

2024 CORPORATE
SOCIAL
RESPONSIBILITY
REPORT



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CSR FOR INTERCARE



Corporate Social Responsibility is the continuing commitment by businesses to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families, as well as the local community and society at large.

OUR AIM:

- **Environmental efforts:** One primary focus of corporate social responsibility is the environment. Businesses, regardless of size, have a large carbon footprint. Any steps they can take to reduce those footprints are considered both good for the company and society.
- **Philanthropy:** Businesses can also practice social responsibility by donating money, products, or services to social causes. Larger companies tend to have a lot of resources that can benefit charities and local community programs.
- **Ethical labor practices:** By treating employees fairly and ethically, companies can also demonstrate their corporate social responsibility. This is especially true of businesses that operate in international locations with labor laws that differ from one country to another.



- **Volunteering:** Attending volunteer events says a lot about a company's sincerity. By doing good deeds with the sheer intention to do better for society, companies can express their concern for specific issues and support certain organizations.

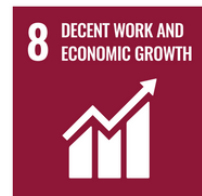
Celebrating 50 Years of Care in UAE: A Legacy of Responsibility and Impact



In 2024, Intercare proudly celebrated its 50th anniversary in UAE, marking half a century of unwavering commitment to care, quality, and sustainability. As part of this milestone, we introduced a special logo, "50 Years of Care," symbolizing our dedication to creating a positive and lasting impact on the communities we serve, the environment we protect, and the values we uphold.

This celebration was not just a reflection of our journey but a reinforcement of our commitment to Corporate Social Responsibility. It served as a platform to inspire greater action, set ambitious goals for sustainability, and honor the trust and loyalty of our customers, employees, and partners.

The 50-year milestone and the accompanying "50 Years of Care" initiative represent Intercare's ongoing dedication to global sustainability goals. Through this celebration, we reinforced our focus on the following United Nations Sustainable Development Goals:



- **SDG 8: Decent Work and Economic Growth** – Highlighting five decades of fostering economic development, generating employment, and empowering employees through fair practices.



- **SDG 12: Responsible Consumption and Production** – Reflecting on our sustainable practices, such as using biodegradable materials, recycling waste, and adopting eco-friendly manufacturing processes.



- **SDG 13: Climate Action** – Renewing our commitment to environmental stewardship by setting future goals for reducing our carbon footprint.



- **SDG 17: Partnerships for the Goals** – Strengthening collaborations with customers, suppliers, and community stakeholders to drive impactful and sustainable outcomes.



A Milestone with a Message

The "50 Years of Care" logo became a symbol of our journey and a call to action to continue innovating for a sustainable future. It reminded us and our stakeholders of the power of collective responsibility in achieving a better world for future generations.

At Intercare, milestones are not just celebrations—they are commitments. As we look forward to the next 50 years, we remain dedicated to caring for people, the planet, and the principles that have defined us.

Upholding Tax Compliance: A Commitment to Ethical Business Practices



At Intercare, we prioritize strict adherence to all tax-related regulations and compliance requirements across our operations. This commitment reflects our dedication to ethical business practices, transparency, and contributing positively to the communities and economies in which we operate.

Promoting Economic Stability and Fairness

By ensuring timely and accurate compliance with tax obligations, Intercare actively contributes to the sustainable development of public infrastructure, healthcare, education, and other essential services. Tax compliance serves as a cornerstone of our corporate social responsibility, fostering trust among stakeholders and reinforcing our role as a responsible corporate citizen.

Key measures include:

- Timely submission of all tax filings, ensuring full compliance with regional and international tax laws.
- Transparent reporting practices, promoting accountability and building trust with authorities, shareholders, and the public.
- Periodic audits and reviews to uphold the highest standards of accuracy and compliance.

Strengthening Governance and Ethical Business

Adhering to tax compliance enhances the integrity of our operations, ensuring alignment with global best practices and promoting ethical conduct. These efforts contribute to a fairer economic environment by upholding equality in business operations and encouraging sustainable economic growth.



