



**NURTURING A
SUSTAINABLE
FUTURE**

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ABOUT THIS REPORT GRI (2-1), (2-2), (2-3), (2-4), (2-5)

Our second annual sustainability report provides a comprehensive update on Taaleem Group’s ongoing journey within the Environmental, Social, and Governance (ESG) regime. This report serves as a transparent disclosure of our sustainability performance, addressing key ESG material topics that are critical to our operations and stakeholders.

Through this report, we aim to provide a clear and accountable overview of our efforts to create a positive impact on the environment, society, and governance, reinforcing our dedication to fostering a sustainable future for all.

Organisational details	Taaleem PJSC, one of the largest K-12 operator in the UAE with an extensive portfolio of 32 schools, offers international curricula and top-tier educational facilities across two major categories i.e. premium and government-partnership schools.
GRI Accordance & Reporting period	Taaleem PJSC has reported in accordance with the GRI Standards for the period from September 1, 2023, to June 30, 2024.
Entities included in the Sustainability reporting	The Sustainability Report covers information about Taaleem, and its schools as follows: I. Private Schools II. Public Private Partnership – Dubai Schools III. Emirates Schools Establishment (ESE) Schools IV. Charter Schools
Restatements of Information	The restatement of information is not applicable.
Monetary value	The monetary values mentioned are in United Arab Emirates Dirham (AED). The use of monetary currency is dependent on the standardised requirements of the respective regulation.
External assurance	No external assurance was conducted for the report. We however conducted an internal audit and thorough reviews to ensure the credibility, accuracy, and authenticity of the disclosed information.
Contact point	For any queries regarding this sustainability report, please contact Maha Laasri at esg-contact@taaleem.ae



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Towards a Sustainable Governance

100%

Non-executive Board Members

89%

Independent Directors

11%

Female Representation at Board Level

ZERO

incidents of corruption



Securing Our Data

Piloted

Cybersecurity Awareness Platform

ZERO

IT Security Incidents

ZERO

complaints on breaches of customer privacy

ZERO

leaks, thefts, or losses of customer data



Protecting our environment and biodiversity

540,817 kWh

of solar power generation at two schools

22,215 kgs

of waste recycled

0.76

MtCO₂e/person of GHG emission intensity

14

Taaleem sites transitioned towards environment-friendly chemicals

Recycling initiative

of devices leading to Carbon offset of 171 tons of CO₂



Workforce Diversity and Inclusion

More than 75% female employees

420

yearly average training hours

20 hours

of training per employee

Diversity of

44

nationalities in workforce



Keeping our People Safe

10,000

training hours on H&S for our employees

82.3%

Average internal audit rating

ZERO

fatality cases

ZERO

Lost Time Injury Frequency rate and Lost Workdays Illness



Engaging with our communities

Secondary student at JBS raised 15,000 AED

for the Dubai Cares Charity

Ramadan Meal

Distribution to UAE Labour Camp

Donations

to the Red Crescent for Gaza

72%

Local Suppliers

Incorporated ESG based

vendor tendering process

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Message from **Our Chairman**
Khalid Ahmed Al Tayer

We understand that our mission as educators extends beyond academic excellence to fostering a future in which environmental sustainability and social fairness are critical to the success of our students, faculty, and stakeholders.

Understanding the need of incorporating ESG into our daily operations, we developed our ESG Strategy this year, with measurable KPIs and targets. Our ESG strategy is focused not just on achieving today’s expectations, but also on predicting future demands.

We’ve made considerable progress in adopting green measures throughout our schools, from switching to ecologically friendly chemicals to installing solar power systems that minimise our carbon impact. These initiatives, combined with our commitment to energy efficiency form the core of our approach to positively impacting the environment.

As we continue this journey, we are committed to expanding our efforts and collaborating with our partners, suppliers, and the larger community to make a long-term difference. Together, we can create a future in which education and sustainability go hand in hand, ensuring a better world for generations to come.

I am proud of what we have accomplished so far and am excited about the opportunities ahead as we work towards a more sustainable and inclusive future.

This report highlights our path toward building a resilient and responsible organisation, rooted in values that promote the well-being of our students, employees, communities, and the preservation of our world.



Message from **Our CEO**
Alan Williamson

With our mission to make quality education accessible to all children, we remain committed to the Sustainable Development Goals of Quality Education (SDG 4), which include ensuring inclusive and equitable quality education and fostering lifelong learning opportunities for everyone. By developing an innovative culture inside our schools, we contribute to SDG 9—Industry, Innovation, and Infrastructure.

With solar power systems built in the majority of our schools, we are lowering our carbon footprint and contributing to SDG 7—Affordable and Clean Energy. These efforts are part of our larger goal of increasing the usage of renewable energy across all of our locations, proving our commitment to a sustainable energy future.

Our commitment to social responsibility is equally important. We are devoted to providing open and supportive learning environments for all children, ensuring that diversity, equity, and inclusion is central to our educational philosophy. Furthermore, we continue to invest in our employees’ professional development and well-being, believing that empowered educators are essential for motivating the future generation.

Good governance is the foundation of our organisation. We have implemented measures to improve openness, accountability, and ethical behaviours throughout our operations. This includes the development of an ERM Framework and an ESG questionnaire for our vendor tendering process.

As we look towards the future, we remain certain that education can be a powerful force for positive change. We are committed to driving progress in the areas of sustainability, social responsibility, and governance, not just within our schools, but across the communities we impact.

I would like to thank our dedicated staff, students, parents, and partners for their unwavering support. Together, we are building a brighter, more sustainable future for all.

This ESG report reflects our commitment to integrating Environmental, Social, and Governance principles into every aspect of our operations.

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ABOUT THE TAALEEM GROUP





ABOUT THE TAALEEM GROUP GRI (2-6)

Inspiring Young Minds

Taaleem, established in 2003, is a leading educational organisation in the UAE, dedicated to transforming lives through quality education and innovative learning experiences. As one of the largest K-12 operators in the region, we proudly serve over 38,001 students across 32 schools and are the first private education company listed on the Dubai Financial Market (DFM).



Our Vision

Our vision is to be the most respected provider of early childhood, primary and secondary education in the Gulf region.



Our Mission

By fostering curiosity, empathy, and compassion in our students, we aim to inspire them to discover their passions and talents and equip them with the skills, knowledge, and character they need to thrive in a global society.

Our Values

Our values shape who we are and what we stand for. We are dedicated to four core values as below:



Pioneering | Visionary | Authentic | Aspirational | Focused



Professional | Skilled | Principled | Insightful | Creative



Spirited | Courageous | Determined | Engaging | Adaptable



Nurturing | Inclusive | Respectful | Compassionate | Communicative



Premium Schools

We own and operate 10 premium schools known for their exceptional educational programmes and state-of-the-art facilities, providing an environment where students thrive.



Government Partnership Schools

We manage 22 government partnership schools through three initiatives: Abu Dhabi Charter Schools, “Dubai Schools”, and “Ajyal Schools” under the Emirates School Establishment (ESE).



Diverse Curricula

Our schools offer a variety of internationally renowned curricula, including the International Baccalaureate (IB) programme, the UK National Curriculum, and the American Curriculum. This ensures a holistic educational experience that equips students with the skills, knowledge, and global perspectives needed to excel in a connected world.



Passionate Educators

Central to our success is our team of passionate and highly qualified educators and administrators. They create an engaging and stimulating learning environment, recognising each student as an individual with unique talents and aspirations. Through personalised attention and comprehensive support, we strive to unlock the full potential of every student.



Student-Centric Philosophy

Our student-centric approach fosters a nurturing and empowering atmosphere, encouraging students to explore their passions, develop critical thinking skills, and cultivate a lifelong love of learning. Our dedicated professionals are committed to guiding and inspiring young minds, shaping them into confident, compassionate, and capable global citizens.

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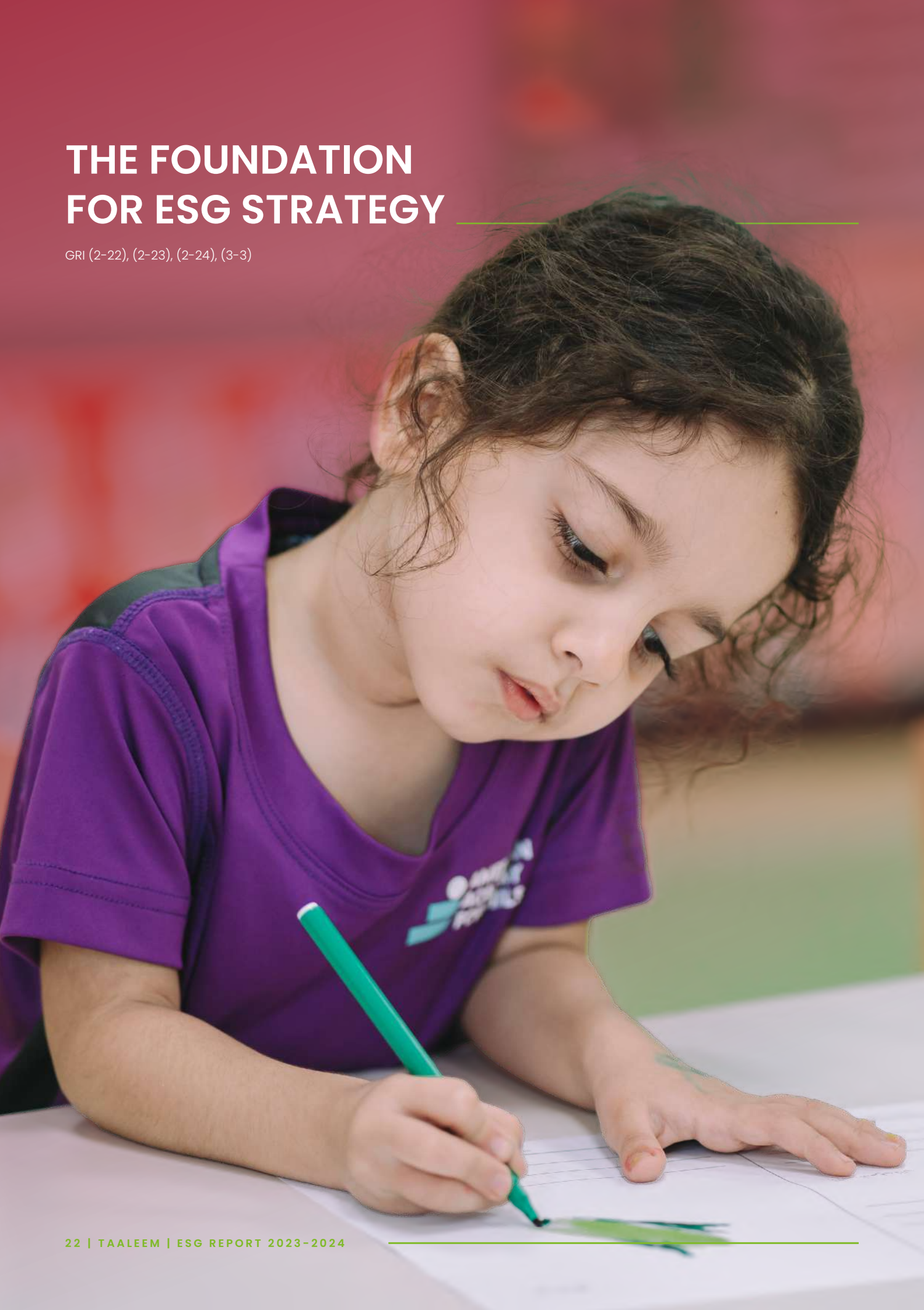
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During the 2023-24 academic year, we advanced the development of a comprehensive ESG strategy, grounded in the Taaleem ESG governance framework. This strategic effort was informed by a thorough materiality assessment, rigorous benchmarking exercises, and a detailed gap analysis. We established clear ESG targets and crafted a formal ESG policy, ensuring our strategy is both actionable and aligned with best practices in sustainability and governance.

