

حكومة دبي
GOVERNMENT OF DUBAI



جمارك دبي
Dubai Customs



Dubai Customs

ANNUAL SUSTAINABILITY REPORT

2024



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MESSAGE FROM THE CHAIRMAN

DUBAI'S LEADERSHIP IN SUSTAINABLE DEVELOPMENT

Since its founding, the UAE has embraced sustainability across all sectors as a cornerstone of comprehensive development—a vision that aligns seamlessly with UAE Centennial 2071. Initiatives and awareness programs launched by Dubai Customs play a key role in supporting these efforts, raising public understanding of the vital role customs work plays in fostering sustainable development, and strengthening cooperation between the public and private sectors to achieve ambitious national economic growth strategies.

By streamlining trade operations and enhancing the resilience of global supply chains, Dubai continues to secure its global standing in economy, trade, and investment. These achievements inspire us to further elevate Dubai's position in international competitiveness, guided by the Dubai Economic Agenda D33 launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, aiming for Dubai to be among the top three economic cities worldwide by 2033.

We remain committed to advancing sustainability and sharing our progress through Dubai Customs' annual Sustainability Report, promoting a culture of transparency, reliability, and awareness, and highlighting the pivotal role government entities play in driving inclusive, long-term development.

Sultan Ahmed bin Sulayem

DP World Group Chairman & CEO and Chairman of Ports,
Customs and Free Zone Corporation

DIRECTOR GENERAL'S MESSAGE

LEADING THE WAY IN SUSTAINABLE EXCELLENCE

Dubai Customs has adopted a carefully designed roadmap aimed at implementing all sustainability standards across its transactions and activities in all customs sectors. The department's innovative services and ongoing efforts to provide world-class digital customs solutions align with the vision and directives of the wise leadership, which aim to achieve comprehensive sustainable development and transition to a knowledge-based economy by facilitating legitimate trade. This supports the objectives of the Dubai Economic Agenda D33, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to position Dubai as a global hub for sustainable economy and one of the world's top three economic cities.

Our sustainability plans at Dubai Customs are integrated with policies that strengthen governance, institutional agility, and the pursuit of excellence and innovation in government work to enhance Dubai's global competitiveness. Dubai Customs has achieved first place globally in the Platinum Ranking Index by the UK Ideas Organization, with full marks for five consecutive years. The department also secured second place globally in the "Big Idea of the Year" category for health and safety with the innovation "Radiation-Safe Cabinets." Additionally, it maintained its elite status in the 2024 cycle of the Dubai Government Excellence Program.

Dubai Customs implements comprehensive plans to achieve excellence and continuously monitors their application. The leadership team ensures these plans are executed by employees at all administrative levels, fostering teamwork to achieve optimal results. The department has also earned ISO certification for its Anti-Bribery Management System (ISO 37001:2016) and ISO certification for its Business Continuity Management System (ISO 22301:2019).

Dr. Abdulla Busenad

Director General of Dubai Customs

ABOUT DUBAI CUSTOMS

Dubai Customs is the governmental authority tasked with monitoring and facilitating the flow of goods across the borders of Dubai. Operating at the crossroads of global commerce, we serve as a strategic gateway linking the East and West. Our role encompasses revenue collection, trade facilitation, compliance enforcement, and security assurance. With a rich history and a strong commitment to innovation, Dubai Customs continues to enhance operational efficiency and economic competitiveness while safeguarding society. More than 100 years old, Dubai Customs is the oldest government department in Dubai. Today a workforce of 2,705 employees work in Dubai Customs at the main headquarters

and customs centers in the emirate. Our head office is based in Port Rashid, Bur Dubai, and our customs operations cover all air, sea, and land ports in the emirate.

Dubai Customs is an organization of state security with its key function to secure borders, facilitate legitimate trade and collect revenue. Accordingly, our business strategy and operational direction is built on the principles of sustainability and national responsibility and therefore is cascaded from the direction of the state with a thorough assessment of socio-economic risks, opportunities, trends, and developments, as these have a direct impact on the way we conduct our business and operations.



Below are our vision, mission, values and guiding principles:

MISSION

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

VISION

The leading customs administration in the world supporting legitimate trade.

Leadership, Happiness, Loyalty, Integrity, Empowerment, Innovation and Creativity.

VALUES

Our guiding principles are being visionary, disruptive, digital, agile and innovative.

GUIDING PRINCIPLES

Dubai Customs 2021 – 2026 Strategic Model



Dubai Customs has advanced from its traditional role of duty collection and inspection of cargo and passengers and have now emerged as an organization facilitating trade and controlling the borders. The Emirate of Dubai experienced extraordinary growth in economic and urban development during the last few years, which created a corresponding growth in the work of Customs, therefore

requiring modernization to its overall services and operations. With the adoption of electronic, improved, simple and easy processes and procedures, Dubai Customs have facilitated smooth movements of consignments in and out of the country, affording international trade and remarkable incentives. The services provided by the organization covers economic, social and statistical areas as below:



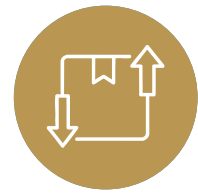
Regulate the flow of trade into the business sector



Collect revenue



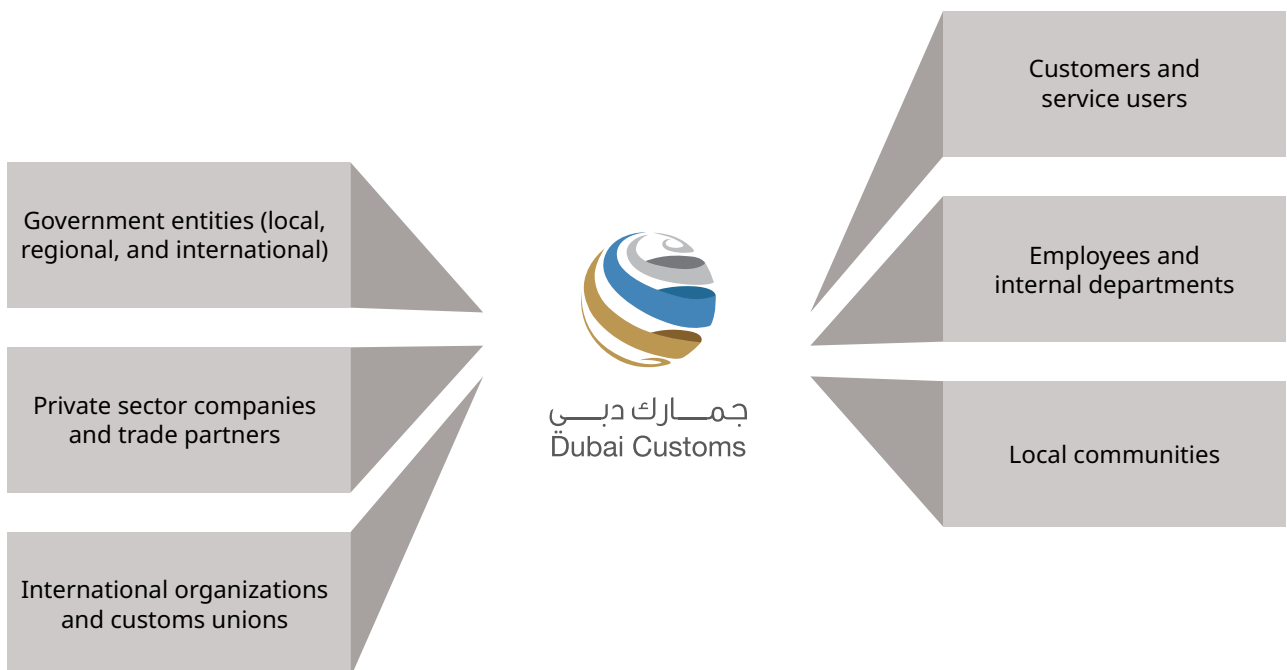
Generate trade statistics reports and analyses



Regulate imports and exports into and out of Dubai

Dubai Customs operates under the strategic leadership of the Director General, who is supported by an executive management team responsible for various departments and strategic units. The governance structure ensures compliance with national laws, promotes ethical conduct, and fosters long-term strategic planning. Oversight

