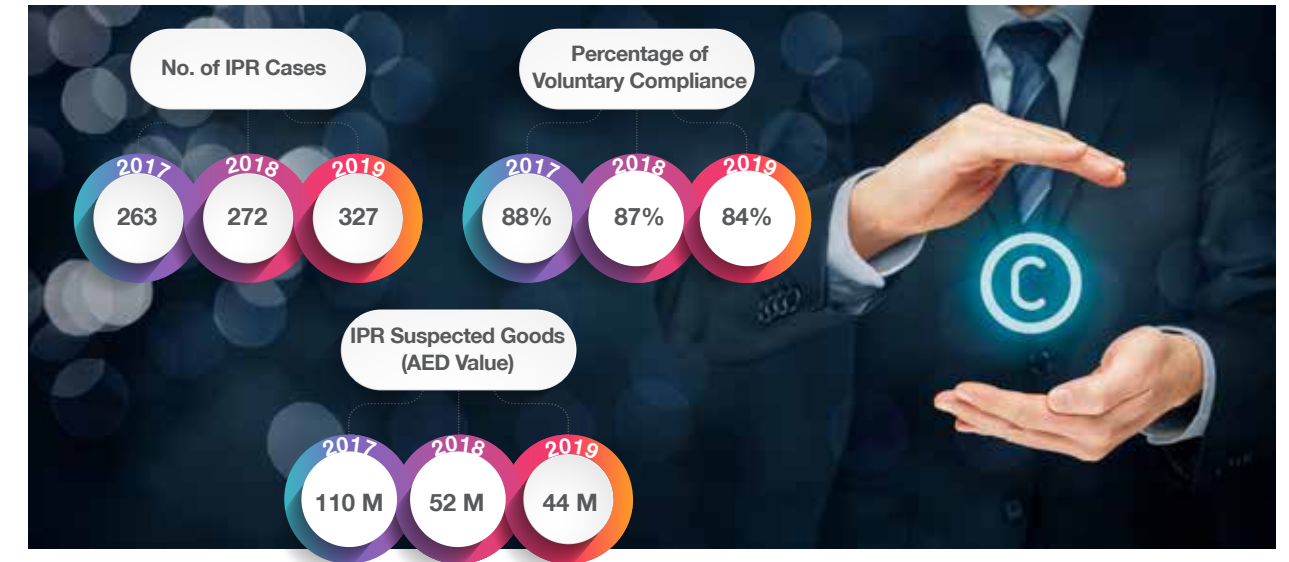


equality in offered services to the society, nature of the relationship, participation in awareness and education, support of charity and health projects, support of cultural and sport activities, efforts and initiatives of voluntary and humanitarian nature, health risks and work accidents and so on.

Since the year 2019 was declared as “The Year of Tolerance” decreed by UAE President His Highness Sheikh Khalifa bin Zayed Al Nahyan, our CSR focus



remained on this theme and promoting the essence of tolerance. Our Volunteer Team “Ghayyath” launched initiatives ranging from care for people of determination, charity, awareness and training, health and safety to green initiatives, sports, energy conservation, culture and national identity. We continued our awareness and education campaigns for the society and community as part of our core business responsibility. These included special attention to the youth through our pavilion in Kidzania to educate and attract children towards the customs function and profession and develop future inspectors. Combating counterfeit and protecting intellectual rights is one of the core business elements at Dubai Customs and is always considered as our top business priority. We continued our engagement in providing best practices and awareness-raising education programs to schools, colleges, universities and other educational institutions in Dubai to promote the concept of Intellectual Property Rights (IPR).



As in the past, we placed heavy emphasis on the promotion of UAE National Identity as part of our social commitment and loyalty towards culture and heritage. The concept of social solidarity reflecting positively on the individuals and fostering patriotism as well as the national identity and culture was key during the year of tolerance. Initiatives and programs supporting The UAE National Day, Martyr Day, UAE Flag Day, International Heritage Day and many more were part of these activities. And lastly, we also continued our sustainable charity and donation campaigns with the intention to help the poor and needy living within the society and community.



GRI Index

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the English language version of the report.



GRI Standard	Disclosure	Page Number	Direct Answer
GRI 101 : Foundation 2016			
GRI 102 : General Disclosures 2016			
Organization Profile			
GRI 102 General Disclosures 2016	102-1 : Name of the Organization	Cover Page	
	102-2 : Activities, Brands, Products & Services	18 & 19	
	102-3 : Location of Headquarters	18 & 19	
	102-4 : Location of Operations	18 & 19	
	102-5 : Ownership and Legal Form	18 & 19	
	102-6 : Markets Served	18 & 19	
	102-7 : Scale of the Organization	43	
	102-8 : Information on Employees and other workers	52 to 55	
	102-9 : Supply Chain	26	
	102-10 : Significant changes to the organization and its supply chain	26	
	102-11 : Precautionary Principle or Approach	24	
	102-12 : External Initiatives	33	
	102-13 : Membership of Associations	28	
Strategy			
GRI 102 General Disclosures 2016	102-14 : Statement from Senior Decision Maker	15 & 14	
	102-15 : Key Impacts, Risks and Opportunities	24	