Intercare's unwavering commitment to tax compliance aligns with the following Sustainable Development Goals:

- **SDG 8: Decent Work and Economic Growth** – Supporting sustainable economic growth through fair contributions to public finances.
- **SDG 16: Peace, Justice, and Strong Institutions** – Promoting transparency, accountability, and ethical governance practices in all financial dealings.
- **SDG 17: Partnerships for the Goals** – Strengthening partnerships with governmental and regulatory bodies to achieve economic sustainability and development goals.



Strengthening Resilience: Preparing a Business Continuity Plan



At Intercare, we recognize that resilience and sustainability go hand in hand. In 2024, we made a concerted effort to develop and implement a Business Continuity Plan as part of our commitment to responsible corporate governance and sustainable business practices.

Our BCP ensures that we are prepared to address potential disruptions to our operations, safeguard the well-being of our employees, and continue providing uninterrupted services to our clients. This initiative reflects our dedication to the principles of corporate social responsibility by mitigating risks, ensuring operational resilience, and supporting the communities that depend on us.

Why This Matters

A robust BCP is essential not only for maintaining business operations but also for protecting the livelihoods of our employees and stakeholders during times of uncertainty. By proactively identifying risks and creating contingency measures, we contribute to a more secure and sustainable future for everyone associated with Intercare.

Key Benefits of Our BCP Initiative

- **Employee Protection** – The plan prioritizes the safety and well-being of our team, ensuring that they are supported even during challenging times.
- **Service Continuity** – By addressing potential risks, we can guarantee uninterrupted services for our clients and partners, maintaining trust and reliability.
- **Community Support** – Ensuring resilience in our operations means supporting the broader community by reducing economic and operational vulnerabilities.

At Intercare, preparing for the unexpected is more than a business strategy; it is a responsibility we embrace. Our Business Continuity Plan reflects our commitment to creating a resilient, sustainable, and equitable future for all.



Our Business Continuity Plan directly supports key United Nations Sustainable Development Goals:

- **SDG 8: Decent Work and Economic Growth** – Ensuring operational continuity safeguards jobs and economic stability.
- **SDG 9: Industry, Innovation, and Infrastructure** – Strengthening resilience contributes to sustainable industrial growth and reliable infrastructure.
- **SDG 11: Sustainable Cities and Communities** – Minimizing disruptions helps us support the stability of the communities and economies we operate within.

Go Paperless Program: Advancing Environmental Sustainability



At Intercare Group, we recognize that paper consumption represents one of the most significant environmental impacts of our operations. In response, we have implemented the Go Paperless Program as a cornerstone of our sustainability strategy. This initiative is designed to advance our environmental sustainability efforts by promoting responsible paper use, preserving trees, and reducing our overall carbon footprint.

Key measures under this program include:

- The mandated submission of sales invoices in soft copy format, which has significantly decreased the reliance on paper.
- The default configuration of double-sided printing for all documents, aimed at minimizing unnecessary paper usage.
- Increased awareness among employees regarding the benefits of electronic formats, supported by the availability of training.
- The adoption of Intercare Visionlink, a digital platform, across most operations to further reduce the need for printed materials.



This program aligns with our broader sustainability goals and the following Sustainable Development Goals:

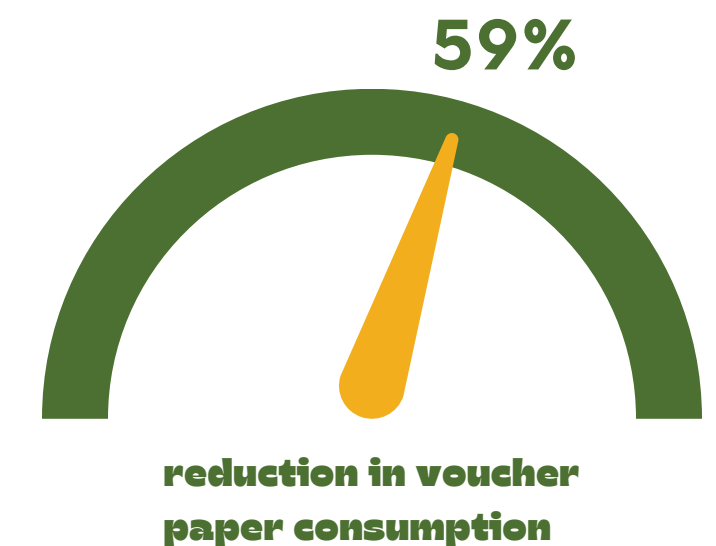
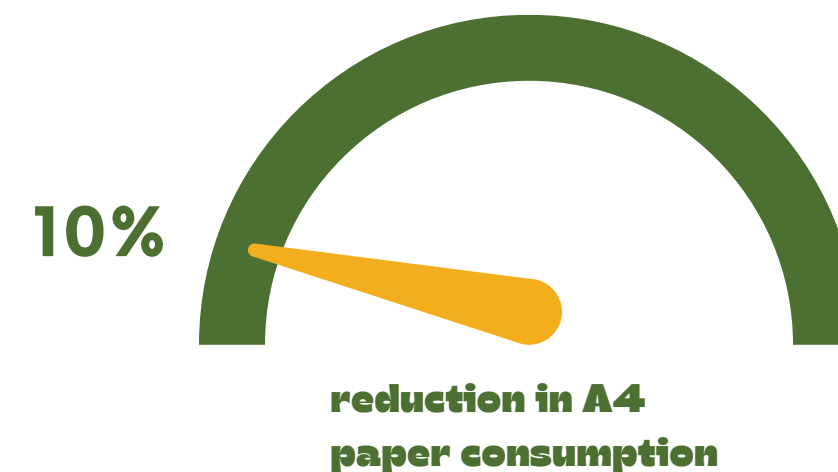
- **SDG 12: Responsible Consumption and Production** – Promoting efficient use of natural resources and reducing waste.
- **SDG 13: Climate Action** – Minimizing our carbon footprint through sustainable practices.
- **SDG 15: Life on Land** – Contributing to the preservation of forests by reducing paper consumption.

Intercare Group primarily uses two types of paper:

- A4 sheets for internal and external communication.
- Voucher paper for rental service operations.

As a result of these initiatives, we have achieved measurable reductions in paper usage:

- **10% reduction in A4 paper consumption** compared to the same period last year.
- **59% reduction in voucher paper consumption**, driven by the digitalization of our rental service processes.



Intercare Group remains committed to integrating innovative and sustainable practices into our operations. Through initiatives like the Go Paperless Program, we are actively contributing to environmental preservation and ensuring a greener future for the generations to come.

Implementing Windows 365: Advancing Sustainability and Productivity



At Intercare, the transition to **Windows 365** across all systems marks a significant step in integrating cutting-edge technology with our commitment to corporate social responsibility. By adopting this **cloud-based solution**, we aim to enhance operational efficiency while minimizing our environmental footprint.

Driving Environmental Sustainability

Windows 365 enables us to reduce our reliance on physical hardware, contributing to lower energy consumption and a reduction in electronic waste. With a centralized cloud computing infrastructure, we are:

- Minimizing the need for frequent hardware upgrades, thereby reducing e-waste.
- Reducing energy usage across our IT systems, as cloud servers optimize power consumption compared to traditional on-premises setups.

Enhancing Productivity and Collaboration

By leveraging the flexibility of Windows 365, we empower employees to access secure, high-performance virtual desktops from anywhere, ensuring seamless collaboration and improved productivity. This shift supports a more dynamic and inclusive work environment, enabling diverse teams to contribute effectively regardless of location.

By integrating Windows 365 into our systems, Intercare not only enhances operational efficiency but also reinforces its dedication to sustainability, innovation, and inclusivity—key pillars of our corporate social responsibility strategy



The implementation of Windows 365 aligns with Intercare's commitment to sustainability and innovation, contributing to the following Sustainable Development Goals:

- **SDG 9: Industry, Innovation, and Infrastructure** – Promoting resilient and sustainable IT infrastructure that fosters innovation and inclusivity.
- **SDG 12: Responsible Consumption and Production** – Reducing e-waste through cloud-based solutions and optimizing resource use.
- **SDG 13: Climate Action** – Supporting environmental sustainability by lowering the carbon footprint of our IT operations.