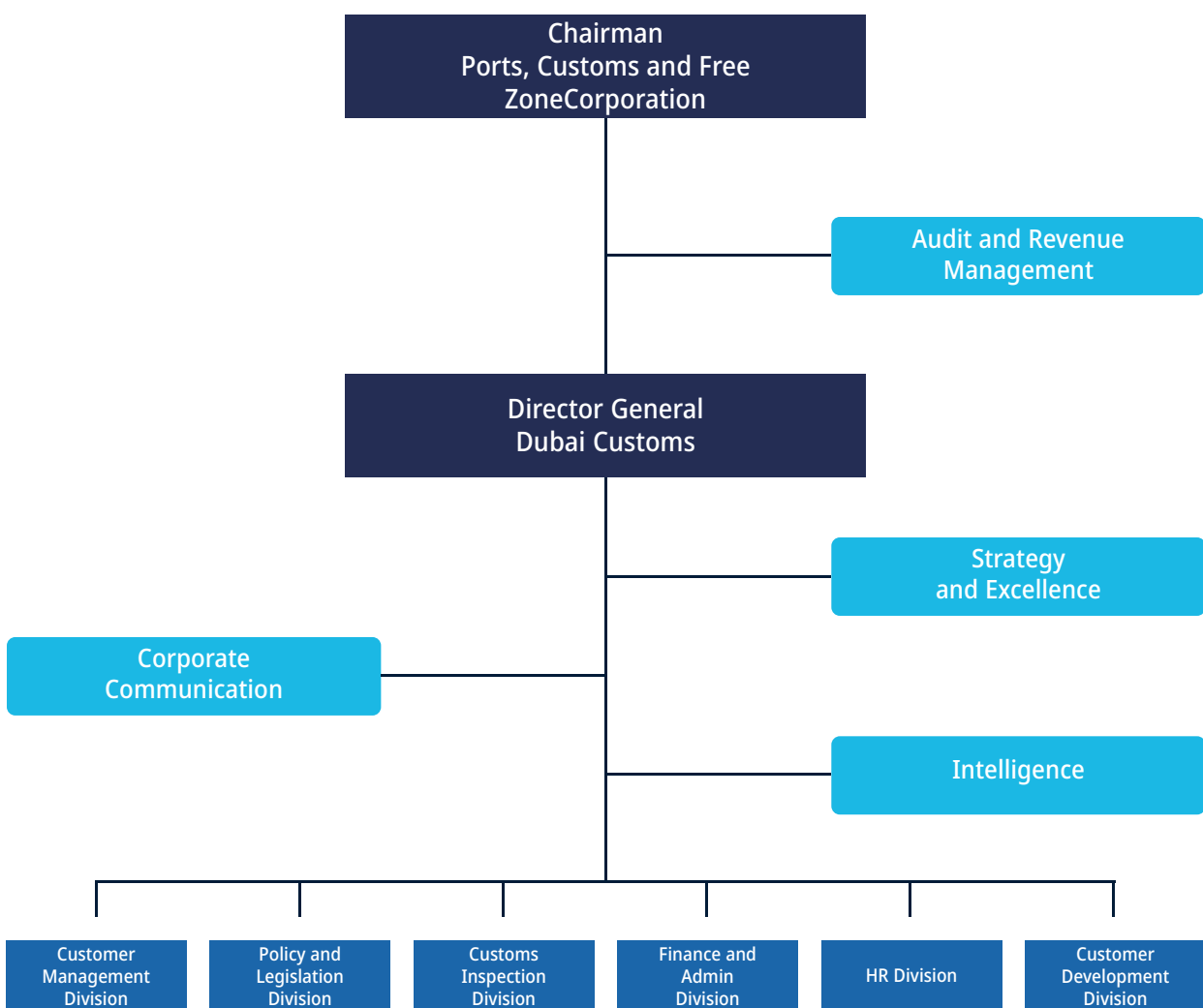
mechanisms, internal audits, and regulatory compliance units reinforce governance integrity across the organization. As a public entity, Dubai Customs engages a wide array of stakeholders through regular consultations, surveys, joint initiatives, and strategic partnerships. Key stakeholder groups include:



Structure and Governance

Dubai Customs' governance model is built on principles of transparency, accountability, and performance-driven leadership. The Director General oversees strategic execution and policy direction, while a network of executive directors and department heads manage operational and tactical responsibilities.

This structure ensures the organization remains agile, compliant with UAE regulations, and aligned with international standards. Decision-making processes are guided by clearly defined protocols and collaborative oversight, enabling rapid yet responsible responses to challenges and opportunities.



The shared organization structure shows the functional hierarchy as on Dec 31, 2024. Also shared are the changes to the structure during 2024 and a revised structure will also be in place next year. The structure Sustainability is governed at the highest levels of the organization. A dedicated Steering Committee, comprising senior leadership, drives the integration of sustainability across all functions. This committee is supported by departmental sustainability focal points who lead initiative implementation, progress monitoring, and reporting.

Key responsibilities of the Steering Committee include:

- Setting strategic sustainability objectives and KPIs
- Overseeing materiality assessments and stakeholder engagement
- Reviewing performance data and ensuring transparency
- Facilitating alignment with UAE national agendas and global standards



As a digitally enabled entity, Dubai Customs places significant emphasis on data security, digital ethics, and cybersecurity governance. The organization adheres to international best

practices in information security management and regularly evaluates system integrity through penetration testing and vulnerability assessments.

Changes to the Organizational Structure - 2024

Level of Change	Date of Change	Change Requested	Change Details	Details
Section Level	1 st August 2024	Director General	<ul style="list-style-type: none"> - Transfer of the organizational affiliation of the Control Room to the Technical Support Department of the Customs Inspection Division - Transfer of the organizational affiliation of the Special Tasks Section to the Customs Inspection Division 	Circular No. 15/2024
Section Level	23 rd September 2024	Director General	<ul style="list-style-type: none"> - Transfer of the organizational affiliation of the External Relations Section of the Corporate Communications Department to the DG Office - Transfer of the organizational affiliation of the Statistics Section of the Tariff and Origin Department to the DG Office 	Circular No. 28/2024
Department Level	23 rd September 2024	Director General	<ul style="list-style-type: none"> - Transfer of the organizational affiliation of the Corporate Communications Department to the Finance and Administration Division 	
Section Level	8 th October 2024	Director General	<ul style="list-style-type: none"> - Changing the name of the "Customs Training Center" in the Human Resources Division to the name "Dubai Logistics Academy" 	Circular No. 29/2024
Section Level	11 th November 2024	Director General	<ul style="list-style-type: none"> - Transfer of the organizational affiliation of the Customs Declaration Department to the Policy and Legislation Division - Transfer of the organizational affiliation of the Customs Claim and Refund Department to the Finance and Administrative Affairs Division 	Circular No. 33/2024
Section Level	18 th November 2024	Director General	<ul style="list-style-type: none"> - Transfer of the organizational affiliation of the Dubai Logistics City Inspection Center to the Maritime Customs Centers Department 	Circular No. 38/2024

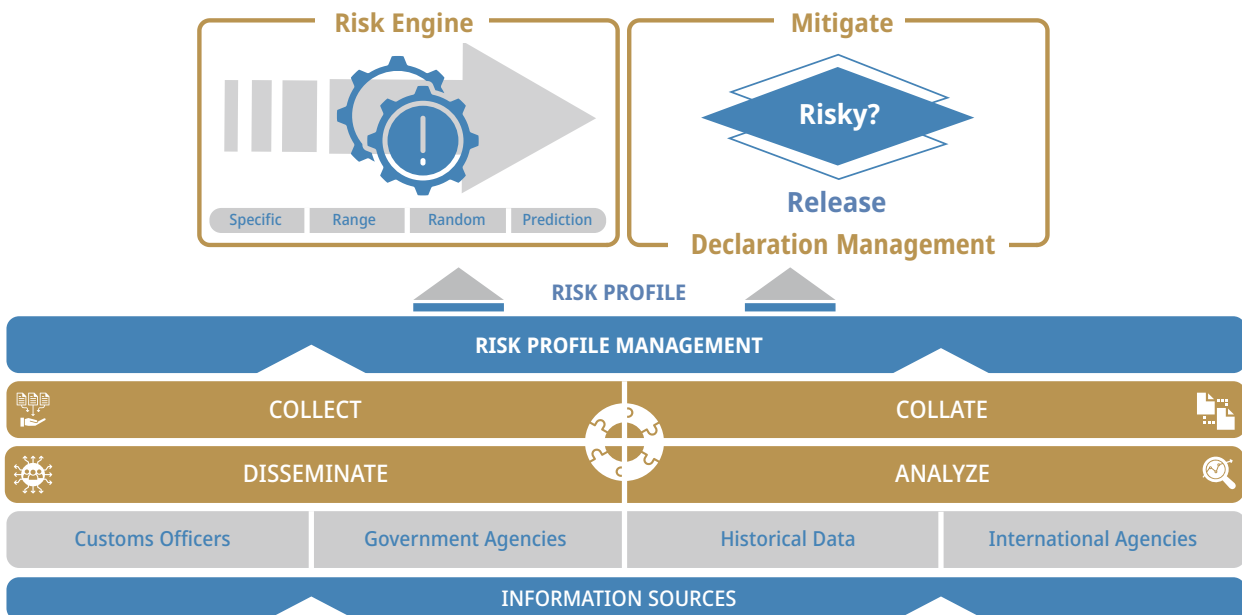
As part of our governance and support for global sustainability, we are connected with various platforms and initiatives locally, regionally and globally. These include NGOs, charitable foundations, trusts, local government entities, UN Universal Declaration of Human Rights & its Protocols, treaties of WCO, Rules and Regulations of UNEP, Multilateral Treaties of Basel Convention, Montreal Convention, CITES, GCC Customs and many more. These platforms

provide us the governance and legislative support towards our corporate strategy and business operations supporting core services, anticorruption, community affairs, human rights and overall sustainability. Our continued implementation and renewals of International Standards such as ISO 9001, 14001, 31000 and many other is an evidence of our engagement towards excellence and quality management.