Our key alignments of ESG Policy and Strategy:



Global Reporting Initiative (GRI): GRI standards are an internationally recognised framework developed to manage the economic, environmental, social and governance performance of businesses.



UN Sustainable Development Goals (SDGs): SDGs are a set of 17 goals adopted by the United Nations as a part of the 2030 Agenda for Sustainable Development. These goals aim to balance the economic, social, and environmental aspects of sustainable development.



Paris Agreement: The Paris Agreement aims to limit the global temperature increase to 1.5 degrees Celsius above pre-industrial levels and to pursue efforts to limit the temperature increase even further.



United Nations Global Compact (UNGC): UNGC is a non-binding initiative that consists of 10 principles related to human rights, labour, environment, and anti-corruption. It encourages businesses to adopt sustainable and socially responsible policies.



Greenhouse Gas (GHG) Protocol: A widely recognised global framework for measuring, managing, and reporting on GHGs.



UAE Net Zero 2050: UAE Net Zero 2050 is a national initiative aimed at achieving net-zero emissions by 2050, making the UAE the first among MENA nations to align with the Paris Agreement's goal of reducing GHG emissions and limiting the global temperature to 1.5 degrees Celsius above pre-industrial levels.



Green Education Partnership Framework: It aims to promote a collaborative effort between schools, communities, and government agencies to improve environmental awareness, protect natural resources and reduce the carbon footprint of educational institutions.

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Five pillars for our Sustainability commitment.



Protecting our Resources and Biodiversity | Committed to preserving natural resources and biodiversity through reasonable practices.



Engaging with Our Communities | Collaborating closely with local communities and partnering with parents to address their needs, thereby creating shared values.



Caring for Our People | With a deep commitment to the well-being of students, staff, and stakeholders, creating a nurturing environment that empowers growth and personal fulfilment.



Advancing our Governance | Upholding unwavering ethical standards, ensuring transparent governance, accountability, and integrity at the heart of every decision made.



Scaling our Learning Impact and Innovation | Embracing innovation and a firm commitment to expanding meaningful education.



The pillars listed above are further delineated into Key Performance Indicators (KPIs) and targets that are measurable, realistic, and aligned with the overall sustainability focused strategic direction of Taaleem.

Taaleem is steadfast in its commitment to embedding sustainability across the organisation, with robust oversight and accountability at every level. To realise this, we will implement comprehensive oversight structures within the Board, Management and School Cluster levels as part of our long-term ESG Strategy.



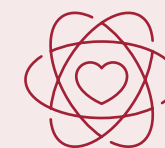
Our Future Commitments under ESG Strategy:

Maturing ESG Structure



As a next step, Taaleem will ensure ESG considerations are embedded in every aspect of the organisation, spanning capital projects, mergers and acquisitions and daily operations. The deployment of the ESG management tool and reporting software will serve as a crucial feedback mechanism enabling the monitoring and reporting of ESG initiatives while assessing progress. Additionally, we will prioritise external third-party verification of our ESG performance and disclosures, reinforcing our commitment to continuous improvement and accountability.

Improving ESG Integration



We are committed to implementing comprehensive company-wide initiatives through our established governance framework, aiming to seamlessly integrate ESG principles into our organisational culture. Our first step will be to procure and integrate ESG management and reporting software. This will enhance our data collection efficiency, facilitate seamless tracking and analysis of ESG metrics, and improve the accuracy of our ESG disclosures.

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OUR STRATEGIC FOCUS GRI (3-1), (3-2), (2-29)

At Taaleem, we prioritise the identification and continuous improvement of ESG issues, recognising that the integration of ESG principles is critical to our long-term success and the fulfilment of stakeholder expectations. Our sustainability journey is a testament to our unwavering commitment to embedding ESG principles at the core of our operations.

Listening to Our Stakeholders

At Taaleem, we believe that our stakeholders are the cornerstone of our success. Their perspectives and insights are instrumental in guiding our strategic direction and our sustainability journey. We recognise the importance of fostering open and continuous dialogue with our stakeholders to understand their expectations, concerns, and priorities.

By incorporating stakeholder feedback, we aim to create a shared value proposition that benefits our community, our environment, and our business. Our materiality assessment process is central to this approach, enabling us to identify and prioritise the ESG issues that matter most to our stakeholders.

Our Mode of Stakeholder Engagement



Surveys



Interviews



Parents Teacher Association

Our Diverse range of Stakeholders



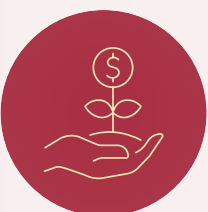
Parents



Faculty



Staff



Investors



Community

We are committed to building strong and lasting relationships with our stakeholders, and we will continue to listen, learn, and adapt to ensure that our sustainability efforts deliver tangible benefits to all.





Our Material Topics

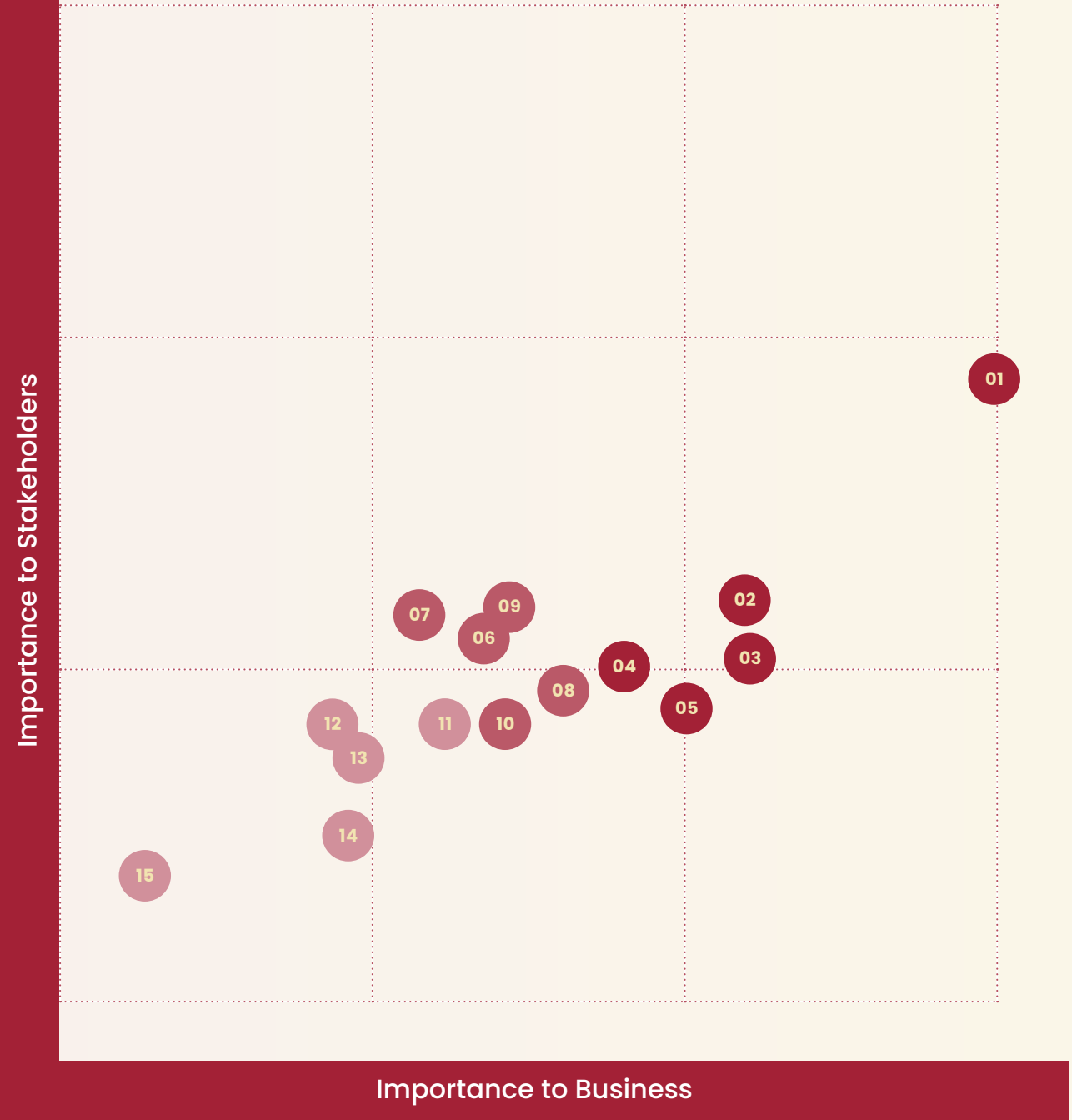
In 2023, we conducted a comprehensive materiality assessment where we identified 15 ESG issues most critical to our business and stakeholders, enabling us to allocate resources effectively to address the associated risks and opportunities. These issues were determined through a rigorous process, incorporating insights from stakeholders, industry benchmarks, and emerging trends.

Identifying material ESG topics played a crucial part in developing our ESG Policy, which we aim to implement in the coming year. The ESG Strategy and Policy will serve as a robust framework to guide Taaleem’s efforts in fulfilling its ESG commitments across identified ESG topics. We believe that by focusing on these priorities, we can create a sustainable and thriving educational ecosystem that benefits our students, staff, and the community.

Rank	Materiality Grading	Material Topics
01	Most Important	Student Health, Safety, Protection, and Well-being
02		Academic Quality and Curriculum Relevance
03		Employee Development, Retention, and Well-being
04		Ethics, Governance and Compliance
05		Diversity, Equity, and Inclusion
06	Very Important	Waste Management and Recycling
07		Data Privacy and Technology
08		Parent Satisfaction
09		Water Management
10		Energy Consumption and Efficiency
11	Important	Risk Management and Business Continuity
12		Responsible Growth
13		Biodiversity and Ecosystems
14		Community Contributions
15		Responsible Procurement



“We focus on 15 material issues that were selected through a rigorous process, drawing upon insights from relevant stakeholders.”