Promoting Sustainability: Using FSC-Certified Mother Reels in Our Tissue Converting Plant



At Intercare, sustainability is not just a value—it is a responsibility we actively uphold. As part of our efforts to ensure environmentally responsible operations, our tissue converting plant uses FSC (Forest Stewardship Council)-certified mother reels. This initiative underlines our commitment to sustainable sourcing practices and highlights our dedication to conserving natural resources and promoting ethical production standards.

What Are FSC-Certified Mother Reels?

FSC-certified mother reels are produced from responsibly managed forests that meet stringent environmental, social, and economic standards. This certification guarantees that the wood pulp used in the production process is sourced in a manner that preserves biodiversity, supports forest regeneration, and respects the rights of workers and local communities.

Key Benefits of Using FSC-Certified Mother Reels

- Environmental Conservation – Ensures that forests are responsibly managed to protect biodiversity and promote ecological balance.
- Ethical Practices – Supports fair labor practices and respects the rights of local communities involved in forestry operations.
- Consumer Trust – Provides our customers with confidence that their products are sourced responsibly and align with global sustainability standards.
- Reduction of Carbon Footprint – Encourages sustainable forestry, which contributes to offsetting carbon emissions.



By using FSC-certified mother reels, Intercare directly contributes to key United Nations Sustainable Development Goals:

- **SDG 12: Responsible Consumption and Production** – Promoting sustainable sourcing reduces environmental impact and encourages ethical supply chains.
- **SDG 13: Climate Action** – Supporting responsibly managed forests helps mitigate climate change by reducing deforestation and promoting carbon sequestration.
- **SDG 15: Life on Land** – Protecting forest ecosystems and promoting biodiversity through sustainable forestry practices.

Our Commitment to a Greener Future

Through this initiative, Intercare is taking a proactive approach to reduce its environmental impact and champion the cause of sustainability within the tissue industry. By choosing FSC-certified materials, we not only meet the needs of today but also ensure that the resources and ecosystems essential to future generations are preserved.

Recycling for a Greener Future: Intercare's Tissue Waste Management Initiative



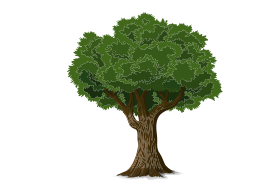
At Intercare, sustainability lies at the heart of our operations. As part of our commitment to environmental stewardship, we have implemented a comprehensive waste management strategy in our Tissue Converting Plant. To date, we have given away **3.630 tons** of production waste from interfold and auto-cut tissues to Alpha Emirates, a renowned paper recycling company with a powerful vision of creating a greener earth.

The Environmental Impact of Our Recycling Efforts

Every ton of recycled paper saves:

- 17 trees
- 380 gallons of oil
- 3 cubic yards of landfill space
- 4,000 kilowatts of energy
- 7,000 gallons of water

By recycling 3.630 tons of tissue waste, Intercare has contributed to saving:



61.71 trees

1,379G
of oil

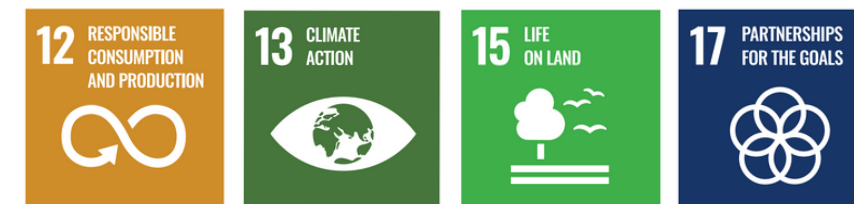


10.89cubic yard
landfill space

14,520 kW
of energy



25,410G
of water



This initiative supports several United Nations Sustainable Development Goals:

- **SDG 12: Responsible Consumption and Production** – Reducing production waste and ensuring its reuse through recycling.
- **SDG 13: Climate Action** – Mitigating environmental impact by lowering greenhouse gas emissions through recycling.
- **SDG 15: Life on Land** – Contributing to forest conservation by saving trees and reducing the need for virgin paper production.
- **SDG 17: Partnerships for the Goals** – Collaborating with Alpha Emirates to promote sustainable recycling practices.