Management Approach

Risk and Compliance Management

Dubai Customs has an established and robust risk management system that proactively identifies, assesses, and mitigates risks across operational, strategic, legal, and environmental dimensions. The Risk Management function collaborates with other units to maintain an enterprise-wide risk register and continuously update mitigation plans. We have the state-of-the-art fully automated and intelligent risk engine which encompasses all functions within the organization, with special emphasis on the social, environmental and economic parameters. Accordingly, our training department ensures that all new joiners and existing employees are equipped with the risk management relevant to their functional responsibilities through regular trainings in this area.



Compliance is equally prioritized, with dedicated officers ensuring adherence to local laws, international customs standards, and internal codes of conduct. Regular audits, internal reviews, and digital compliance tools enhance the effectiveness of our governance model. The scope of work would be, effective Risk Management methodology planning and recovery process facilitating and accelerates the resumption of critical business activities after disruption affecting operations, technical infrastructure, information assets, facilities and people, and by assessing the acceptable level of risk. It is extended to the core as well as support functions within the organization which includes the Cargo & Passengers Operations, Customer Management, Customs Development, Human Resources, Finance, Administration, Policy, Legislations and Community Affairs.

Ethical Conduct, Compliance and Anti-Corruption

At the heart of Dubai Customs' operations is a firm commitment to ethical conduct, integrity, and legal compliance. We recognize that transparency and accountability are foundational to public trust and institutional credibility. Our Code of Conduct serves as a comprehensive guide for employee behavior, emphasizing the importance of integrity in every interaction and decision.

To ensure adherence, all employees receive regular training on ethics, anti-bribery measures, and proper conduct in the execution of duties. A whistleblower policy is in place, allowing individuals to report unethical practices or conflicts of interest confidentially and without fear of retaliation. We actively foster a culture of responsibility

and openness, encouraging dialogue, feedback, and continuous improvement in ethical practices.

Dubai Customs maintains a zero-tolerance stance toward corruption, both within the organization and in its dealings with external stakeholders. Our anti-corruption framework is structured around the key elements of Policy Implementation, Monitoring and Auditing, Training and Awareness and Stakeholder Engagement. In alignment with international best practices and local regulations, Dubai Customs remains vigilant in its pursuit of ethical governance, striving to be a role model for integrity in public service. Ethical business practices are essential for maintaining trust and integrity in all operations. Dubai Customs integrates ethics into its corporate culture and business dealings, aligning its practices with local and international standards.



Dubai Customs operates under a strict code of ethics and anti-corruption policies and laws that adhere to both local regulations and international frameworks. Measures include:

- Zero Tolerance for Corruption: A robust anti-corruption policy, including regular training for employees.
- Whistleblower Protection: Safe channels for reporting unethical behavior or policy violations, ensuring employees feel protected when raising concerns.
- Third-party Due Diligence: Ensuring that suppliers, partners, and contractors meet Dubai Customs' ethical standards.
- Regulatory Compliance: Ensuring that all customs operations are in line with international trade laws, security standards, and UAE national policies.
- Audit and Monitoring: Regular internal and external audits to ensure compliance and improve processes.

Quality, Performance and Excellence Management

Upholding the highest standards of quality is of utmost importance to our organization and services and represents a core management principle. We are committed to maintain this principle through our Quality Assurance system. A dedicated department ensures efficient operation and delivery of our services, processes and standards. Our service delivery is designed and implemented with the utmost safety and health of our customers as a primary consideration. As part of our commitment to quality, and as another core management principle, we have committed ourselves to the systematic achievement of continuous improvement.

The strategy function is responsible to establish key performance indicators (KPI)'s for all our operational and supportive functions and measure and track them on an ongoing basis. Any deviation from target is promptly and timely highlighted and measures are advised for its correction. Another critical element of our management approach is our recent commitment to sustainability management and reporting which encompasses all aspects of quality and continuous improvement, but expands our understanding of the business to incorporate a wider range of economic, environmental and social risks and opportunities and helps us achieve further clarity on the priorities and satisfaction of our stakeholders.

Beginning from assessing the needs and expectations of our stakeholders, we have a very comprehensive and integrated performance management approach and process which cascades our strategic objectives into annual action plans with key performance indicators being measured, evaluated and improved on regular basis. We follow the SMART approach for the measurement of social, environmental, economic as well as governance performance where KPIs are reported on quarterly basis. Indicators related to governance are derived and reported in accordance with the Dubai Govt Excellence Program to the leadership internally as well as to the Dubai Executive Council which includes changes to structure, impacts of policies, risk management and legislation compliance.

Innovation and Creativity

Dubai Customs embraces innovation and technology to enhance its sustainability efforts. The integration of cutting-edge technologies enables the organization to improve operational efficiency, reduce environmental impact, and enhance service delivery. We employ advanced technologies such as AI, blockchain, and data analytics to streamline processes and improve sustainability outcomes. These include Smart Customs Operations enabling automation of customs clearance processes to reduce manual intervention, increase efficiency, and reduce emissions. Another example is utilizing blockchain technology to ensure the transparency and security of transactions in trade and customs operations.

During the year 2024, Dubai Customs continued to strengthen its position as a pioneer in future readiness and innovation, building robust systems that support sustainability, resilience, and digital transformation. Through the maturation of our Future Foresight Program which was launched to ensure Dubai Custom thrives in the complexities of today's world of rapid technological advancements and impactful economic developments as well a continued commitment to innovation excellence, we have empowered proactive decision-making and future-resilient strategies across all our operations.



Dubai Customs Innovation Journey

	1998	2007	2018	2028
	Traditional Ideation	Formalized Idea Management	Integrated Innovation Management systems	
Approach	Informal Brainstorming Sessions	Formalized systems or platforms for capturing ideas	Dedicated systems facilitating end-to-end innovation support	
Processes	Lack of structured processes	Formalized processes for idea evaluation	End-to-end processes (Ideation to implementation)	
Performance Evaluation	Subjective and ad-hoc	Defined criteria aligned with strategic goals	Measurement of innovation impact on organizational performance	
Training and Development	Minimal Investment	Limited Investment	Ongoing training and development	
Idea Capture	Informal methods like suggestion boxes or emails	Dedicated systems or platforms for idea capture	Structured platforms for managing innovation	
Technology	Automation 100% Online Services	Modernization 100% Smart Services	Transformation 100% Transformed Services	

Dubai Customs continues to invest in digital solutions that reduce paper usage, enhance data accuracy, and improve the overall efficiency of operations such as development of online platforms for businesses and customers to access services remotely, reducing the need for physical visits and implementing data analytics to optimize resource allocation and improve decision-making.

Dubai Customs Future Foresight Model

S1: Scoping

- Define focal issues and time horizons
- Define key questions

S2: Environment Scanning

- Identify patterns, key drivers & key uncertainties
- Explore & analyze trends to classify and prioritize them



S4: Strategy Alignment

- Adjust the strategy according to future scenarios
- Identify initiatives and projects

S3: Future Scenarios Development

- Build scenarios and future narratives

Our sustainability focus has been extended to our operations, where the use of technology plays a key role in reducing our environmental footprint moving towards paperless trade documentation and reducing resource consumption. We encourage green technologies of utilizing energy-efficient technology within customs facilities. We ensure collecting and analyzing data on energy consumption, emissions, and resource usage to track progress toward sustainability goals. With innovative solutions and services, today we claim to be the most effective and efficient customs entity in the world contributing heavily to the economic, social and environmental values for the globe.

Partnerships and Collaborations

Dubai Customs has established itself as a pivotal entity in the United Arab Emirates' trade ecosystem, actively engaging in numerous partnerships and collaborations to enhance trade facilitation, digital transformation, and international cooperation. These strategic alliances align with Dubai's broader economic objectives, including the Dubai Economic Agenda (D33), which aims to double the city's economy over the next decade and position it among the top three global economic cities. Dubai Customs' extensive network of partnerships and collaborations underscores its commitment to facilitating trade, embracing technological innovation, and fostering international cooperation.

Dubai Customs Partners' Eco-System



Federal & local environment



Regional & global environment



Recognizing the rapid growth of e-commerce, Dubai Customs has entered into cooperation agreements with several government and private entities. The organization has also partnered with organizations to discuss joint cooperation and support for the Dubai Economic Agenda goals. These partnerships and collaborations focus on enhancing the business environment, attracting global companies and investments, and supporting local businesses in expanding into international markets.

Dubai Customs has been recognized for its innovative Authorized Economic Operator program, which aims to connect member customs administrations and the World Customs Organization through a secure, reliable platform. The program facilitates safe data exchange and mutual recognition agreements, enhancing global supply chains and expediting the flow of goods between member states. Dubai Customs' role in implementing the AEO program aligns with international standards and contributes to the secure and efficient movement of goods.