Ethics and Integrity			
GRI 102 General Disclosure	102-16 : Values, Principles, Standards, Norms and Behaviour	19	
	102-17 : Mechanism for Advice and Concerns about Ethics	29 & 30	
Governance			
GRI 102 General Disclosure 2016	102-18 : Governance Structure	22	
	102-19 : Delegation Authority	20 to 23	
	102-20 : Executive Level Responsibility for Economic, Environment and Social Topics	20 to 23	
	102-21 : Consulting stakeholders on economic, environmental, and social topics	36 & 37	
	102-22 : Composition of the Highest Governance Bodies and its Committees	20 to 23	
	102-23 : Chair of the Highest Governance Body	20 to 23	
	102-24 : Nominating and Selecting the Highest Governance Body	20 to 23	
	102-25 : Conflicts of Interest	20 to 23	
	102-26 : Role of the Highest Governance Body in setting purpose, values and strategy	20 to 23	
	102-27 : Collective Knowledge of Highest Governance Body	20 to 23	
	102-28 : Evaluating the Performance of the Highest Governance Body	20 to 23	
	102-30 : Effectiveness of Risk Management Processes	27	
	102-31 : Review of economic, environmental, and social topicsv	24	
	102-32 : Highest Governance Body Role in Sustainability Reporting	24	
	102-33 : Communicating Critical Concerns	20 to 23	
	102-34 : Nature and total number of critical concerns	24	
	102-35 : Remuneration Policies	20 to 23	
	102-36 : Process for Determining Remuneration	20 to 23	

GRI 102 General Disclosure 2016	102-37 : Stakeholders’ involvement in remuneration	We are government owned entity and our remuneration are governed completely under the Dubai Government HR Laws	
	102-38 : Annual total compensation ratio	Confidential information as we are a state owned entity engaged with national security task	
	102-39 : Percentage increase in annual total compensation ratio	Confidential information as we are a state owned entity engaged with national security task	
Stakeholder Engagement			
GRI 102 General Disclosure 2016	102-40 : List of Stakeholder Groups	36	
	102-41 : Collective Bargaining Agreements	39	
	102-42 : Identifying and Selecting Stakeholders	36	
	102-43 : Approach to Stakeholder Engagement	36 to 39	
	102-44 : Key Topics and Concerns Raised	36 to 39	
Reporting Practice			
GRI 102 General Disclosure 2016	102-45 : Entities Included in Consolidated Financial Statements	43	
	102-46 : Defining Report Content and Topic Boundaries	43	
	102-47 : List of Material Topics	42	
	102-48 : Restatements of Information	43	
	102-49 : Changes in Reporting	43	
	102-50 : Reporting Period	43	
	102-51 : Date of Most Recent Report	43	
	102-52 : Reporting Cycle	43	
	102-53 : Contact Point for Questions regarding the Report	45	

GRI 403 Occupational Health and Safety	102-54 : Claims of Reporting in Accordance with the GRI Standards	43	
	102-55 : GRI Content Index	58 to 65	
	102-56 : External Assurance	44	
GRI 103: Management Approach 2016			
GRI 102 General Disclosure	103-1 : Explanation of Material Topics and their Boundary	42 & 43	Material topics covered include Economic Performance (GRI 201); Customer Satisfaction (GRI 202); Operational Sustainability (GRI 203); Stakeholder Engagement (GRI 203), Procurement Practices 2016 (GRI 204); Business Ethics (GRI 205), Environmental Care (GRI 307); Employee Care (GRI 401), Occupational Health and Safety 2018 (GRI 403); Training and Education 2016 (GRI 404); Diversity and Equal Opportunity 2016 (GRI 405); Non-Discrimination 2016 (GRI 406); Rights of Indigenous People 2016 (GRI 411); Human Rights Assessment 2016 (GRI 412); Community Well-Being (GRI 413); Customer Privacy 2016 (GRI 418) & Socio-Economic Compliance (2016 (GRI 419
	103-2 : The Management Approach and its Components	23 to 35	
	103-3 : Evaluation of the Management Approach	23 to 35	