Reviving the Towel Master Business: A Step Toward Sustainability



Intercare has always been a trailblazer in the UAE's hygiene sector, and we take pride in being the pioneers of the **Towel Master business**. The Towel Master is a monthly service solution that provides reusable towel rolls for dispensers, offering an eco-friendly alternative to disposable paper towels. This innovative system ensures hygiene, sustainability, and cost-effectiveness, making it a standout solution in washroom care.

However, the global outbreak of COVID-19 presented unique challenges. Concerns around hygiene and safety led to a decline in demand for Towel Master services. But as hygiene standards evolve and sustainability becomes a global priority, Intercare has reinvigorated efforts to bring Towel Master back to full operation in 2025, aligning it with contemporary needs and environmental goals

Environmental and CSR Impact

The Towel Master business reflects our commitment to Corporate Social Responsibility by emphasizing the principles of reuse over disposal. Here's how it supports sustainability:

- **Reduction in Waste:** Each reusable towel roll eliminates the need for thousands of disposable paper towels, drastically reducing landfill waste.
- **Lower Carbon Footprint:** By minimizing single-use materials, we reduce carbon emissions associated with the production, transportation, and disposal of paper towels.
- **Water and Energy Savings:** Reusing towel rolls consumes fewer natural resources compared to the lifecycle of single-use paper towels.
- **Promoting a Circular Economy:** The reusable towel system underscores our focus on sustainable consumption and production patterns.

Preparing for 2025: A Sustainable Comeback

As part of our strategy to restore Towel Master to full operation in 2025, we have:

- **Enhanced Hygiene Standards:** Upgraded the cleaning, sanitization, and servicing processes to address safety concerns post-COVID-19.
- **Employee Education:** Conducted awareness campaigns to highlight the environmental and economic benefits of reusable towel systems.
- **Sustainability Advocacy:** Collaborated with businesses and institutions to adopt the Towel Master as a step toward their own sustainability goals.
- **Test Reports:** Availability of test reports to prove the hygienic standard from accredited external laboratories.



The Towel Master business actively supports several United Nations Sustainable Development Goals:

- **SDG 12: Responsible Consumption and Production** – Encouraging reuse to reduce waste and promote sustainable resource use.
- **SDG 13: Climate Action** – Reducing greenhouse gas emissions linked to the production and disposal of paper towels.
- **SDG 15: Life on Land** – Decreasing deforestation by reducing reliance on paper products.
- **SDG 17: Partnerships for the Goals** – Collaborating with clients and stakeholders to promote sustainable hygiene solutions.

Wastewater Treatment and Recycling Initiatives



At Intercare, wastewater treatment plays a pivotal role in our commitment to protecting ecosystems, conserving water, and promoting community health. To uphold the highest environmental standards, we have implemented stringent measures for recycling wastewater generated across our chemical production plant, laundry facilities, and accommodation sites.

All wastewater undergoes rigorous internal treatment to ensure it meets the required purification standards. We conduct comprehensive testing of the treated water before it is transported to the **Sajja Water Treatment Plant in Sharjah, UAE**, where it undergoes further advanced purification processes, including filtration, biological treatment, and chemical purification. This practice conserves precious water resources, reduces environmental pollution, and reflects our commitment to sustainable operations.



At our accommodation facilities, treated water is effectively repurposed for sanitary applications. The treated water from these facilities, along with the treated water from our production processes, is transported to the Sajja Recycling Plant for further processing and integration into broader water management systems.

As of **December 2024**, we have successfully recycled **78% of our total water consumption**, underscoring our dedication to sustainability and environmentally responsible practices.



This initiative aligns with the following Sustainable Development Goals:

- **SDG 6: Clean Water and Sanitation** – Ensuring sustainable water use and management while maintaining high purification standards.
- **SDG 12: Responsible Consumption and Production** – Promoting efficient resource use and waste reduction through advanced water recycling methods.
- **SDG 13: Climate Action** – Actively minimizing our environmental footprint through sustainable water practices.