Agility and Crisis Management

Dubai Customs has established itself as a leader in crisis management through a combination of technological innovation, strategic planning, and collaborative efforts. This comprehensive approach ensures the resilience and efficiency of Dubai's trade and logistics sectors, even in the face of unforeseen challenges. At the heart of our crisis management is Mirsal 2, an advanced electronic clearance system. This platform enables the automatic approval and clearance of approximately 97% of low-risk consignment transactions within two minutes, minimizing human intervention and ensuring continuity during disruptions such as the COVID-19 pandemic. Our comprehensive approach to crisis management, encompassing technological innovation, strategic planning, and collaborative efforts, has solidified our position as a resilient and responsive organization. By continuously enhancing our capabilities and fostering partnerships, we ensure the stability and efficiency of Dubai's trade and logistics sectors, even in the face of unforeseen challenges.

Dubai Customs Agility Framework



We have in place an AI-powered risk assessment engine that evaluates customs transactions based on predefined risk profiles. This system allows for rapid identification and mitigation of potential threats, ensuring that high-risk consignments are subjected to appropriate scrutiny while facilitating the swift clearance of low-risk goods. Our recent introduction of remote inspection process in collaboration with our strategic partners allows customs officers to conduct inspections using robots equipped with thermal and infrared cameras. Additionally, virtual reality training programs have been introduced to enhance the preparedness of inspectors, enabling them to simulate various scenarios and improve their response to emergencies. Dubai Customs' integration into Smart Dubai's Government Resource Planning Systems (GRPS) has streamlined internal operations, including financial transactions, human resources, and logistics. This integration enhances the organization's agility and responsiveness during emergencies by providing real-time access to critical information.

In response to natural disasters, such as earthquakes and other pandemics, we now have crisis collaboration with entities like Dubai South and the International Humanitarian City to expedite the delivery of relief shipments. By enhancing customs services and activating monitoring systems, the organization ensures timely assistance to affected regions.

Strategizing Sustainability

Sustainability Strategy

Dubai Customs has embedded sustainability into its strategy and operations, viewing it not as a peripheral concern but as a core component of strategic planning and operational excellence. Our sustainability strategy is built upon three foundational pillars: Environmental Stewardship, Social Equity, and Economic Resilience. Our approach is guided by national frameworks such as the UAE Vision 2031 and the Dubai Economic Agenda 2033 (D33), as well as international commitments including the United Nations Sustainable Development Goals (SDGs). Through these lenses, we seek to:

- Minimize environmental impact through efficient resource use and emissions reduction
- Foster a diverse, empowered, and healthy workforce
- Support economic diversification and sustainable trade growth
- Lead digital transformation with ethical data governance
- Promote transparency, anti-corruption, and accountability across all activities

This strategic integration is underpinned by a robust monitoring and evaluation system, allowing Dubai Customs to continuously track progress and refine initiatives to meet evolving sustainability challenges. As a pivotal entity in the global trade ecosystem, Dubai Customs faces a dynamic risk landscape that requires proactive management and adaptive strategies.

Dubai Customs Sustainability Strategy



Our sustainability impact assessment has identified several key areas of influence which includes:

- **Environmental Impact:** Our operations contribute to carbon reduction and resource use. We recognize the risk of climate change-related disruptions and have responded with carbon footprint reduction programs and green infrastructure investments.
- **Social Impact:** Our workforce is central to our success. We navigate challenges in talent development, occupational health and safety, and workforce diversity while providing inclusive opportunities and safe work environments.
- **Economic Contribution:** Through our role in facilitating legitimate trade, Dubai Customs supports Dubai's position as a global logistics hub. Strategic risks include trade disruptions, global economic volatility, and regulatory changes.
- **Technological Innovation:** The increasing digitization of customs processes introduces both opportunities and risks. These include cybersecurity threats, data privacy concerns, and the challenge of ensuring equitable digital access across our stakeholder ecosystem.

We are committed to driving sustainability beyond 2024. The future sustainability strategy aims to build on current successes while addressing new challenges and exploring innovative solutions. The future sustainability strategy will continue our focus on innovations, partnerships and workforce development. We aim to encourage innovation in our processes, collaborate with local, regional and global partners and build our employee's capability in sustainability practices and business.

Stakeholders Engagement and Communication

Stakeholder engagement is central to Dubai Customs' approach to sustainability. The organization recognizes the importance of building long-term relationships with various stakeholders and actively engages them in meaningful ways to gather feedback, build trust, and align efforts. We regularly conduct a thorough mapping of our stakeholders, categorizing them based on their level of influence and the relevance of sustainability issues to them. Key stakeholder groups include:

- Government entities (local, regional, and international)
- Private sector companies and trade partners
- International organizations and customs unions
- Customers and service users
- Employees and internal departments
- Local communities



Dubai Customs employs various methods to engage stakeholders:

- **Surveys and Polls:** Regular surveys to understand stakeholder perceptions of sustainability efforts and identify areas for improvement.
- **Stakeholder Forums:** Hosting forums and conferences to discuss sustainability challenges and opportunities with key stakeholders.
- **Consultative Sessions:** Holding consultations with government bodies, community groups, and industry partners to align sustainability efforts.



We ensure that our communication with stakeholders is consistent, clear, and transparent. Annual Reports are publicly available including our annual sustainability reports that detail the organization's performance and commitments. We heavily engage in the use of digital platforms and social media to share updates and engage with stakeholders on sustainability topics. In addition, direct interactions with our stakeholders ensures smooth and timely engagement and communication through meetings, workshops, and briefings.

Materiality Management and Assessment

The Materiality Assessment process at Dubai Customs is critical for identifying and prioritizing the most relevant sustainability issues for the organization, ensuring that the organization focuses its resources and actions on the areas that matter most to both internal and external stakeholders.

The materiality assessment process for Dubai Customs follows a rigorous approach to understand the key environmental, social, and governance (ESG) topics that drive value for the organization. This process involves identification of key stakeholders, including employees, customers, suppliers, government agencies and the local community. Through surveys, interviews, and workshops, feedback is gathered from stakeholders on what they perceive as the most critical sustainability topics. Using frameworks such as the GRI standards, ISO 26000 and internal assessments, the identified issues are prioritized based on their relevance to the organization and its stakeholders. This helps to focus efforts on high-impact areas.

Dubai Customs Materiality Matrix



Material Aspect	Priority	Boundary
Customer Satisfaction	Very High	DC (All Centres), Customers, Govt, Partners
Operational Sustainability	Very High	DC (All Centres)
Economic Performance	Very High	DC (All Centres)
Corporate Governance	High	DC (All Centres)
Business Ethics & Anti-Corruption	High	DC (All Centres)
Stakeholder Engagement	High	DC (All Centres), Stakeholders
Employee Care	High	DC (All Centres)
Community Well-being	High	DC (All Centres), Community
Environmental Contribution	High	DC (All Centres), Customers, Govt, Partners

■ Boundary ■ Priority

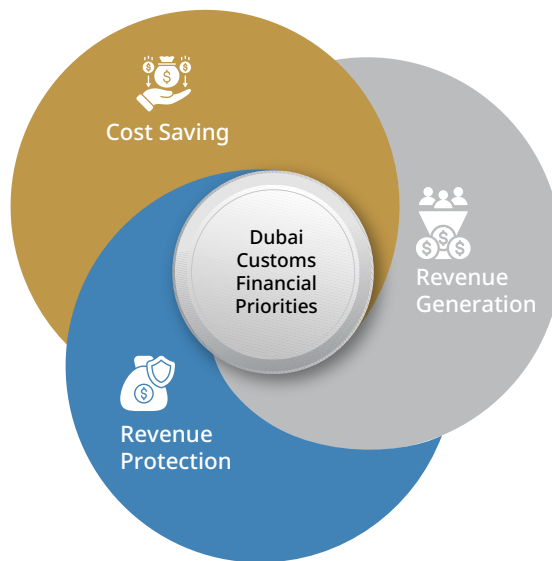
Dubai Customs ensures that stakeholder engagement is ongoing, transparent, and responsive. Engagement includes direct communication such as regular meetings, briefings, and digital engagement through newsletters and webinars. In addition, there are surveys and focus groups for feedback on various initiatives and sustainability-related topics. Moreover, collaborations with industry groups and sustainability networks is also conducted to align efforts with global best practices.

Economic Contributions

Dubai Customs plays a crucial role in supporting the Emirate's economy through revenue generation, facilitation of trade, and ensuring regulatory compliance. As an integral part of Dubai's global connectivity strategy, the organization enhances the competitiveness of local businesses, enabling seamless cross-

border transactions, and contributing to economic diversification efforts. Through our operations, we facilitate billions of dirhams in trade activity each year, helping maintain Dubai's position as a regional and global logistics hub. We continue to invest in smart border solutions, electronic customs systems, and infrastructure upgrades to improve efficiency and attract foreign investment.