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OUR CONTRIBUTIONS TO GLOBAL AND NATIONAL PRIORITIES

Material Topics	Our Actions & Impact (2023)	SDGs Targets	UNGC Principles	DFM ESG Index
Waste Management & Recycling	Recycled 22,215 kgs of waste, along with the recycling initiatives across schools to create awareness and engagement with students for waste management. Schools launched initiatives including recycling drives, eco-friendly product creation, sustainable clothing workshops, and digital tracking systems to promote environmental stewardship among students.	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	Principle 8: Undertake initiatives to promote greater environmental responsibility	E7. Waste E8. Environmental Management
Water Management	Reduced the overall water usage through water conservation strategy i.e., utilisation of treated sewage effluents (TSE). Educating students about the importance of water conservation and responsible usage. Implemented water-saving fixtures and appliances to minimise unnecessary water use.	6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally	Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: Undertake initiatives to promote greater environmental responsibility	E6. Water and Effluents E8. Environmental Management
Energy Consumption & Efficiency	Energy usage and intensity efforts are guided by the principles of sustainability, efficiency, & continuous improvement. Installation of solar power is under progress in 8 more sites, in addition to current 2 schools. Encouraged students and staff to follow the energy efficient practices such as turning off lights and other equipment while leaving classroom, keeping doors closed to optimise AC efficiency and minimise energy waste. IT department's sustainability initiatives include recycling electronic devices, offsetting 171 tCO2e, planting 171 trees, earning the JTRS UAE Taaaleem Certificate, and achieving 87.7% energy savings with Epson Heat-Free Technology.	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix 7.3 By 2030, double the global rate of improvement in energy efficiency	Principle 9: Encourage the development and diffusion of environmentally friendly technologies	E3. Energy Usage E4. Energy Intensity E5. Energy Mix E8. Environmental Management E9. Climate Risk Management and Oversight

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Material Topics	Our Actions & Impact (2023)	SDGs Targets	UNGC Principles	DFM ESG Index
Biodiversity & Ecosystem	By opting for underdeveloped greenfield sites rather than areas with existing ecological value, Taaleem ensures that its development activities have a minimal impact on local biodiversity and ecosystems. 14 Taaleem sites have transitioned to using green, environmentally friendly chemicals.	15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements	Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: Undertake initiatives to promote greater environmental responsibility	E10. Biodiversity
Responsible Procurement	Taaleem sources 72% of its suppliers locally, boosting the regional economy, reducing carbon emissions, and fostering strong community relationships. Taaleem’s vendor tendering process now includes ESG criteria, with suppliers expected to align with these standards by 2026.	12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities	Principle 5: The effective abolition of child labour Principle 6: The elimination of discrimination in respect of employment and occupation.	G4. Supply Chain Management
Student Health, Safety, Protection & Well-being	Students are covered under the Health & Safety Policy. Risk assessment process is defined across 28 activities where students and employees are involved. Zero fatality cases across Taaleem Group Ensuring safety of students, we have - Emergency response plan for fire evacuation procedure, School bus safe practices and procedures, After school activities, Pool Safety Procedures, and Security guidelines.		Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 2: Make sure that they are not complicit in human rights abuses	S5. Human Rights S6. Health and Safety
Employee Development, Retention & Well-being	Availability of online learning platforms for employees to promote a culture of continual learning. Option of partial fee payment for career progression and skill development, including National Professional Qualification for Headship (NPQH). A well-being calendar is being created for the main office encompassing general health checks, mental health awareness, breast cancer and men’s health awareness.			S5. Gender Diversity and Equality
Diversity, Equity & Inclusion	Taaleem boasts over 75% female employee representation and 65% female in senior management, highlighting our commitment to gender diversity and leadership. The ratio of the basic salary of men to women is 1:1, demonstrating our commitment to gender pay equity.	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Principle 6: The elimination of discrimination in respect of employment and occupation	S5. Gender Diversity and Equality

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Material Topics	Our Actions & Impact (2023)	SDGs Targets	UNGC Principles	DFM ESG Index
Community Contributions	Taaleem allocated 54,000 AED from its ESG budget towards charitable initiatives in 2024. Engaged students in the community contributions process via fund raising, Ramadan initiatives, and beach clean-up. Donations to Red Crescent for Gaza by students have been done, who gained sponsorship from reading competition.			S8. Community Engagement
Academic Quality and Curriculum Relevance	Provide students with a broad global perspective through diverse curricula, including the International Baccalaureate (IB), American Curriculum, and UK National Curriculum, preparing them for various educational pathways. Educators are highly qualified and engaged in continuous professional development to stay abreast of the latest teaching methods. We emphasise a positive and inclusive school culture, prioritising the social and emotional well-being of both students and staff. Our state-of-the-art facilities and the integration of advanced technology elevate the learning experience, ensuring that students benefit from innovative and effective educational tools.	4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes 4.6 By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy		
Ethics, Governance & Compliance	Updated Business Code of Conduct Policy to reinforce the commitment to upholding the highest ethical standards across all aspects of operations. 11% Female Representation at Board Level. Recorded Zero incidents of corruption. Our operations adhere to Shariah guidelines, SCA Governance Rules, the Public Joint Companies Governance Guide, and UAE Federal Decree Law No. 32 of 2021.	16.5 Substantially reduce corruption and bribery in all their forms 16.7 Ensure responsive, inclusive, participatory and representative decision making at all levels	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	G1. Board Diversity G2. Board Independence G5. Ethics and Anti-Corruption

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Material Topics	Our Actions & Impact (2023)	SDGs Targets	UNGC Principles	DFM ESG Index
Data Privacy & Technology	Data privacy practices are fully compliant with the General Data Protection Regulation (GDPR). Launched a pilot initiative with Proofpoint’s Cybersecurity Awareness Platform, targeting 250 users. The objective was to provide comprehensive training and conduct simulated phishing attacks. Recorded Zero IT Security Incidents. Recorded Zero complaints from outside parties due to breaches of customer privacy. Recorded Zero identified leaks, thefts, or losses of customer data.	16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements		G6. Data Security
Parent Satisfaction	Parent satisfaction surveys across our schools have been positive once again. Student Wellbeing, behaviour, academics and understanding of UAE and global cultures were all hugely valued and rated in excess of 95% satisfaction. Strengthened parent –school relationships with regular communications, as parents are highly valued members of each school’s community.			
Risk Management & Business Continuity	Initiated formulation of an Enterprise Risk Management (ERM) Framework and Policy to provide a structured guideline and procedure outlining Taaaleem’s approach to identifying, assessing, managing, and monitoring risks across all levels and functions.			
Responsible Growth	Developed an ESG policy and framework to ensure long-term success and sustainability in operations and offerings. Our approach ensures that we not only achieve our growth targets but do so in a way that supports sustainable development, ethical practices, and positive contributions to the communities we serve. This framework is integral to our commitment to growing responsibly while aligning with global sustainability standards and stakeholder expectations.			E8. Environmental Management

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SUSTAINABLE GOVERNANCE





SUSTAINABLE GOVERNANCE GRI (3-3)

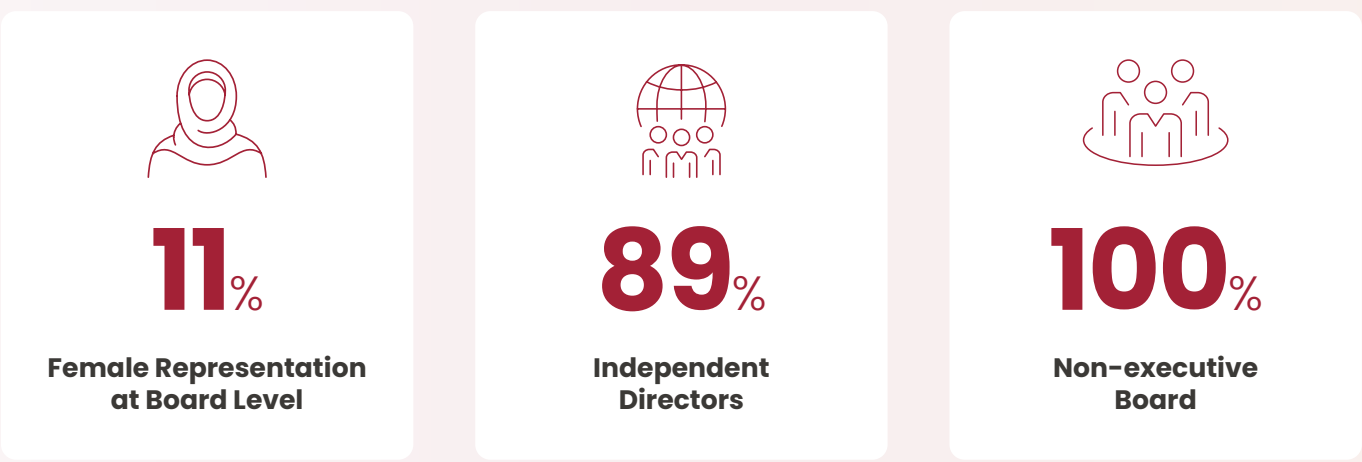
Our success and reputation are deeply rooted in robust corporate governance, which not only drives our achievements but also ensures we deliver exceptional outcomes for our students, employees, and investors. At Taaleem, we are spearheaded by a highly experienced and diverse Board of Directors (BoDs), who bring a wealth of knowledge from founding, managing, directing, and growing various organisations. Our BoDs provide objective oversight on corporate strategy, financial policies, ethical standards, and climate related risks. Complementing the Board is our senior management team with international experience in the education sector.

Board Diversity and Independence GRI (2-9), (2-10), (2-11), (2-15), (405-1)

Our board at Taaleem consists of a Chairman, a Vice Chairman, and seven Board Members, appointed in line with Articles 144, 146, 147 of the UAE Company Law for Public Joint Stock Companies – Federal Decree Law No. 32 of 2021 and Articles 9 and 10 of The Chairman of the Securities and Commodities Authorities Decision No. 3 of 2020 concerning the approval of joint stock companies’ governance guide.

Our dedication to social responsibility is exemplified by the diversity of our Board. By embracing diversity, we aim to create an environment where every voice is heard and respected, ultimately contributing to the success and growth of Taaleem.

All of our nine Board Directors are Non-Executive Directors and eight are independent Non-Executive Directors.





Khalid Ahmed Al Tayer
Chairman of the Board of Directors
Chair of Highest Governance Body



Adel Mohammed Saleh Al Zarouni
Vice Chairman
Independent and Non-Executive



Rehab Mohamed Hussain Lootah
Member
Independent and Non-Executive



H.E. Helal Saeed Al Marri
Member
Independent and Non-Executive



Ahmad Saed Mohd Fawzi Al Khayyat
Member
Independent and Non-Executive



H.E. Abdulla Mohammed Al Awar
Member
Independent and Non-Executive



Mohammed Abdulla Al Shaibani
Member
Independent and Non-Executive



Eyad Ismail Sabti Mashal
Member
Independent and Non-Executive



Dr. Ziad Azzam
Member
Non-independent and Non-Executive

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The Roles of Board Committees GRI (2-12), (2-13), (2-14), (2-16), (2-17), (2-18), (2-19)

The highest governance body and senior executives collaboratively develop, approve, and update the Taaleem’s purpose, value or mission statements, strategies, policies, and goals related to sustainable development, ensuring alignment with sustainable development objectives, and fostering a culture of sustainability throughout the organisation. With our ESG Policy taking a formal shape in our company, the Board is also engaged in the development of our sustainability goals and ESG targets.