Local Sourcing and Supply Chain Sustainability



Intercare Group demonstrates a strong commitment to local engagement as part of our Corporate Social Responsibility initiatives. By prioritizing local suppliers, we contribute to regional economic growth, reduce environmental impact through shorter transportation routes, and foster stronger community relationships. This approach not only encourages sustainable practices but also enhances transparency in labor and ethical standards, builds supply chain resilience, and helps preserve local cultures and traditions, thereby strengthening the social fabric of the community.

As of December 2024, **61% of our suppliers are based locally**, reflecting our dedication to supporting the regional economy. Additionally, **52% of our procurement spending was allocated to local suppliers**. This upward trend underscores our ongoing efforts to align our procurement practices with our sustainability goals, reinforcing the importance of local engagement in building a resilient and sustainable supply chain.



Local suppliers Spending on Local supplies



This initiative contributes to the following Sustainable Development Goals:

- **SDG 8: Decent Work and Economic Growth** – Supporting local businesses and fostering economic growth within communities.
- **SDG 12: Responsible Consumption and Production** – Promoting sustainable procurement practices and reducing environmental impact.
- **SDG 11: Sustainable Cities and Communities** – Strengthening local economies, preserving cultural traditions, and building community resilience.
- **SDG 13: Climate Action** – Reducing transportation-related carbon emissions by sourcing locally.

Fostering Equality, Diversity, and Inclusion at Intercare



At Intercare, we firmly believe that a diverse and inclusive workforce drives innovation, enables us to understand our customers' needs more effectively, and helps us deliver value-driven solutions. With employees from a variety of cultural and professional backgrounds, we strive to cultivate an environment where everyone can thrive and make meaningful contributions to our collective success.

Diversity in Numbers

Our commitment to diversity and inclusion is reflected in the composition of our workforce:

- **10 Nationalities:** Employees from diverse backgrounds bring unique academic disciplines and perspectives.
- **34% Female Workforce:** Women actively contribute across leadership, technical, and operational roles in the office.
- **Average Employee Age: 38 Years:** A balanced mix of experienced professionals and fresh talent ensures dynamic growth.
- **Average Service Seniority: 10 Years:** Long-term employee engagement reflects satisfaction and loyalty.
- **11% Local Workforce:** Of this, **91%** are women, exemplifying our dedication to empowering local talent.



10 Nationalities



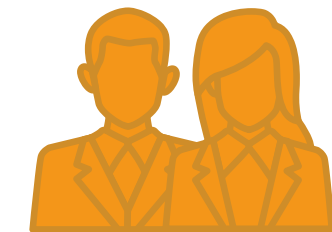
34% Female Workforce



Average employee age of 38 Years



10 Years service seniority



11% Local Workforce

Equal Opportunity as a Core Principle

Intercare is dedicated to fostering a workplace built on fairness, dignity, and respect. Discrimination of any kind—whether based on race, gender, age, religion, disability, or marital status—has no place in our organization. Equal opportunity is ingrained in our corporate culture, ensuring all individuals have access to growth, learning, and leadership opportunities.



Our efforts to promote equality, diversity, and inclusion align with these key Sustainable Development Goals:

- **SDG 5: Gender Equality** – Advancing equal opportunities for women and men across all roles and levels.
- **SDG 8: Decent Work and Economic Growth** – Providing a safe, inclusive, and fair work environment that supports sustainable economic growth.
- **SDG 10: Reduced Inequalities** – Implementing inclusive policies that reduce inequalities and foster respect for diversity in the workplace.

Promoting Employee Well-being: Intercare's Health and Awareness Initiatives



At Intercare, we recognize that our employees are the heart of our organization, and their health and well-being are paramount. As part of our commitment to fostering a safe, supportive, and healthy workplace, we have implemented initiatives that prioritize their physical and mental well-being.