Dubai Customs Economic and Financial Priorities



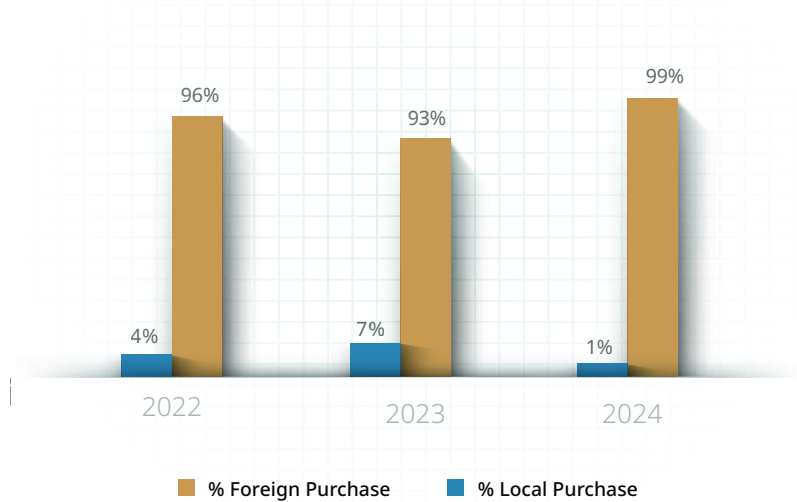
The value generated by Dubai Customs extends beyond financial metrics. Our commitment to innovation, digitization, and capacity-building yields long-term value for all stakeholders, including increased revenues through optimized duty collection and reduction in illicit trade. We ensure improved trade facilitation, reduced clearance times, and access to digital tools for compliance. The organization supports stable employment, upskilling programs, and inclusive career growth opportunities.

Our procurement strategy supports local suppliers and service providers, fostering homegrown innovation and boosting the local economy. Dubai Customs integrates

sustainability criteria in supplier selection and contract management to ensure responsible sourcing and long-term value. Key areas of focus include:

- Encouraging SMEs and startups through preferential procurement frameworks
- Ensuring fair labor practices and ethical sourcing
- Promoting environmentally friendly products and services
- Strengthening supplier partnerships to build resilient supply chains

Purchases Data (%)

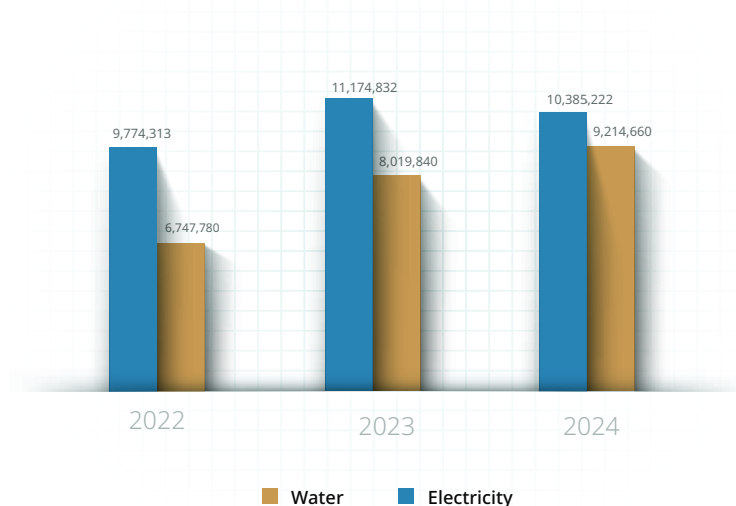


Dubai Customs remains focused on economic resilience and transformation in line with the Dubai Economic Agenda (D33). Our future initiatives are designed to adapt to macroeconomic shifts, global trade realignments, and emerging market opportunities. Our strategic priorities include expanding trade corridors and enhancing regional customs cooperation. Also leveraging big data and artificial intelligence for predictive trade intelligence, developing agile customs frameworks for e-commerce and digital trade and strengthening fiscal sustainability and budget optimization.

Environmental Stewardship

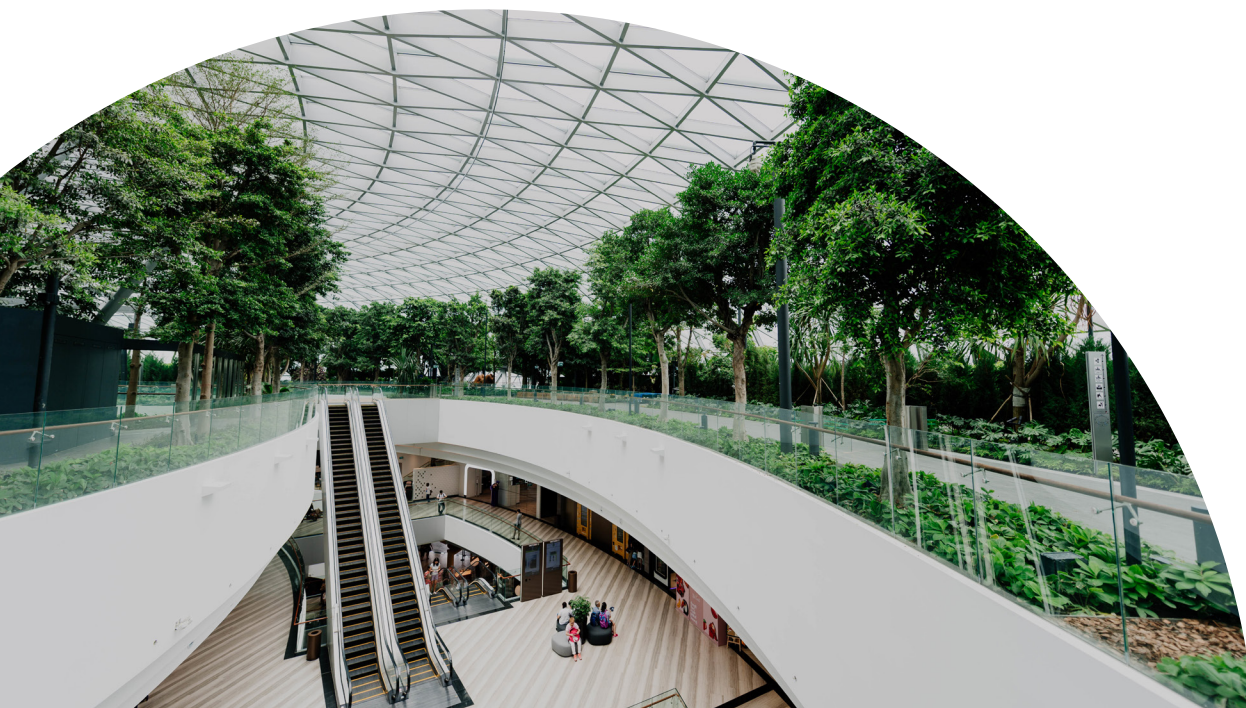
We are committed to reducing the environmental footprint of our operations through proactive environmental management, innovation, and cross-sector collaboration. Our environmental strategy is aligned with the National Green Agenda and Dubai's Clean Energy Strategy. Our environmental initiatives prioritize energy and water efficiency, emission reduction and clean mobility, green building and infrastructure, waste reduction and recycling and climate adaptation and ecosystem protection.

Water consumption (gallons) and electricity (KWH)



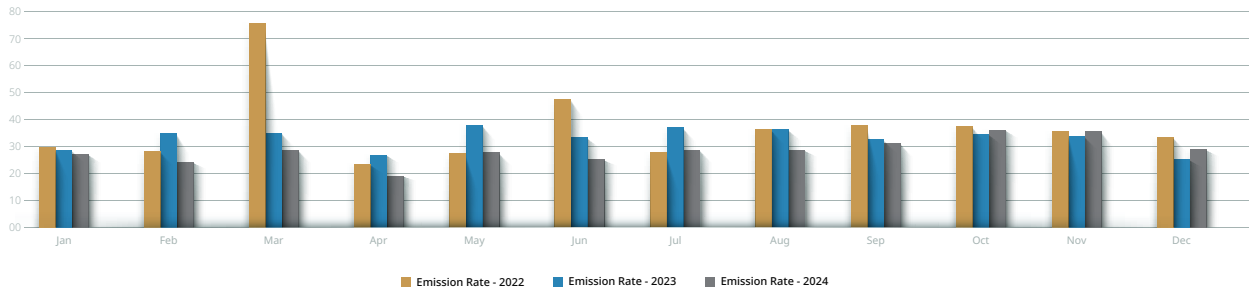
We conduct regular assessments of our environmental impact and implement action plans to mitigate risks and enhance positive contributions. A marginal reduction of 7% in electricity consumption due to conservation initiatives and a 14% increase in water consumption due to construction and maintenance work was recorded from 2023 to 2024. Recognizing the urgency of climate change, Dubai Customs has adopted ambitious measures to reduce its carbon emissions and increase climate resilience. Key initiatives include:

- Transitioning to electric and hybrid vehicle fleets
- Upgrading to energy-efficient lighting and HVAC systems
- Enhancing green building compliance
- Promoting virtual inspections and digital documentation to reduce paper use and travel
- Building automation systems for temperature and lighting control
- Renewable energy integration where feasible
- Smart metering and real-time monitoring of consumption
- Employee engagement campaigns to promote conservation behaviors
- Office and e-waste recycling bins in all facilities
- Secure disposal and repurposing of outdated equipment
- Digital transition to reduce paper consumption
- Collaboration with licensed recyclers and waste management partners
- Solar Panel Installation to preserve electricity consumption



Dubai Customs actively raises awareness among employees and stakeholders about responsible consumption and waste reduction. While Dubai Customs does not directly manage natural ecosystems, we contribute to biodiversity protection through preventing illegal wildlife trade and trafficking, supporting national conservation campaigns, ensuring cargo inspections do not disturb sensitive ecosystems and participating in tree planting and coastal cleanup drives.