Our governance structure includes a BoDs as the highest governance body, supported by the following committees ensuring effective oversight and management of strategic direction, financial reporting, and executive compensation.



Audit Committee:

- Oversight of the financial policies and procedures.
- Ensure compliance with the accounting standards set by SCA and DFM.
- Ensure transparency and legal disclosure related to financial reporting.



Remuneration and Nomination Committee:

- Maintains the composition of the Board Members.
- Ensures that BoDs collectively provide the expertise, experience and independence.
- Sets the remuneration and benefits of the Upper Executive Administration.
- Assesses competency needs at the level of senior executive management.



Executive Committee:

- Oversees implementation of corporate strategy.
- Monitors performance against annual budget.
- Supervises that Taaleem is solvent, well-run and delivers the agreed strategy and targets in accordance with the approved 5 years strategy.



Education Committee:

- Monitors the academic performance of all Taaleem schools.
- Hold the Executive Team accountable to agreed goals, milestones and targets.
- Regularly report findings/offer recommendations to the BoDs and Executive Committee.

The respective committees regularly update the Board of Directors and C-suite on relevant information affecting the stakeholders. Critical cases escalated to the Board which are discussed in their respective meetings as a key topic on their agenda.

Enterprise Risk Management and Business Continuity GRI (3-3), (2-25)

At Taaleem, risks are managed comprehensively across all areas, ensuring that potential threats are addressed proactively.

In the academic year 2023-24, we initiated formulation of an Enterprise Risk Management (ERM) Framework and Policy which will provide a structured guideline and procedure outlining Taaleem’s approach to identifying, assessing, managing, and monitoring risks across all levels and functions. This supports better decision-making, protects assets, enhances resilience, and helps achieve strategic objectives while ensuring compliance with regulations.



Objectives of ERM Framework

Cultivate a unified understanding of risk management across the Group by developing, communicating, and implementing the key principles, standards, and structure of Taaleem’s ERM framework and related policies.

Define and clarify the responsibilities associated with all employees engaged in risk management processes and activities to ensure uniformity in execution of the Group’s risk management endeavours.

Outline the methods for identifying, assessing, mitigating, monitoring and reporting on risks that impact achievement of the Group’s strategic objectives.

The Group’s ERM Framework has been created and designed drawing inspiration from industry-leading standards such as the ISO 31000 and the COSO Risk Management frameworks and in alignment with the risk principles outlined in the Corporate Governance Code established by the Securities and Commodities Authority (SCA).

ERM Framework and Policy will be rolled out in the coming year and the emphasis will be given to the standalone risks and the inter-connectivity or correlation across the risk categories.

Taaleem’s comprehensive emergency management and crisis response procedure is designed to ensure standardised operating procedures for all stakeholders, including employees, students, contractors, and visitors. The document outlines the escalation process and assigns specific roles and responsibilities to key personnel like the Principal, Operations Manager, and Facilities Manager to ensure coordinated and effective responses.

In terms of IT resilience, Taaleem has implemented a cloud-based strategy for business continuity and disaster recovery. Our IT systems operate on a ‘Software as a Service’ (SaaS) model, with the IT Disaster Recovery Plan (IT-DRP) focusing on robust controls and protections for cloud services. This strategy shifts the emphasis from traditional on-premises recovery to securing cloud-based systems, ensuring uninterrupted operations and quick recovery in the event of a disruption.

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Ethics and Compliance

GRI (3-3), (2-15), (2-19), (2-20), (2-21), (2-23), (2-24), (2-26), (2-27), (205-1), (205-2), (205-3)

At Taaleem, our commitment to ethics and compliance is unwavering. We believe that maintaining the highest ethical standards and ensuring rigorous compliance with all relevant laws and regulations are essential to our success and reputation.

Transparency

Transparency is a cornerstone of our ethics and compliance approach. We are committed to clear and open communication about our policies, financial performance, compliance, board meetings, decisions, and operations, through our website, annual reports, and sustainability report.

Our operations are compliant with:

- Shariah Compliance (Islamic legal and ethical guidelines) in Dubai Financial Market.
- Chairman of Authority Board of Directors’ Decision No. (3/ Chairman) of 2020 concerning Approval of Joint Stock Companies Governance Guide “ Securities and Commodities Authority Corporate Governance Guide”The Articles of Association of Taaleem Holdings PJSC
- UAE Federal Law No. 32 of 2021 on Commercial Companies “UAE Company Law”.

Remuneration Policy at Board Level

Taaleem’s commitment to ethics at the governance level is exemplified in our Remuneration Policy. This policy is crafted in compliance with Article 29 of the Securities and Commodities Authority (SCA) Decision No. (3/ Chairman) of 2020, concerning the approval of the Joint Stock Companies Governance Guide, and Article 36 of Taaleem’s Articles of

Association, as approved at the Constitutive General Assembly meeting on 23 November 2022.

Our Remuneration Policy governs the annual remuneration of the Board of Directors (“Board”) and the fees paid to members of the Committees of the Board of Directors of Taaleem Holdings PJSC (the “Company”) for their respective roles on the Committees. The annual remuneration of the Board Members shall consist of a percentage of the net profit of the year and shall not exceed 10% of the net profit of the relevant financial year.

Conflict of Interest and Anti-corruption

At Taaleem, we have established clear procedures for employees and affiliated schools in managing the situations where a potential conflict arises between their personal interest and interest of organisation.

We are developing an overarching Anti-Corruption Policy that will encompass the identification, prevention, and addressing of any corrupt practices, ensuring compliance with all applicable laws and regulations, fostering transparency and accountability. Awareness generation has been conducted to inform the Board members on the new policy.

ZERO

incidents of corruption in 2023-24

Action Plan for Non-Compliance

The incidents of non-compliance with regulations were addressed with prompt actions including taking proactive checks of Emiratisation targets, early student registration processes. We are well-prepared to comply with regulatory authorities through a detailed action plan. The school management rectified the warnings with an action plan within 10 working days.

We adhere to health and safety standards established by Knowledge and Human Development Authority (KHDA) and Department of Education and Knowledge (ADEK).

All our Premium schools scored Outstanding or Very Good during HSE inspection.

Schools rated as ‘Outstanding’ or ‘Very Good’ are recognised for having rigorous safeguarding procedures, providing a safe and secure environment, maintaining buildings and equipment in excellent condition, and promoting healthy living.



No major incidents of non-compliance with these codes in any of our schools.

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Academic Quality and Curriculum Relevance GRI (2-28), (3-3)

At Taaleem, our educational mission is intrinsically linked to the United Nations’ Sustainable Development Goals (SDGs), particularly SDG 4: Quality Education. We believe that educating students about environmental stewardship is crucial for building a sustainable future. Our Education Committee prioritise academic excellence and ensure that our curriculum remains relevant to the evolving educational landscape. We monitor the academic performance of all schools.

Academic Excellence and Accreditation

We adhere to stringent academic standards that foster a culture of excellence and continuous improvement. We aim to provide our students with a global perspective. Our curriculum includes international content and perspectives, promoting cultural and global awareness.

Curriculum offered at Taaleem:

- 1. International Baccalaureate (IB)
- 2. American Curriculum
- 3. UK National Curriculum

We encourage our students to think globally and act locally, preparing them to be responsible and informed citizens of the world.

	Council of International Schools
	International Baccalaureate Organisation
	British School Overseas
	New England Association of Schools and Colleges

Qualified Professionals

Our educators are highly qualified and receive frequent professional development to stay up to date with the latest educational methods. Many have advanced in their careers, with several now serving as Principals. Through continuous training, we ensure our instructors deliver top-quality education, preparing students for future academic and career success.

We promote a positive and inclusive school culture that prioritises the social and emotional well-being of our students and staff. By fostering a supportive and caring environment, we enable our students to excel both academically and personally, equipping them to become well-rounded individuals ready to face future challenges.

Stellar Facilities and Innovative Approach

State of the art infrastructure
Elevates the learning experience.

Integrating technology
Enhances the educational experience.

Each campus is thoughtfully designed to inspire and stimulate learning, fostering an environment that supports the holistic development of our students.

We employ innovative teaching methodologies that enhance learning experiences and outcomes. Our approach includes

- Project-based learning,
- Technology integration, and
- Experiential learning opportunities

This encourages critical thinking, creativity, and problem-solving skills. By leveraging modern educational tools and techniques, we make learning more interactive, enjoyable, and effective for our students.

Taaleem embraces a blended learning approach for secondary school students, which combines traditional classroom instruction with online resources and activities. This hybrid model allows students to engage with content at their own pace, promotes self-directed learning, and enables teachers to provide individualised support.