GRI 201: Economic Performance 2016			
GRI 201 Economic Performance	201-1 : Direct Economic Value Generated and Distributed	48 to 50	
	201-2 : Financial Implications and Other Risks and Opportunities due to Climate Change	48 to 50	
	201-3 : Defined Benefit Plan Obligations and Other Retirement Plans	48 to 50	
	201-4 : Financial Assistance Received from Government	48 to 50	
GRI 203: Indirect Economic Impacts 2016			
GRI 203 Indirect Economic Impacts	203-1 : Infrastructure investments and services supported	48 to 50	
	203-2 : Significant Indirect Economic Impacts	48 to 50	
GRI 204: Procurement Practices 2016			
GRI 204 Procurement Practices	204-1 : Proportion of Spending on Local Suppliers	50	
GRI 205 : Anti-Corruption 2016			
GRI 205 Anti-corruption	205-1 : Operations Assessed for Risks related to Corruption	29 & 30	
	205-2 : Communication and Training about Anti-Corruption Policies and Procedures	29 & 30	
	205-3 : Confirmed Incidents of Corruption and Actions Taken	None	
GRI 206: Anti-Competitive Behaviour 2016			
GRI 206 Anti-Competitive Behavior	206-1: Legal Actions for Anti-Competitive Behaviour, Anti-trust & Monopoly Practices	None	
GRI 301 : Materials 2016			
GRI 301 Materials	301-1 : Materials Used by Weight or Volume	None	
	301-2 : Recycled Input Materials Used	None	
	301-3 : Reclaimed Products and Their Packaging Materials	None	

GRI 302 : Energy 2016			
GRI 302 Energy	302-1 : Energy Consumption Within the Organization	50	
	302-2 : Energy Consumption Outside the Organization	50	
	302-3 : Energy Intensity	50 to 52	
	302-4 : reduction of Energy Consumption	50 to 52	
	302-5 : Reduction in Energy Requirements of Products and Services	50 to 52	
GRI 303 : Water and Effluents 2018			
GRI 303 Water and Effluents	303-1 : Interactions with Water as a Shared Resource	50 to 52	
	303-2 : Management of Water Discharge-Related Impacts	50 to 52	
	303-3 : Water Withdrawal	50 to 52	
	303-4 : Water Discharge	50 to 52	
	303-5 : Water Consumption	50	
GRI 306 : Effluents and Waste 2016			
GRI 306 Effluents and Waste	306-1 : Water Discharge by Quality and Destination	None	
	306-2 : Waste by Type and Disposal Method	50 to 52	
	306-3 : Significant Spills	None	
	306-4 : Transport of Hazardous Waste	50 to 52	
	306-5 : Water Bodies Affected by Water Discharges and/or Runoff	None	
GRI 307 : Environmental Compliance 2016			
	307-1 : Non-Compliance with Environmental Laws and Regulations	50 to 52	
GRI 401 : Employment 2016			
GRI 401 Employment	401-1 : New Employee Hires and Employee Turnover	54	
	401-2 : Benefits Provided to Full time Employees	52 to 55	
	401-3 : Parental Leave	52 to 55	

GRI 403 : Occupational Health and Safety 2018			
GRI 403 Occupational Health and Safety	403-1 : Occupational Health and Safety Management System	52 to 55	
	403-2 : Hazard Identification, Risk Assessment and Incident Investigation	52 to 55	
	403-3 : Occupational Health Services	52 to 55	
	403-4 : Worker participation, consultation and communication on occupational health and safety	No Such Arrangement	
	403-5 : Worker Training on Occupational Health and Safety	52 to 55	
GRI 403 Occupational Health and Safety	403-6 : Promotion of Worker Health	No Such Arrangement	
	403-7 : Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	52 to 55	
	403-8 : Workers Covered by an Occupational Health and Safety Management System	52 to 55	
	403-9 : Work Related Injuries	None	
	403-10 : Work Related Ill-Health	None	
GRI 404 : Training and Education 2016			
GRI 404 Training & Education	404-1 : Average Hours of Training Per Year Per Employee	52 to 55	
	404-2 : Programs for Upgrading Employee Skills	52 to 55	
	404-3 : Percentage of Employees Receiving Regular Performance & Career Reviews	52 to 55	
GRI 405 : Diversity and Equal Opportunity 2016			
GRI 405 Diversity and Equal Opportunity	405-1 : Diversity of Governance Bodies and Employees	52 to 55	
	405-2 : Ratio of Basic Salary and remuneration of Women to Men	52 to 55	
GRI 406 : Non-Discrimination 2016			
	406-1 : Incidents and Discrimination and Corrective Actions Taken	None	

GRI 411 : Rights of Indigenous People 2016			
GRI 411 Rights of Indigenous People	411-1 : Incidents of Violence Involving Rights of Indigenous People	None	
GRI 412 : Human Rights Assessment 2016			
GRI 412 Human Rights Assessment	412-1 : Operations that have been Subject to Human Rights Impacts or Assessment	None	
	412-2 : Employee Training on Human Rights Policies or Procedures	52 to 55	
	412-3 : Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	None	
GRI 413 : Local Communities 2016			
GRI 413 Local Communities	413-1: Operations with Local Community Engagement , Impacts, Programs	55 to 57	
	413-2 : Operations with Significant actual & potential negative impact on communities	55 to 57	
GRI 418 : Customer Privacy 2016			
GRI 418 Customer Privacy	418-1: Substantiate Complaints concerning breach of Customer Privacy	None	
GRI 419 : Socio-Economic Compliance 2016			
GRI 419 Socioeconomic Compliance	419-1 : Non-Compliance with Laws and rules in the Social & Economic Area	None	



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DUBAI CUSTOMS