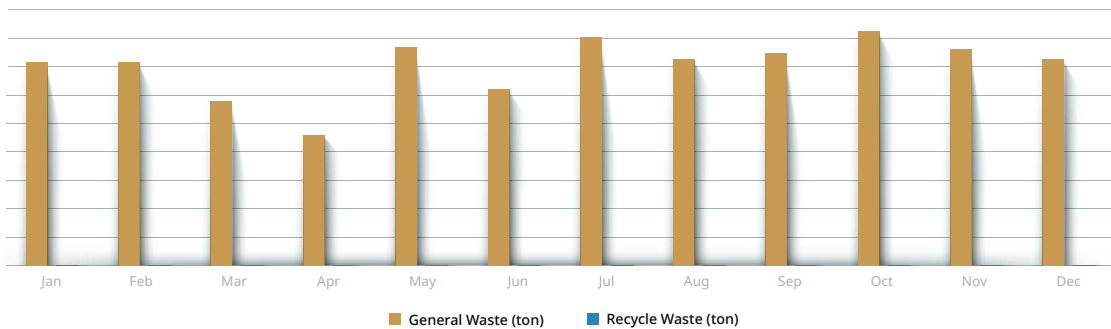
Carbon Emission (Tons) - 2022-2024



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Emission Rate - 2022	30.26	27.86	75.86	22.84	27.88	47.37	28.11	36.29	37.08	37.42	34.62	33.60	439.25
Emission Rate - 2023	29.40	34.63	33.94	26.82	38.06	33.93	36.20	36.33	32.06	34.40	33.31	26.07	395.22
Emission Rate - 2024	29.13	23.88	26.45	19.42	28.09	25.29	29.04	29.14	31.08	36.09	34.77	29.4	341.78

These efforts contribute to national targets for carbon neutrality and support the UAE's commitments under international climate agreements. Dubai Customs continuously seeks ways to optimize its use of energy and natural resources across all facilities. They also contribute to lower operating costs and a reduced environmental impact. We apply the principles of the circular economy by minimizing waste generation, promoting recycling, and encouraging resource reuse.

Waste collection at Dubai Customs – 2022-2024



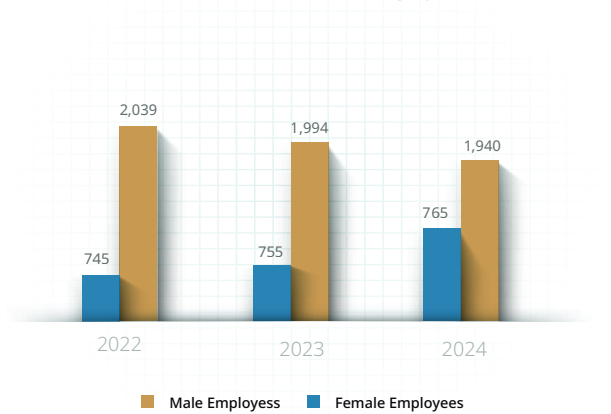
	Waste	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
		2024	General Waste (ton)	35.28	35.5	28.54	22.46	37.98	30.56	39.56	35.96	36.62	41.14	37.74
	Recycled Waste (ton)	0.191	0.203	0.155	0.15	0.301	0.176	0.309	0.169	0.25	0.294	0.314	0.162	2.674
2023	General Waste (ton)	27.2	27.88	32.38	23.38	38.66	29	32.14	36.4	33.04	32.82	32.58	29.44	374.92
	Recycled Waste (ton)	0.532	0.373	0.451	0.164	0.324	0.435	0.295	0.397	0.288	0.329	0.163	0.1	3.851
2022	General Waste (ton)	47.10	43.50	44.08	39.36	37.76	40.48	49.48	34.00	33.73	46.54	50.60	48.58	515.21
	Recycled Waste (ton)	0.315	0.463	0.576	0.349	0.549	0.648	0.538	0.557	1.376	0.559	0.572	0.385	6.887

Safeguarding the Workforce

Dubai Customs recognizes that employees are one of our most valuable assets. We continuously invest in the professional and personal growth of our workforce through training and development programs, employee recognition and career advancement. A comprehensive array of

courses aimed at enhancing both technical and soft skills, including leadership training, digital skills, and customer service excellence are part of our employee development program. Through regular programs, we celebrate the achievements and contributions of employees ensuring employee recognition.

Number of Male/Female Employees



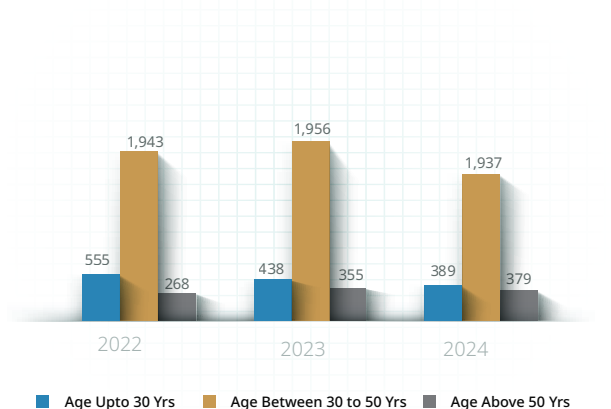
Number of Local/Expatriate Employees



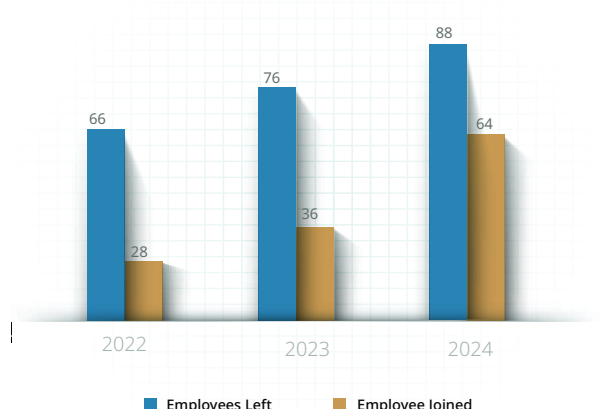
We are fully committed to ensuring the health, safety, and well-being of our employees and stakeholders. We ensure adherence to international occupational health and safety standards, with regular audits and safety drills, providing resources for mental health support, stress management programs,

and fostering a positive work environment. Dubai Customs strives to create a diverse and inclusive work environment where individuals of all backgrounds feel valued and respected. We have in place policies to ensure fair recruitment and promotion practices.

Number of Employees By Age



Employee Turnover



Social responsibility at Dubai Customs includes a strong focus on promoting inclusivity and equal opportunities for all individuals, regardless of their background, gender, or socioeconomic status. The organization actively works to reduce social disparities and promote equality. We ensure that our hiring and promotion practices are inclusive, providing equal opportunities for all candidates. The organization adheres to policies that prevent discrimination based on gender, race, religion, disability, or nationality, and actively promotes a diverse workforce. We are dedicated to ensuring that people with disabilities have equal access to employment opportunities, services, and resources. The organization provides reasonable training and facilities for employees with disabilities, ensuring they can perform their roles effectively and enjoy an inclusive work environment. We are also committed to gender equality and actively works to empower women in the workplace and the community. The organization ensures that women have access to leadership opportunities, fair compensation, and professional development resources.

Training on Dubai Customs Policies & Procedures

DETAILS	2022	2023	2024
Total Number of Hours of Training	739	964	868
Total Number of Employees Trained	157	258	112

DC Overall Training Programs Conducted

VENUE	2022	2023	2024
Internal	109	193	132
Extrenal	1,650	1,745	40

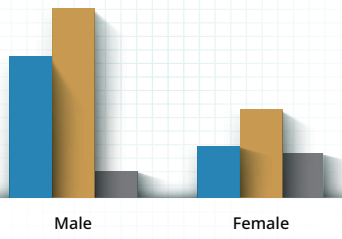
Leadership Training Attendees

	2022	2023	2024
No. of Attendees	32	219	229

Training Attendees - Statistics

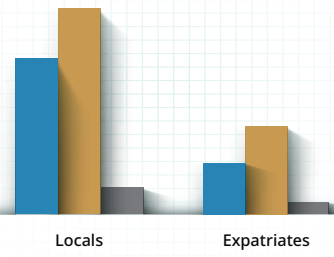
CATEGORY	2022	2023	2024
Males	3,625	7,885	4,580
Females	2,331	3,573	2,328
Local	4,278	9,014	5,704
Expats	1,678	2,663	1,205

Training Hours By Gender



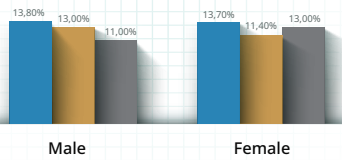
	Male	Female
2024	24,812	15,247
2023	67,034	30,554
2022	50,304	26,596