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PROTECTING OUR ENVIRONMENT





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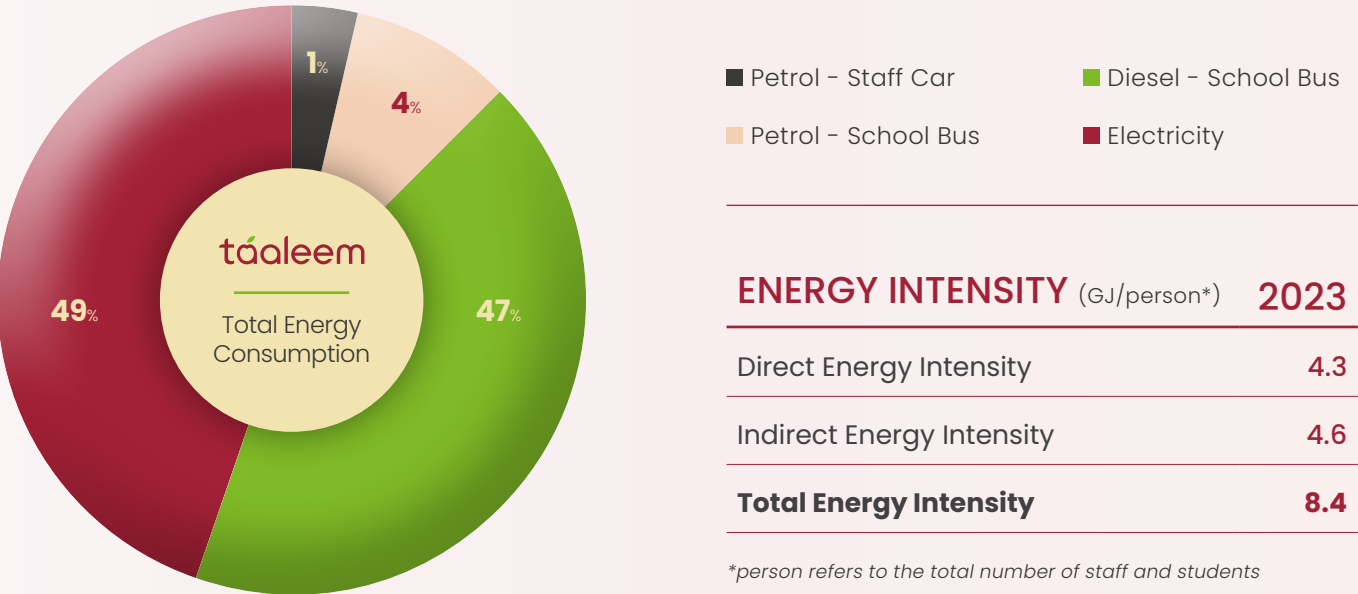
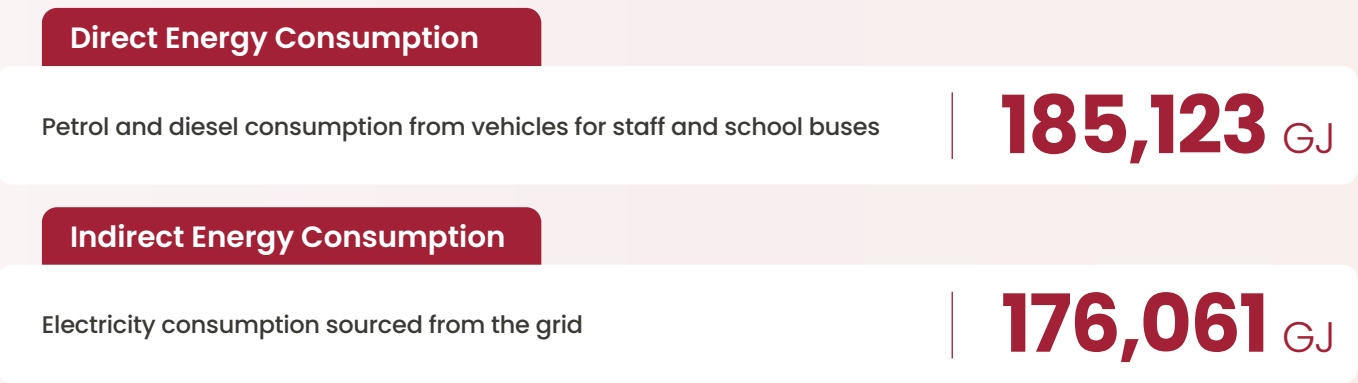
GRI (3-3)

At Taaleem, we are dedicated to fostering a sustainable environment by responsibly managing our energy consumption through a focus on solar power generation and energy efficiency. We are committed to creating eco-friendly campuses by implementing initiatives to reduce landfill waste through recycling programmes and utilising treated sewage effluent (TSE) to minimise our overall water usage. Additionally, we actively engage with students to raise awareness about waste reduction, recycling drives, and the importance of water conservation.

Energy Usage and Intensity

GRI (302-1), (302-2), (302-3)

At Taaleem, we recognise the importance of responsible energy management in our operations and are committed to minimising our environmental footprint. Our energy usage and intensity efforts are guided by the principles of sustainability, efficiency, and continuous improvement. Across our operations, we consume energy in the form of electricity and liquid fuels such as petrol and diesel.



GHG Emissions and Emissions Intensity

GRI (305-1), (305-2), (305-4)

Through our ESG policy and strategy, we are aligned with the UAE’s goal of achieving Net Zero emissions by 2050 and continue to take steps to reduce our environmental impact. This has so far included investing in renewable energy and implementing energy-efficient practices in our operations.

Solar Energy Deployment

The solar power systems at Dubai British School Jumeirah Park (DBSJP) and Dubai British School Emirates Hills (DBSEH) have a combined total power output of 540,817 kWh. These energy-efficient systems rely on solar panels that have been strategically installed on the rooftops of the schools. The panels, installed in 2020, are owned by Taaleem and are currently awaiting grid connection. We are currently installing new solar panels across eight of our sites.

Sun in Motion, a trusted partner, meticulously fitted these high-performing solar installations. They provide comprehensive monthly reports that detail both the projected and actual energy generation figures. This partnership ensures that the schools can effectively monitor and optimise their solar energy usage, contributing

to Taaleem’s commitment to sustainability and environmental responsibility.

Behavioural Energy Efficiency

Energy efficiency is crucial for reducing both operational costs and emissions. We engage students and staff to follow the energy efficient practices such as turning off lights and other equipment while leaving classroom, keeping doors closed to optimise AC efficiency and minimise energy waste. Security teams conduct daily sustainability walks to promptly address any energy waste, ensuring all unnecessary lights, AC units, and appliances are turned off. This proactive approach ensures that any unnecessary lights, air conditioning units, projectors, or appliances are promptly turned off.

In addition to these internal measures, we are actively engaging in collaborations with solar panel service providers. Our goal is to explore and implement feasible solutions for expanding solar panel coverage across all Taaleem sites. By doing so, we aim to enhance our renewable energy capacity, further reducing our carbon footprint and reinforcing our commitment to environmental responsibility.

GHG EMISSIONS (MT OF CO2e)	2023
Direct Scope 1 Emissions	13,101
Indirect Scope 2 Emissions	19,958
Total Emissions	33,060



Note: MT refers to Metric Tonnes

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Sustainability in Digitalisation GRI (203-2)

At Taaleem, we recognise the transformative power of digitalisation in enhancing productivity, driving sustainability, and fostering innovation across our organisation. Our commitment to integrating cutting-edge technology is reflected in several key initiatives that not only improve our operational efficiency but also contribute to significant environmental benefits.

Sustainability Initiatives in IT

Our IT department has taken proactive steps towards sustainability through a robust recycling initiative of devices such as outdated computers, printers, and other electronic equipment. By trading in legacy devices, we have achieved a remarkable carbon offset of 171 tons of CO₂ and have planted 171 trees. This initiative not only mitigates our carbon footprint but also supports global reforestation efforts.

Our efforts in sustainability have been recognised through the JTRS UAE Taaleem Certificate. This certification acknowledges our proactive approach to environmental stewardship and our commitment to sustainable practices. It serves as a testament to our dedication to making a positive impact on the planet.

Energy Efficiency with Epson Heat-Free Technology

In our pursuit of sustainability, we have transitioned to using Epson business inkjet printers featuring Epson Heat-Free Technology. This switch is projected to result in an estimated energy saving of up to 87.7%. This transition also showcases the commitment towards Sustainable procurement as Epson has pledged to reduce its emissions in line with 1.5 °C scenario by 2030 and to become carbon negative by 2050.

Through these initiatives, Taaleem continues to lead by example in the integration of digital technologies, showcasing the significant benefits of digitalisation in driving economic, environmental, and operational improvements.



ENERGY SAVINGS 87.7 %

PRODUCTIVITY SAVINGS 2.5 %

TIME SAVINGS 295.0 H

TOTAL SAVINGS 11,276 USD

Water Management GRI (303-1), (303-2), (303-5)

Taaleem recognises the critical importance of sustainable water management in its operations. We source water from municipal supplies such as Dubai Electricity and Water Authority (DEWA) and the Abu Dhabi Distribution Company (ADDC), while ensuring compliance with local regulations and standards for quality and safety. Water is consumed for various uses, including drinking, sanitation, irrigation of green spaces, and maintenance of facilities. We have implemented water-saving fixtures and appliances, such as low-flow faucets, toilets, and efficient garden irrigation systems, to minimise unnecessary water use.

Wastewater from our schools is directed to municipal sewage systems where it undergoes treatment to meet environmental standards before being released back into the environment.

WATER CONSUMPTION (m³) 155,486

WATER INTENSITY (m³/person) 3.6

We educate our students about the importance of water conservation and responsible usage. Our water conservation strategy is the utilisation of treated sewage effluent (TSE) to reduce the overall water usage. This initiative is supported by our robust facilities management system, which ensures regular monitoring, reporting, and rectification of any water leakages caused by broken pipes or dripping taps.

Waste Management and Recycling GRI (306-1), (306-2), (306-3), (306-4), (306-5)

Given the significant number of students, staff, and teachers that utilise our facilities daily, we are committed to creating sustainable and eco-friendly school campuses. With a strong focus on environmental stewardship, all schools under Taaleem group have implemented various initiatives to promote effective waste management and resource conservation. Within our central office and schools, the waste generation occurs from our daily operations, including classroom activities, cafeteria services and maintenance work.

PARAMETERS	2023
Total Waste Generated	1,657,056 kgs
General Compactible waste	1,633,170 kgs
Medical Waste	1,671 kgs
Recyclable Waste	22,215 kgs
Diversion	1.34%
Directed to disposal	1,634,840
Waste Intensity (kgs/person)	38.5

General Compactible Waste: This category encompasses everyday waste materials that can be compacted to reduce their volume. For example, food scraps, packaging materials, and non-recyclable paper products.

Medical Waste: This type of waste includes materials generated from healthcare activities within our schools, such as bandages, syringes, and other items that may pose a biological hazard. Medical waste is handled with strict protocols to ensure safety and compliance with health regulations.

Recyclable Waste: This category covers materials that can be reprocessed and reused, such as paper, cardboard, plastic, glass, and metal. Our schools actively promote recycling to reduce the amount of waste sent to landfills and to support environmental sustainability.

By categorising waste effectively, we ensure that each type is managed in an environmentally responsible manner, reducing potential harm to the ecosystem. We have designed a safe and responsible disposal of each type of waste.

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Minimising resource consumption and preventing waste production remain key priorities across our schools. To achieve these goals, we have implemented a range of initiatives aimed at creating a greener and more sustainable educational environment, including:

Recycling Initiatives

By Dubai British Schools Emirates Hills

The first Eco Event featured activities focused on sustainable living, with exhibitions on eco-friendly lifestyles and stalls selling upcycled products. Students’ collaboration with DGrade was highlighted, showcasing installation of recycling bins for plastic bottle collection, which are repurposed into t-shirts, promoting recycling and sustainable practices.

Year 7 students designed sustainable products, including dog blankets from recycled t-shirts, winning AED 500. They used their prize to produce reusable coffee cups and are now selling recycled tote bags, furthering their commitment to reducing waste. Year 8 and 9 students engaged in practical engineering projects, creating eco-friendly sweet dispensers from recycled water bottles and angle-poised lamps from upcycled materials, fostering creativity and environmental responsibility.



Recycling Initiatives and Trashion Show

By JBS

Primary students showcased their creativity in the Trashion Show by transforming everyday recyclables like plastic bottles, newspapers, and aluminium cans into stunning fashion, highlighting both their design talent and environmental awareness. Additionally, JBS partnered with Simply Bottles for a year-long recycling campaign, collecting plastic bottles and cans around the school, with students gathering 8 bags of bottles in the first three weeks. In another initiative, primary students designed and crafted clothing entirely from recycled materials, learning that sustainable clothing benefits the environment, supports ethical labour practices, and offers quality and durability.