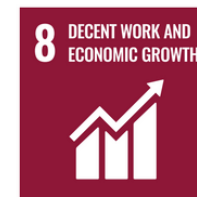
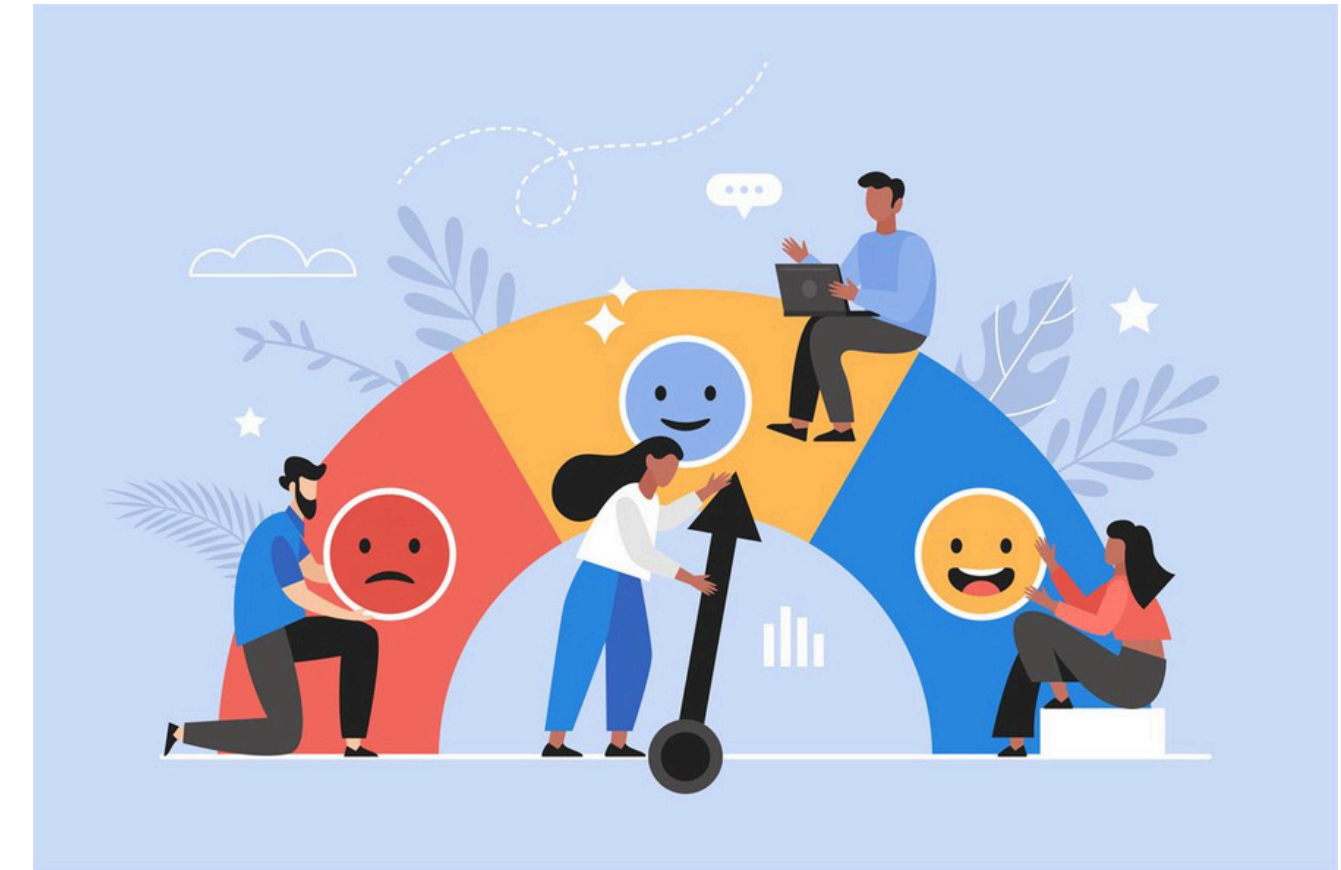
Comprehensive Medical Insurance Coverage

Intercare is proud to have ensured that all our employees are covered under a comprehensive medical insurance plan. This initiative not only aligns with our commitment to employee welfare but also provides financial security and access to quality healthcare services, safeguarding our team against unexpected medical expenses.