Training Hours By Nationality

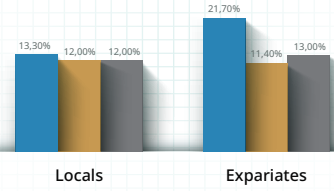


	Locals	Expatriates
2024	33,536	6,523
2023	75,766	24,772
2022	56,980	19,940

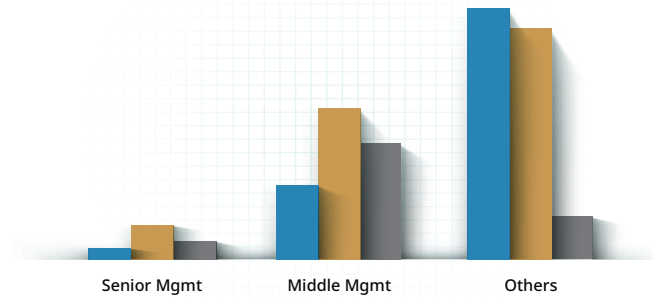
Average Hours



Average Hours

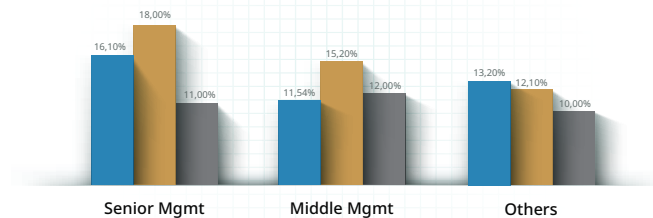


Training Hours By Employee Category



	Senior Mgmt	Middle Mgmt	Others
2024	2,002	27,067	10,990
2023	6,562	36,406	55,354
2022	906	15,580	58,432

Average Hours

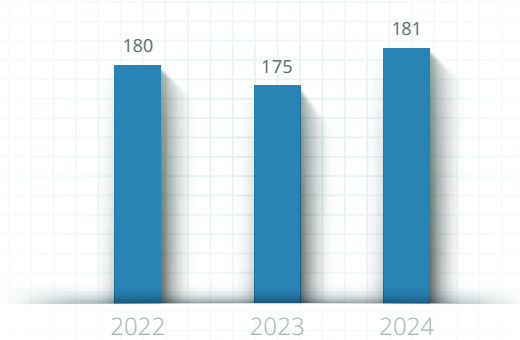


Social Commitment

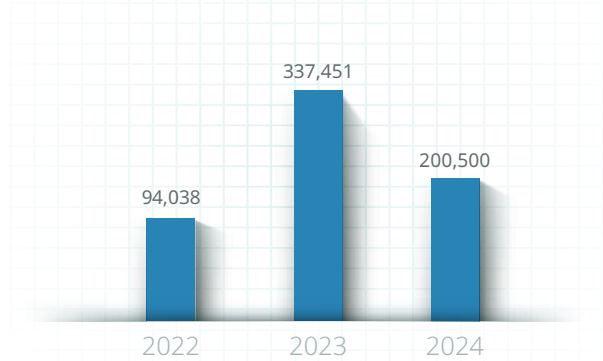
Dubai Customs firmly believes that social responsibility goes beyond fulfilling regulatory obligations and extending into making meaningful, positive contributions to society at large. Through a broad range of initiatives, Dubai Customs plays an active

role in enhancing the well-being of local and global communities, supporting social equity, contributing to sustainable development, and advancing societal goals. These initiatives are aligned with the organization's long-term vision of creating value for the wider community and fulfilling its role as a socially responsible organization.

Number of CSR Initiatives



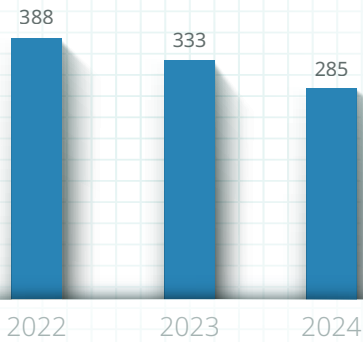
Number of Beneficiaries from CSR Initiatives



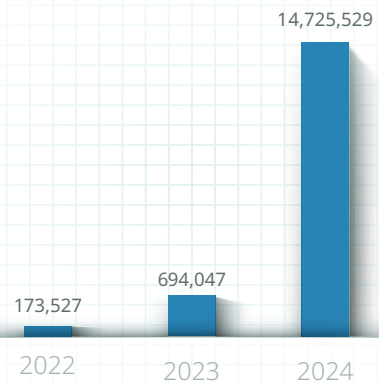
We recognize the critical importance of education and the role it plays in empowering individuals and shaping the future of society. By contributing in the education sector, we are ensuring to build a knowledge-driven economy and a skilled, forward-thinking workforce. Dubai Customs prioritizes

initiatives that empower local communities, foster social inclusion, and address societal challenges. Through various community engagement programs, the organization aims to create a positive and lasting impact.

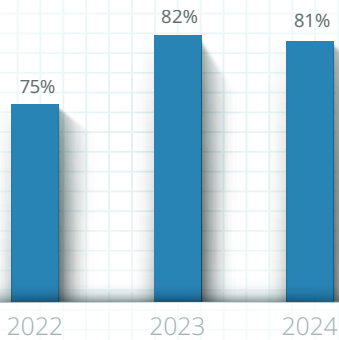
No. of IPR Cases



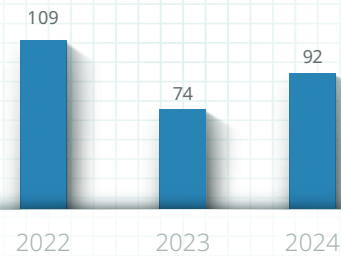
No. of Items Recycled IPR Seizures



% IPR Voluntary Compliance



IPR Suspected Goods (AED Value) (In Million)



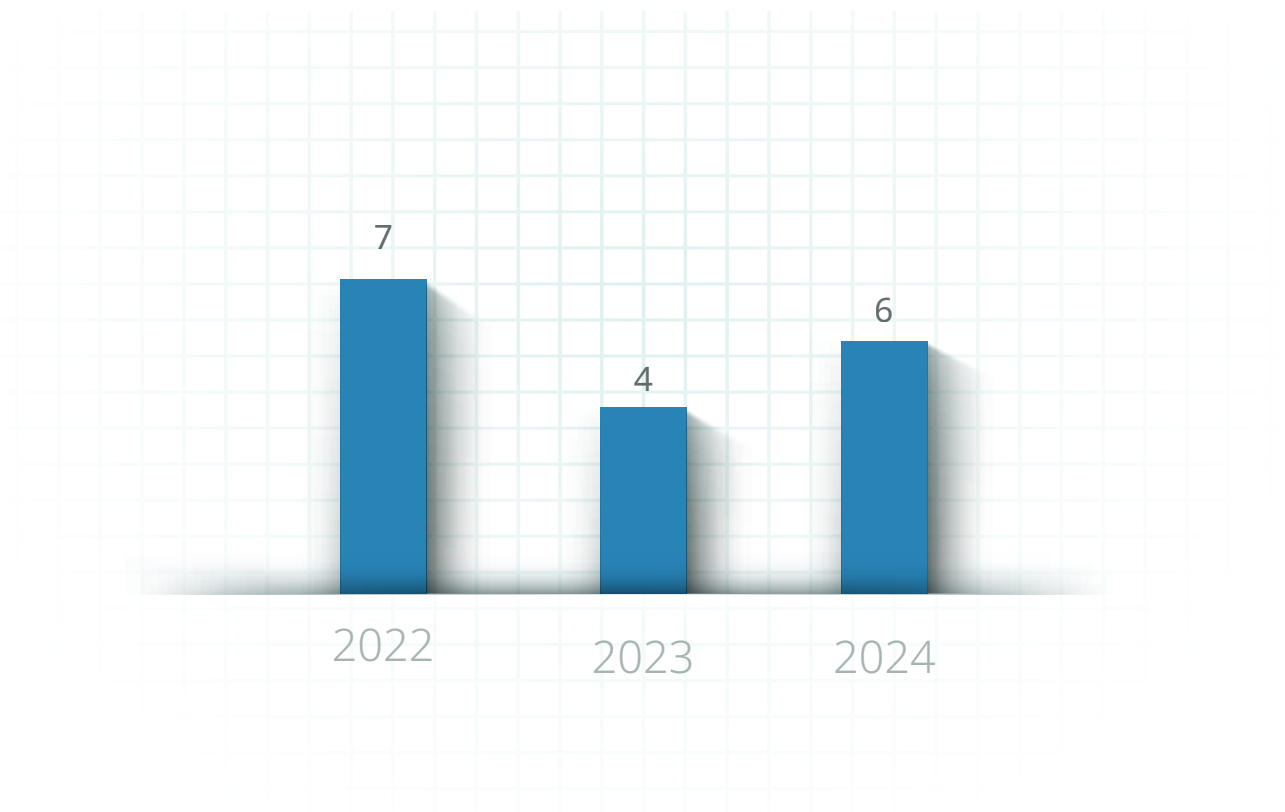
Dubai Customs' environmental initiatives aim to protect and conserve natural resources while fostering sustainable practices within the community. We have partnered with hospitals, medical institutions, and non-governmental organizations to provide free medical services and health check-ups for our employees. This includes organizing health awareness campaigns on critical issues such as nutrition, mental health, and preventative care. Through various initiatives, we educate the public on the importance of maintaining good health and adopting healthy lifestyles. This includes campaigns focused on topics such as disease prevention, vaccination programs, and promoting healthy habits like exercise and balanced diets. Recognizing the importance of mental well-being, Dubai Customs is committed to reducing the stigma around mental health issues and providing support to those in need. The organization offers lectures, webinars and mental health resources for employees and encourages open discussions about stress management and mental wellness.