Sustainability Collaboration

By Dubai Schools Nad Al Sheba

The school collaborated with Tadweer, offering students an enlightening session on the importance of recycling and eco-friendly practices, followed by a workshop where students shared their environmental conservation ideas. Dubai Schools Al Barsha partnered with Dulsco for a recycling drive, featuring a session on responsible citizenship and minimising plastic use.



Eco Club Initiatives for recycling

By Jebel Ali School (JAS)

The Eco Club, led by the Principal, promotes environmental awareness through recycling programmes, organic gardening with Vege-pods, and energy conservation efforts. A notable project includes a vertical garden made from recycled plastic bottles. Additionally, the RECAPP Recycling Scheme features five purple bins for plastic and metal recycling, along with a digital dashboard to track the school’s environmental impact, encouraging accountability and stewardship among students and staff.



Innovation Hub

By Raha International School GC

Since its launch in 2022, the Innovation Hub has educated over two thousand students on recycling, reusing, and sustainable design, collecting tons of packaging materials that would have otherwise ended up in landfills. At Raha, the Hub inspires environmental stewardship, integrating real-world applications of recycling, hydroponics, and conservation to empower future generations.



Sustainable Clothing and Reusable Cups

By GIS

At GIS, sustainability is a key focus, with initiatives like “Catch the Mug,” where staff received branded reusable mugs and get AED 1 off their hot beverages at the Green Ghaf café when using them. Additionally, Grade 6 students participated in a sustainable clothing workshop hosted by Zaks, the former school uniform provider, to explore eco-friendly fashion and foster environmental awareness.



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Biodiversity and Ecosystems GRI (3-3), (304-1)

At Taaleem, environmental preservation is a fundamental consideration in all aspects of construction and operations. We prioritise minimising ecological impact by carefully selecting sites for new schools. By opting for underdeveloped greenfield sites rather than areas with existing ecological value, Taaleem ensures that its development activities have a minimal impact on local biodiversity and ecosystems.

In line with its commitment to sustainability, Taaleem has implemented several initiatives aimed at reducing its environmental footprint.



14

Taaleem sites
have transitioned to using
green, environmentally
friendly chemicals.

This move complements the 8 sites already employing such sustainable practices, reflecting a significant commitment to reducing harmful substances and promoting ecological health.

We are actively working with **Provis**, our service provider, to extend these environmentally friendly practices across all our facilities. This ongoing dialogue is a crucial step in aligning our operations with our sustainability goals and strengthening our commitment to protecting biodiversity and ecosystems.



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SECURING OUR DATA

GRI (3-3)

At Taaleem, safeguarding the privacy of personal and sensitive information is a top priority. We are dedicated to implementing rigorous data privacy measures to protect the personal data of our students, parents, employees, and other stakeholders. Our management approach to data privacy is designed to ensure compliance with legal requirements and to foster a culture of trust and accountability. We have also piloted the employee awareness and training programme from this year about data privacy and cybersecurity for protecting sensitive information.

Cybersecurity

GRI (418-1)

Taaleem’s data privacy practices are fully compliant with the General Data Protection Regulation (GDPR) and UAE Federal Decree Law No 45 of 2021 concerning the Protection of Personal Data (PDPL). This adherence ensures that we handle personal data responsibly and transparently, in accordance with both international and local regulations.

We use a centralised and unified approach to manage our IT systems. By employing the “Software as a Service” (SaaS) model for all critical business functions, we ensure consistent, secure, and efficient management of data across our organisation.

Key Software Systems:

- 1. Oracle NetSuite ERP handles accounting, reporting, and procurement functions.
- 2. Oracle HCM manages human resources and personal data.
- 3. Microsoft Office 365 facilitates identity management, email, collaboration, and conferencing.

Contractual Data Protection

All employment and service contracts include data protection clauses. These clauses ensure that internal compliance is maintained, and that data is safeguarded when shared with other entities for business functions.



No Information Technology Security Incidents have been reported.

No complaints were received from outside parties due to breaches of customer privacy.

No identified leaks, thefts, or losses of customer data.

Employee Training on Cybersecurity

Increasing awareness on cybersecurity is vital for safeguarding sensitive information, maintaining trust, and ensuring compliance with regulatory standards.

Pilot Initiative

Cybersecurity Awareness Platform from Proofpoint

Objective

Comprehensive training and simulated phishing attacks

Users

250

Users

We used the platform to launch simulated phishing attacks to assess our end-users’ cybersecurity awareness levels. This assessment will help us tailor training modules and provide more customised training sessions according to their needs. The training, planned for the next academic year, will cover data protection among other essential topics.

Upon receiving successful feedback, we plan to extend the platform to all our staff, thereby fostering a robust culture of cybersecurity awareness across Taaleem.

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WORKFORCE DIVERSITY AND DEVELOPMENT GRI (3-3)

We create a safe, inclusive, and supportive environment for our students, staff, and the broader community. We believe that true sustainability is met when the growth and development of people and the larger community are also factored in.

We have implemented comprehensive protocols to create a nurturing space for learning, growth, and development. Central to our mission is the well-being and empowerment of our students, staff, and the community at large. We foster an inclusive environment that celebrates diversity, respects individual differences, and provides equal opportunities for all.

Employee Diversity and Inclusion

GRI (2-7), (2-8), (401-1), (404-2), (405-1), (405-2)

At Taaleem, we are committed to fostering a workplace that reflects the rich tapestry of cultures and perspectives that exist within our community. We believe that diversity, equity, and inclusion is fundamental to our success as an organisation.

We recognise that all types of employees are our strength and essential to the smooth operation of Taaleem. Having employees from diverse backgrounds, age groups, etc make our workforce as diverse as possible. This is what enables us to deliver the most meaningful impact on the lives of our students thereby providing enriched individuals to our community. Across Taaleem, we have more than 75% female employee representation.



	0-10 years	10-15 years	15+ years
Full time employees by years of service	4,567	242	30



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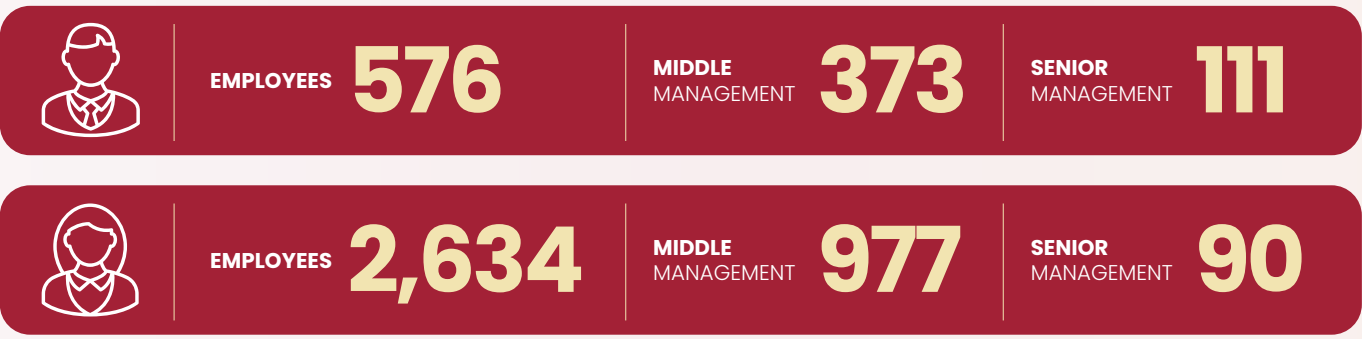
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Diversity by Employee Category

We are proud that a significant portion of our senior leadership and management positions are held by women, demonstrating our commitment to gender equality. The senior management at Taaleem serves as the highest-level managers in the team and they report directly to the Taaleem board.



At the senior management level, we have more than 65% female representation.

We believe in rewarding our employees fairly and equitably. Compensation is determined based on an individual's skills, experience, and job level, ensuring that everyone is compensated commensurate with their contributions.

At Taaleem, we are committed to ensuring fairness and equality in all aspects of our operations, including compensation practices. We recognise the importance of gender pay equity and actively monitor our compensation structures to ensure that employees are remunerated equitably for the same roles, regardless of gender.

Ratio of basic salary of men to women in our schools = 1:1

Diversity in New Hires

To effectively manage staffing levels and identify trends, Taaleem has established a robust system for tracking new hires and turnover across all schools. Each school utilises a dedicated recruitment tracker, centrally managed by the Recruitment Team, to provide real-time data on hiring activity and reasons for recruitment throughout the year.

In 2023, we had an average of 21% employee turnover rate and we hired a total of 1,277 new employees across our organisation.

	Female	Male	Total
New hires	950	327	1,277

Diversity by Nationality

We focus on Emiratisation and at the same time, place importance to diversity of workforce by nationalities. Our diverse nationalities of employees are instrumental in tailoring our educational programmes to meet the diverse needs of students. Their deep-rooted understanding of the local context is invaluable in building a knowledge-based economy.



In addition, we have a total of 428 Emiratis in our workforce, out of which 12 in senior management positions.

During 2023, Taaleem relied on 263 third-party contractors to deliver and maintain our wide array of services and facilities. Our contractors play a crucial role in supporting the efficient operation of our organisation.

Employee Well-being and Benefits

GRI (401-2), (401-3)

At Taaleem, we firmly believe that our employees are the cornerstone of our organisation. Their passion, dedication, and expertise are the driving forces behind our mission to inspire young minds. To ensure our employees thrive and contribute their best, we are committed to fostering a workplace that prioritises their overall well-being.

We are dedicated to providing a secure and healthy work environment for every member of the Taaleem family. Our comprehensive approach to well-being encompasses both physical and mental health.

Annual health and safety training is mandatory for all staff, equipping them with essential knowledge on workplace hazards, emergency procedures, and prevention measures. Regular safety audits and drills are conducted to reinforce a culture of vigilance.

By investing in the well-being of our employees, we create a positive and thriving workplace culture. We are committed to continuously evaluating and enhancing our well-being programmes to meet the evolving needs of our staff. Together, we strive to create a workplace where everyone feels valued, supported, and empowered to reach their full potential.

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In line with taking care of the well-being of our employees, we provide a range of benefits to our full-time employees:



Cost of work permit processing



Life insurance cover



Medical Insurance (Self & Dependents)



Airfare allowance



Visa (Self & Dependents)



Education Allowance (50 to 100% discount on Taaleem schools)



Allowance for airfare, mobile, etc.

We believe in empowering our employees to take ownership of their well-being. To this end, we have established Well-being Committees in each school. These dedicated teams organise seminars for stress management, awareness sessions on mental health, breast cancer, and work-life balance which are tailored to the specific needs of their school community.