Health Awareness Webinars

To further promote preventive healthcare and overall wellness, Intercare has organized a series of webinars focusing on critical health topics. These include:

- **Breast Cancer Awareness:** Empowering employees with knowledge about early detection, risk factors, and prevention strategies to combat one of the most common health challenges.
- **Upper Respiratory Infections and Flu:** Highlighting preventive measures and management tips for seasonal illnesses.
- **Diabetes Awareness:** Educating employees about regular screenings, lifestyle modifications, and the importance of early intervention.
- **Emotional Resilience and Work-Life Balance:** Providing practical strategies to manage stress, enhance emotional well-being, and maintain equilibrium between professional and personal commitments.



These initiatives contribute to our corporate social responsibility goals by fostering a healthier, more resilient workforce. By focusing on employee well-being, we actively support the following Sustainable Development Goals:

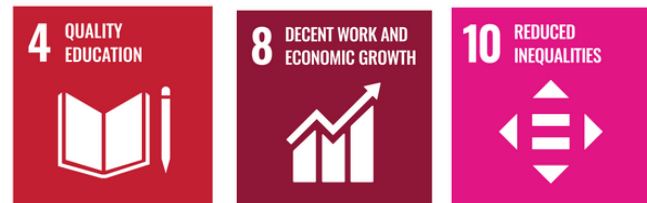
- **SDG 3: Good Health and Well-being** – Ensuring access to healthcare, promoting preventive care, and improving health literacy among employees.
- **SDG 8: Decent Work and Economic Growth** – Supporting a healthy workforce, which drives productivity and enhances economic resilience.

Employee Development and Internal Promotions: Fostering Growth and Sustainability



At Intercare, we firmly believe that investing in our employees' growth is a key driver of both individual and organizational success. As part of our commitment to Corporate Social Responsibility and sustainable development, we have focused on promoting from within, providing employees with the opportunity to grow and advance their careers within the company.

In 2024, Intercare successfully promoted **22 employees internally, with 5 senior-level promotions**. This initiative aligns with our CSR goals by fostering a culture of equal opportunity, employee empowerment, and sustainable growth.



Internal promotions not only reflect the company's commitment to recognizing and rewarding talent but also directly contribute to the following Sustainable Development Goals:

- **SDG 4: Quality Education** – By providing continuous training, upskilling, and growth opportunities, we ensure that our employees are equipped with the knowledge and skills necessary for advancement.
- **SDG 8: Decent Work and Economic Growth** – Promoting employees internally helps strengthen job security, enhance career prospects, and stimulate economic growth within the organization.
- **SDG 10: Reduced Inequalities** – By offering equal promotion opportunities regardless of gender, age, or background, we contribute to reducing inequalities in the workplace.

Impact on Employees and Company Culture

These internal promotions exemplify our commitment to fostering a work environment where growth, talent, and dedication are recognized. Offering employees the chance to climb the career ladder not only boosts morale but also enhances productivity, engagement, and job satisfaction.

We are committed to maintaining a workplace culture that nurtures personal and professional development, encouraging employees to reach their full potential and contribute to the company's success.

Intercare's internal promotion efforts are a key element of our ongoing CSR initiatives, ensuring that our team members thrive while also driving the company's long-term growth and sustainability.



CONCLUSION



At Intercare, Corporate Social Responsibility is not just an obligation—it is a cornerstone of our identity and an integral part of our business philosophy. From championing sustainability through eco-friendly practices and recycling initiatives to fostering a culture of inclusivity, employee well-being, and community engagement, we remain committed to driving meaningful change for the planet and its people.

As we reflect on our achievements in aligning with the United Nations Sustainable Development Goals (SDGs), we also recognize that the journey toward sustainability is ongoing. Each step we take—whether through empowering our workforce, reducing our environmental footprint, or enhancing our operational resilience—reinforces our responsibility as a corporate leader to inspire progress beyond our organization.

Looking ahead, Intercare will continue to innovate, adapt, and lead by example, ensuring that our actions today contribute to a more sustainable and equitable future for all. Together with our stakeholders, we aim to leave a legacy of care, responsibility, and impact for generations to come.

Thank you for joining us on this journey. Together, we can make a difference.