Endangered Species – Seizures

Dubai Customs – Seizures

ITEM	2024	2023	2022
Skins	0	2	0
Caviar	0	0	0
Living Species	0	1	0
Oud Tree	0	0	0
Deer Musk	0	0	6
Ancient Coins	0	1	0
Live Lizards	3	0	0
Live Turtles	3	0	0
Live Spiders	1	0	0
TOTAL	7	4	6

CITES Seizure



Report Profile

During 2024, Dubai Customs has continued its journey toward a more sustainable future, rooted in an unwavering commitment to supporting the Strategic vision of Dubai – UAE. As a key pillar of the Dubai Government, our operations go beyond trade facilitation to ensure that our impact on society, the environment, and the economy is positive, forward-thinking, and inclusive. This is our 17th year of annual reporting on the sustainability topics that are most material to our communities of interest and to our business. This report contains detailed performance in our material sustainability topics and a summary of progress towards achieving our long- & short-term sustainability strategic priorities and goals in the material areas. The report shares our engagement with stakeholders and addresses the social, economic and environmental impacts that are pertinent to our business and operations.

We understand that sustainability is not a static goal but a continuous evolution of responsibility, innovation, and engagement. We remain committed to excellence in governance, inclusivity, digital transformation, environmental stewardship, and community involvement. With the trust of our stakeholders and the passion of our workforce, we are proud to present this report for 2024, prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards for the period from 1st January to 31st December, 2024 and the GRI content index is appended towards the end of the report. The details, data and information in this report covers all our offices (including the headquarters) which are all located in Dubai - UAE as we have no other operations outside the UAE.



We have attempted to disclose all data and information accurately, completely and transparently and in a balanced manner, regardless of our performance. We continue to use and adopt our usual method of data collection, measurement and analysis as in the past for the purpose of sustainability performance. For most of the performance indicators, the previous 3 year's data are provided to allow for annual comparisons. The data and information reported in this report has been reviewed for accuracy and completeness, including the reliability of the systems used to obtain the data, adherence to GRI Standards and implementation of internal policies and methodologies following a thorough process of internal verification and assurance. To ensure 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.

As part of our environmental conservation efforts, 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

E-mail: CSR.DC@dubaicustoms.ae

Or post your comments on our

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 Instagram

“For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.”

GRI Standard	Disclosures	Page number(s) and/or direct answers.	Further Info
Foundation			
Statement of Use	Dubai Customs has reported in accordance with the GRI Standards for the period 1 Jan 2024—31 Dec 2024.		
GRI 1 Used	GRI 1: Foundation 2021.		
General Disclosures			
GRI 2: General Disclosures 2021	2 - 1	Organizational Details	5 to 7
	2 - 2	Entities included in the organization’s sustainability reporting	33 & 34
	2 - 3	Reporting period, frequency and contact point	33 & 34
	2 - 4	Restatements of information	33 & 34
	2 - 5	External assurance	33 & 34
	2 - 6	Activities, value chain and other business relationships	5 to 7
	2 - 7	Employees	5 to 7
	2 - 8	Workers who are not employees	None (all permanent employees)
	2 - 9	Governance structure and composition	8 to 10
	2 - 10	Nomination and selection of the highest governance body	8 to 10
	2 - 11	Chair of the highest governance body	8 to 10
	2 - 12	Role of the highest governance body in overseeing the management of impacts	8 to 10
	2 - 13	Delegation of responsibility for managing impacts	8 to 10
	2 - 14	Role of the highest governance body in sustainability reporting	8 to 10
	2 - 15	Conflicts of interest	8 to 10
	2 - 16	Communication of critical concerns	8 to 10
	2 - 17	Collective knowledge of the highest governance body	8 to 10
	2 - 18	Evaluation of the performance of the highest governance body	8 to 10
	2 - 19	Remuneration policies	8 to 10
	2 - 20	Process to determine remuneration	8 to 10
	2 - 21	Annual total compensation ratio	8 to 10
	2 - 22	Statement on sustainable development strategy	18 & 19
	2 - 23	Policy commitments	11 to 18
	2 - 24	Embedding policy commitments	11 to 18
	2 - 25	Processes to remediate negative impacts	11 to 18
	2 - 26	Mechanisms for seeking advice and raising concerns	11 to 18
	2 - 27	Compliance with laws and regulations	11 to 18

	2 - 28	Membership associations	11 to 18	
	2 - 29	Approach to stakeholder engagement	20 & 21	
	2 - 30	Collective bargaining agreements	20 & 21	
Material Topics				
GRI 3: Material Topics 2021	3 - 1	Process to determine material topics	21 & 22	
	3 - 2	List of material topics	21 & 22	
Economic Sustainability				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	23 & 24	
GRI 201: Economic Performance 2016	201 - 1	Direct economic value generated and distributed	23 & 24	
	201 - 2	Financial implications and other risks and opportunities due to climate change	23 & 24	
	201 - 3	Defined benefit plan obligations and other retirement plans	23 & 24	
	201 - 4	Financial assistance received from government	23 & 24	
Market Place				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	23 & 24	
GRI 202: Market Presence 2016	202 - 1	Ratios of standard entry level wage by gender compared to local minimum wage	23 & 24	
	202 - 2	Proportion of senior management hired from the local community	23 & 24	
GRI 204: Procurement Practices 2016	204 - 1	Proportion of spending on local suppliers	23 & 24	
Business Ethics & Anti-corruption				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	12 & 13	
GRI 205: Anti-corruption 2016	205 - 1	Operations assessed for risks related to corruption	12 & 13	
	205 - 2	Communication and training about anti-corruption policies and procedures	12 & 13	
	205 - 3	Confirmed incidents of corruption and actions taken	None (all permanent employees)	
Environment Care				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	24 to 26	
GRI 302: Energy 2016	302 - 1	Energy consumption within the organization	24 to 26	
	302 - 2	Energy consumption outside of the organization	24 to 26	
	302 - 3	Energy intensity	24 to 26	
	302 - 4	Reduction of energy consumption	24 to 26	
	302 - 5	Reductions in energy requirements of products and services	24 to 26	
GRI 303: Water and Effluents 2018	303 - 1	Interactions with water as a shared resource	24 to 26	
	303 - 2	Management of water discharge-related impacts	24 to 26	
	303 - 3	Water withdrawal	24 to 26	
	303 - 4	Water discharge	24 to 26	
	303 - 5	Water consumption	24 to 26	
GRI 306: Waste 2020	306 - 1	Waste generation and significant waste-related impacts	24 to 26	
	306 - 2	Management of significant waste-related impacts	24 to 26	
	306 - 3	Waste generated	24 to 26	
	306 - 4	Waste diverted from disposal	24 to 26	

	306 - 5	Waste directed to disposal	24 to 26	
Workplace Culture				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	27 to 29	
GRI 401: Employment 2016	401 - 1	New employee hires and employee turnover	27 to 29	
	401 - 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	27 to 29	
	401 - 3	Parental leave	27 to 29	
GRI 403: Occupational Health and Safety 2018	403 - 1	Occupational health and safety management system	27 to 29	
	403 - 2	Hazard identification, risk assessment, and incident investigation	27 to 29	
	403 - 3	Occupational health services	27 to 29	
	403 - 4	Worker participation, consultation, and communication on occupational health and safety	27 to 29	
	403 - 5	Worker training on occupational health and safety	27 to 29	
	403 - 6	Promotion of worker health	27 to 29	
	403 - 7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	27 to 29	
	403 - 8	Workers covered by an occupational health and safety management system	27 to 29	
	403 - 9	Work-related injuries	27 to 29	
	403 - 10	Work-related ill health	27 to 29	
GRI 401: Employment 2016	404 - 1	Average hours of training per year per employee	27 to 29	
	404 - 1	Programs for upgrading employee skills and transition assistance programs	27 to 29	
	404 - 2	Percentage of employees receiving regular performance and career development reviews	27 to 29	
Governance & Compliance				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	27 to 29	
GRI 405: Diversity and Equal Opportunity 2016	405 - 1	Diversity of governance bodies and employees	27 to 29	
	405 - 2	Ratio of basic salary and remuneration of women to men	27 to 29	
Community Happiness				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	30 to 32	
GRI 413: Local Communities 2016	413 - 1	Operations with local community engagement, impact assessments, and development programs	30 to 32	
	413 - 2	Operations with significant actual and potential negative impacts on local communities	30 to 32	
Operational Sustainability				
GRI 3: Material Topics 2021	3 - 3	Management of material topics	30 to 32	
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	30 to 32	
	414-2	Negative social impacts in the supply chain and actions taken	30 to 32	
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	30 to 32	
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	30 to 32	

حكومة دبي
GOVERNMENT OF DUBAI



جمارك دبي
Dubai Customs