We make sure to engage our employees in various cultural festivities to keep up their spirits and to help cultivate a positive work environment. National day, Eid celebration, Flag Day are few of the national festivals we celebrated with our staff and students. We foster team spirit through regular activities like breakfast gatherings and Iftaar events, bringing our team together in a relaxed and communal setting.

Employee Satisfaction Score

We are committed to creating a workplace where employees thrive. To achieve this, we invest in comprehensive employee engagement programmes across our organisation. Our annual engagement surveys provide valuable insights that help us identify and address challenges, implement best practices, and foster a high-performing, satisfied workforce.

To ensure the satisfaction of our employees, we conduct regular surveys. This survey is aimed at measuring our employees' job satisfaction.

Employee Satisfaction Score



Parental Leave

Our employees are entitled to parental leave and in 2023 4,855 employees were entitled to the same out of which 1206 were male and 3649 female employees.

	Male	Female	Total
Employees that took parental leave	58	141	199
Employees that returned to work after parental leave	59	137	196
Employees that returned to work after parental leave and are still employed	53	126	179

We understand the importance of supporting our employees during significant life events, such as the transition to parenthood. We are committed to creating a supportive work environment that enables employees to balance their professional and personal lives, particularly during and after parental leave. In line with the Ministry of Human Resources and Emiratisation (MOHRE) regulations, we also offer one hour of leave per day for breastfeeding or childcare, ensuring that our employees have the time they need to care for their newborns while maintaining their professional responsibilities. This policy reflects our dedication to the well-being of our workforce and the importance we place on family-friendly practices.

Employee Development and Training

GRI (3-3), (404-1), (404-2), (404-3)

At Taaleem, we are committed to investing in our employee's professional development to ensure they have the tools and knowledge to excel in their respective functions.

We believe regular feedback and coaching are critical to employee growth and development. We undertake frequent performance and career development reviews for all workers, regardless of gender or category. These reviews allow our employees to set goals, track their progress, and seek direction and assistance from their supervisors.

Across our operations, the eligible workforce for performance and career development reviews totals 4,118, comprising 79% female and 21% male employees*.

**Performance and career development review is applicable to employees based on the number of fixed tenures within Taaleem. Newly hired employees are not part of performance review.*

We promote a culture of continual learning in which everyone is encouraged to expand their skills and expertise. This philosophy is ingrained in our daily operations, and we offer a variety of training platforms for our staff to use.

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Online learning platforms at
Taaleem Schools



- Edu care
- Kagan
- Sea saw tutorials
- Exact path tutorials
- CPOMS
- Leadership development programme
- Read Write Inc
- Accelerated Reader
- White Rose Maths
- Nearpod
- Twinkl
- MathsPad
- PhonicsPlay
- Edu Key
- Bug Club
- Clicker 8
- Co-Space for STEAM
- Learning Ladders
- IRIS Connect
- Leadership training – The Key
- School Box
- Achieve 3000
- MyiMaths
- Raz learning
- Encyclopaedia Britannica
- Kognity
- Renaissance
- Padlet
- IXL
- Toddle
- Edmentum

Based on our option of partial fee payment, our teachers have completed **National Professional Qualification for Headship (NPQH)**. It is a prestigious qualification designed for aspiring and current school leaders who are aiming to take on headship roles within schools.

Yearly average training hours



**SENIOR
MANAGEMENT**

180

**MIDDLE
MANAGEMENT**

145

EMPLOYEES

95

On an average, we provide

- **25 hours** of training per employee at Charter Schools.
- **20 hours** of training per employee at ESE Schools.
- **20 hours** of training per employee at Private Schools.

To acknowledge the hard work and achievements of our employees, we have implemented a robust recognition programme featuring employee awards, appreciation gifts, and celebratory events.

We also provide training and leadership development opportunities for UAE nationals, including mentorship, coaching, and workshops. A senior leader served as a mentor and coach to Emirati teachers. Weekly training sessions were provided throughout the year to help them develop and improve their skills, along with National Professional Qualification for Senior Leadership (NPQSL), Taaleem leadership training sessions, and Early Career Teacher training.



In 2023, the UAE nationals across our organisation
received 773 hours of training.

Employee Rights

GRI (3-3), (406-1), (410-1)

As we work to create a more just and equitable world, Taaleem is dedicated to safeguarding human rights within our business. Taaleem believes that each human has the right to be treated with decency and respect. As an educational provider, we believe it is critical to foster an environment in which everyone feels appreciated and involved.

To achieve this, we have established a comprehensive ‘Human Rights Training Programme’ for all employees. This training aims to prepare our employees to detect and handle any human rights issues that may arise during their daily job.

Our training programme aims to promote fairness and equality in all facets of our operations. We highlight the value of respecting individual differences and treating everyone with kindness, compassion, and understanding. Through interactive discussions, case studies, and scenario-based activities, we educate our staff to think critically about human rights and how they may contribute to making a difference.

Anti-discrimination

We promote an atmosphere of tolerance in schools and the workplace. Employees are expected to take all necessary steps to ensure that all Taaleem’s facilities are free from all forms of harassment, unfairness, and discrimination. We strive to create a workplace where everyone feels a sense of belongingness and connection.

- **Zero discrimination cases in our Dubai Schools and ESE Schools.**
- **Two incidents of discrimination were reported in Charter Schools, both of which were promptly addressed and resolved in accordance with the Disciplinary Policy.**

We conduct induction training during the start of every academic year to discuss the ethical actions acceptable in the workplace. We have developed several efforts to ensure that all employees receive fair treatment and equitable opportunities. We seek to foster an inclusive workplace in which everyone feels comfortable sharing their opinions, ideas, and concerns. Our open communication policy encourages staff to report human rights violations or discriminatory behaviour.

To demonstrate our commitment to defending human rights, we have established a goal of 100% compliance with our human rights policies and processes. We believe that accomplishing this aim is critical to ensuring that everyone in our organisation feels appreciated, respected, and safe.

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KEEPING OUR PEOPLE SAFE GRI (3-3)

Taaleem places paramount importance on the well-being, health, and safety of our people, including our employees, students, contractors, and visitors. We are proactive in identifying and managing potential risks while implementing stringent safety measures to maintain a secure environment. We encourage open reporting of any safety issues or incidents, enabling swift action and fostering transparency.

Our Hazard and Risk Management System

GRI (2-25), (403-1), (403-2), (403-4), (403-7), (403-8), (403-9), (403-10)

At Taaleem, we are committed towards the protection of health, safety and welfare of its employees, students, contractors, and visitors and recognises Occupational Safety and Health as an integral part of its business performance. This is supported by the Incident Reporting and Near Misses procedure, which provides detailed guidance on the reporting process. Many of our schools utilise Safety Culture for auditing and inspections. We use QR codes for easily reporting hazards. A group-wide tender will soon extend this software across the entire company, streamlining hazard reporting for all employees.

Frequent Inspections and Audits:

We conduct inspections and audits internally, which is multi-layered and involves safety checks at the school, cluster, and corporate levels. After the inspection and audit, we provide scoring and associated rating to the schools within Taaleem. In the academic year 2023-24, our average internal audit rating was 82.3% .

Our External Inspections are done by regulatory authorities



المعرفة المعرفة
Knowledge المعرفة



دائرة التعليم والمعرفة
DEPARTMENT OF EDUCATION
AND KNOWLEDGE



بلدية دبي
DUBAI MUNICIPALITY



مؤسسة الإمارات للخدمات الصحية
EHS Emirates Health Services



دائرة الصحة
DEPARTMENT OF HEALTH



هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY



هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY



مركز النقل المتكامل
INTEGRATED TRANSPORT CENTRE

Comprehensive risk assessment for both routine and non-routine tasks

Upon completion of inspections, we follow a risk matrix to define the level of risk by considering the category of probability or likelihood against the category of consequence severity. **Our Risk Assessment has been designed across 28 Activities.**

To ensure that all incidents are accurately recorded and tracked, we have incident management and investigation process at Taaleem. Corrective and preventive actions are taken following any incident, injury, or near miss, with further investigations for serious occurrences to determine contributing factors. Serious incidents are reported to executive management monthly, and incidents are escalated to senior management as necessary.

Taaleem Group is dedicated to maintaining a safe and healthy environment for all individuals involved with our operations, including staff, students, contractors, visitors, and the wider community. To achieve this, Taaleem has established a comprehensive management system designed to control contractors' activities across its schools, ensuring that occupational health and safety risks are effectively minimised.

It covers work conducted at Taaleem sites by third-party contractors, sub-contractors and service providers including:

- Construction and maintenance work
- All kinds of cleaning services
- Insect and pest control services
- Collecting waste and garbage of all kinds
- For transportation services
- For security services

Risk Control Hierarchy

Most Effective

Least Effective

- Eliminating the Hazard
- Substituting the Hazard
- Engineering Controls
- Systems of Work
- PPE

ZERO

fatality cases across
Taaleem Group

Lost Time Injury
Frequency rate (LTIFR)

Lost Workdays Illness

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Comprehensive OH&S Training at Taaleem GRI (403-5)

At Taaleem, we prioritise the health and safety of our staff and employees by providing comprehensive Occupational Safety and Health (OSH) training, both internally and externally.

Our training needs assessment (TNA) considers responsibility levels, knowledge, language skills, and risk factors to ensure that our training is effective and relevant.



Internal Training

HSE Induction:

Introduction to our health and safety protocols.

Incident Reporting:

Procedures for reporting incidents.

Hazard Identification and Risk Assessment:

Techniques for identifying hazards and assessing risks.



External Training

First Aid:

Ensuring that 10% of our staff are trained as first aiders.

Firefighting:

Certifying 20% of our staff as firefighters.

Specialised Topics:

Such as wheelchair evacuation training for Special Educational Needs Coordinators (SENCO) and shadow teachers.



Training Delivery | **Regular and Accessible**
Training sessions are provided regularly, free of charge, and during paid working hours.

Training Delivery | **Language Accessibility**
Training is delivered in languages that our staff understand.

The effectiveness of our training programmes is evaluated through Pre-and Post-Training Assessments, Feedback Methods and Periodic Reviews, ensuring continual progress and compliance with safety standards.



Promotion of Employee’s Health GRI (403-3), (403-6)

Taaleem is committed to ensuring the health and well-being of its employees through occupational health services provided by recognised and accredited companies. Taaleem Central Office has partnered with Lockton’s Well-being Team to deliver a comprehensive calendar of well-being initiatives to staff.

We offer a range of voluntary health promotion services and programmes to our employees, aiming to enhance the physical and mental health.

- **Basic Health Checks:**
Regular screenings to monitor key health indicators and detect potential health issues early.
- **In-body Analysis and Consultation with Dietician:**
Non-invasive and advanced method of assessing body’s composition in terms of muscle, fat, and water with consultation from a Nutritionist/Dietician.
- **Vision Screening:**
Eye health awareness, eye check and certain offer to get free frames with every lens bought.
- **Mental Health Awareness Sessions:**
Webinar focused on raising awareness about mental health, stress management, and available support resources.
- **Desk Stretches:**
Scheduled sessions that encourage staff to engage in simple stretches at their desks to promote physical well-being and reduce the risk of musculoskeletal problems.

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GRI (3-3)

At Taaleem, our commitment to community engagement stems from our belief that education extends beyond the classroom. We strive to foster strong relationships with the communities we serve, ensuring mutual growth, understanding, and development. Through our community engagements, we aim to strengthen community relations, promote educational awareness, encourage community participation, and support community development. Taaleem's commitment to community engagement is exemplified through a variety of impactful CSR initiatives that foster social responsibility, environmental sustainability, and cultural appreciation.

 **Taaleem allocated 54,000 AED** from its ESG budget towards charitable initiatives in 2024.



Ramadan Meal Distribution:

During the holy month of Ramadan, Taaleem partnered with the Model Serving Society (MSS) to distribute 1,000 nourishing meals to workers at a UAE labour camp. This initiative aimed to provide essential support and ensure that the workers received proper nutrition during this significant time.



Waste to Wonder:

In collaboration with Kidzink and Waste to Wonder, Taaleem facilitated the donation of 389 items, including desks, chairs, coffee tables, storage units, and whiteboards, to the Kan Do It Academy in Ghana. Donation was also conducted in Ajman. This initiative not only supported education but also promoted the reuse of resources, emphasising Taaleem's commitment to sustainability and global community support.

Community Impact initiatives at school level

Fundraising initiative for Al Jalila Foundation::

By Dubai British Schools Emirates Hills

During Ramadan, the Primary Student Council spearheaded a fundraising initiative focused on a collaborative art project. Each year group designed canvases reflecting Islamic values, sustainability, and Emirati culture. These artworks were auctioned during the DBSEH Iftar evening, with the proceeds donated to Brestfriends - Al Jalila Foundation, a local breast cancer charity.



Ramadan Initiatives:

By Dubai Schools Al Barsha

During Ramadan, Dubai Schools Al Barsha introduced several initiatives to support the community:

- 1. Donation Box:** A large donation box was installed at the school entrance to encourage contributions to those in need.
- 2. Labour Iftar Event:** An Iftar event was organised to honour the labourers working on the school's expansion.
- 3. Staff Support:** The student council distributed giveaway bags to staff members, demonstrating support and gratitude.



Donations to the Red Crescent for Gaza:

By Raha Reads - RIS GC

To celebrate the UAE Month of Reading, the Raha Reads Competition combined a love for reading with a community-driven fundraising effort. Students gained sponsorship to read more and improve their reading habits. Successful completion of the reading challenge resulted in donations to the Red Crescent. The initiative raised over AED 10,000, with a portion directed to Tarahum for Gaza, as decided by the community through an Instagram poll.



Celebration of Labour Day:
By Dubai Schools Mirdif

The well-being warriors at DSM celebrated Labour Day by distributing flowers and inviting the security, cleaning staff, and handyman for lunch, acknowledging their essential contributions to the school community.



Upcycling Materials at the Innovation Hub:
By RIS GC

Since its launch in 2022, the Innovation Hub at Raha has educated over two thousand students on recycling, reusing, and sustainable design. Through community partnerships, the Hub has collected several tons of packaging materials, reducing landfill waste and promoting environmental sustainability.



Fundraising for Dubai Cares Charity:
By Jumeirah Baccalaureate School

Secondary students at JBS raised 15,000 AED for the Dubai Cares Charity by selling homemade goods at the Spring Carnival Stalls, demonstrating entrepreneurial skills and a commitment to charitable causes. This successful fundraising event exemplifies the values of social responsibility and community service.



Parent Satisfaction GRI (3-3)

At Taaleem, we understand that the satisfaction of our students’ parents is fundamental to our success. We are dedicated to fostering strong relationships with parents, ensuring they feel valued, informed, and confident in their children’s education.

Our parent satisfaction surveys across our schools have once again yielded highly positive results. Key areas such as Student Wellbeing, Behaviour, Academics, and Understanding of UAE and Global Cultures were all rated with over 95% satisfaction. We remain committed to enhancing our relationships with parents through regular communication, recognising them as integral members of our school communities.

Responsible Procurement GRI (3-3), (308-1), (308-2), (414-1), (414-2)

We recognise that our purchasing decisions have a significant impact not only on our operations but also on the wider community, the environment, and the economy. Therefore, we strive to ensure that our procurement processes align with our values and contribute positively to society.

We are currently working towards formalising a Supplier Code of Conduct Policy to establish clear expectations and guidelines for how Taaleem & its affiliates expect the company’s service providers and its representatives to conduct business..

Supporting Local Suppliers

We believe in the importance of supporting local economies and fostering diversity within our supply chain. Wherever possible, we prioritise local suppliers to reduce transportation-related emissions and contribute to the economic development of our communities.

Number of Local Suppliers	674
Number of Overseas Supplier	251
Total Suppliers	925

ESG Considerations in Tendering Process

As part of our commitment to responsible procurement and sustainability, we have recently incorporated an ESG criteria into our recent vendor tendering process. This addition is aimed at ensuring that our suppliers align with our values and standards, particularly in areas related to environmental stewardship and social responsibility. We have given our suppliers adequate time to adapt and improve their practices. By 2026, we anticipate that our suppliers will have had sufficient time and resources to align with the ESG standards we are promoting.

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GRI CONTENT INDEX



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.

Statement of use	Taaleem PJSC has reported in accordance with the GRI Standards for the period September 2023 to June 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not Applicable

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			REQUIREMENTS	REASON	EXPLANATION	
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GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	48,49			
	2-27 Compliance with laws and regulations	48,49			
	2-28 Membership associations	50			
	2-29 Approach to stakeholder engagement	28			
	2-30 Collective bargaining agreements	N/A		Not applicable	Collective bargaining is not permitted in the UAE
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	28,29,30,31			
	3-2 List of material topics	30,31			
Student, Health, Safety, Protection and Well-being					
GRI 3: Material Topics 2021	3-3 Management of material topics	78			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	78,79			
	403-2 Hazard identification, risk assessment, and incident investigation	78,79			
	403-3 Occupational health services	81			
	403-4 Worker participation, consultation, and communication on occupational health and safety	78,79			
	403-5 Worker training on occupational health and safety	80,81			
	403-6 Promotion of worker health	81			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	78,79			
	403-8 Workers covered by an occupational health and safety management system	78,79			
	403-9 Work-related injuries	78,79			
	403-10 Work-related ill health	78,79			
Academic Quality and Curriculum Relevance					
GRI 3: Material Topics 2021	3-3 Management of material topics	50			
Employee Development, Retention and Well-being					
GRI 3: Material Topics 2021	3-3 Management of material topics	68,73			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	68,70			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	71,72			
	401-3 Parental leave	73			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	73,74,75			
	404-2 Programs for upgrading employee skills and transition assistance programs	73,74,75			
	404-3 Percentage of employees receiving regular performance and career development reviews	73			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	75			
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	75			
Ethics, Governance and Complinance					
GRI 3: Material Topics 2021	3-3 Management of material topics	44,48			

ABOUT THIS REPORT

ESG PERFORMANCE HIGHLIGHTS

MESSAGES FROM THE CHAIRMAN & CEO

ABOUT THE TAALEEM GROUP

THE FOUNDATION FOR ESG STRATEGY

OUR STRATEGIC FOCUS

GLOBAL AND NATIONAL PRIORITIES

SUSTAINABLE GOVERNANCE

PROTECTING OUR ENVIRONMENT

SECURING OUR DATA

DIVERSITY AND DEVELOPMENT

KEEPING OUR PEOPLE SAFE

ENGAGING WITH OUR COMMUNITIES



GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	48,49			
	205-2 Communication and training about anti-corruption policies and procedures	48,49			
	205-3 Confirmed incidents of corruption and actions taken	48,49			
Diversity, Equity and Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	68			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	44,45,68,70,71			
	405-2 Ratio of basic salary and remuneration of women to men	70			
Waste Management and Recycling					
GRI 3: Material Topics 2021	3-3 Management of material topics	54,57			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	57			
	306-2 Management of significant waste-related impacts	57,58,59			
	306-3 Waste generated	57			
	306-4 Waste diverted from disposal	57			
	306-5 Waste directed to disposal	57			
Data Privacy and Technology					
GRI 3: Material Topics 2021	3-3 Management of material topics	64			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	64,65			
Parent Satisfaction					
GRI 3: Material Topics 2021	3-3 Management of material topics	87			
Water Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	54,57			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	57			
	303-2 Management of water discharge-related impacts	57			
	303-3 Water withdrawal			Information unavailable/incomplete	Taaleem does not monitor or report on water withdrawal and discharge, as it relies on municipal systems for both water supply and wastewater management. Specific data is unavailable. Steps to assess tracking feasibility, has an expected time frame of 2-3 years.
	303-4 Water discharge			Information unavailable/incomplete	
	303-5 Water consumption	57			
Energy Consumption and Efficiency					
GRI 3: Material Topics 2021	3-3 Management of material topics	54			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	54			
	302-2 Energy consumption outside of the organisation	54			
	302-3 Energy intensity	54			

GRI 302: Energy 2016	302-4 Reduction of energy consumption			Not applicable	Added 2 new schools in 2023-24, hence reduction of energy consumption is not applicable.
	302-5 Reductions in energy requirements of products and services			Information unavailable/incomplete	No tracking of reductions in energy requirements for products and services due to no data availability to educational offerings. This can be expected in 2-3 years after implementing tracking systems.
Risk Management and Business Continuity					
GRI 3: Material Topics 2021	3-3 Management of material topics	47			
Responsible Growth					
GRI 3: Material Topics 2021	3-3 Management of material topics	22,23,24,25			
Biodiversity and Ecosystems					
GRI 3: Material Topics 2021	3-3 Management of material topics	60			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	60			
	304-2 Significant impacts of activities, products and services on biodiversity			Not applicable	Taaleem's operations and construction occur in developed urban areas, with no significant impact on biodiversity or protected habitats or IUCN Red List or national conservation species
	304-3 Habitats protected or restored			Not applicable	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations			Not applicable	
Community Contributions					
GRI 3: Material Topics 2021	3-3 Management of material topics	84			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs			Not applicable	Taaleem focuses on providing schooling services and doesn't impact local communities or require extensive engagement programs
	413-2 Operations with significant actual and potential negative impacts on local communities			Not applicable	Taaleem provides positive contributions to local communities through education and community engagement programs, without any negative impacts. Hence, this is not applicable to Taaleem.
Responsible Procurement					
GRI 3: Material Topics 2021	3-3 Management of material topics	87			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers			Information unavailable/incomplete	No tracking of the proportion of spending on local suppliers. Data on local versus non-local spending is unavailable. The data will be made available in next 2 years once the tracking is done.
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	87			
	308-2 Negative environmental impacts in the supply chain and actions taken	87			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	87			
	414-2 Negative social impacts in the supply chain and actions taken	87			

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