

Impact Survey and Index

Introduction

CSR UAE's Impact Survey has been developed to support UAE's global competitiveness through providing insights and recommendations to support decision makers in the field of sustainability, CSR and social impact.

Data collected through the Impact Survey will be used for both the "Impact Index: UAE entities ESG & SDGs performance" and Impact Certification.

The Impact Survey and Index is the official federal recognition for UAE entities' sustainability and CSR practices. It has been developed to assess entities' commitment to Environmental, Social and Governance (ESG) and Social Development Goals (SDGs) policies, programmes and initiatives. It aims to promote a uniform standard for CSR and sustainability by which entities can authenticate, verify, recognize, and enhance their methods and practices.

Based on the assessment metrics, top performing entities will be awarded one of three ranking levels: Silver, Gold or Platinum along with privileges. The country's Top 50 most socially responsible entities will also be showcased in the "Impact Index: UAE entities ESG & SDGs performance" report in celebration of the UAE's Golden Jubilee.

Participating entities will receive tailored feedback on their submissions including recommendations on how to improve and develop their practices in line with the ESG and SDGs priorities.

The Impact Survey will ultimately help entities develop and grow their sustainability and CSR practices in the UAE and will feed into the **Impact Index**, further supporting the UAE competitiveness worldwide.

All data will be CONFIDENTIAL.

Application Process

- The Impact Survey has been developed to assess business entities.
- It is comprised of insight questions and scored questions.
- For scored questions, each question will be given a score between 1-5.
- Business entities are not obligated, but highly encouraged to upload relevant supporting documents to build a stronger case.
- These documents will serve as additional support for assessors and may help in achieving a higher score.
- Assessors have the right to assign a lower score if sufficient narrative or proof has not been provided.

The Impact Survey is based on the assessment criteria weighted below:

- 1. National Priorities & In Country Value (ICV) (40%)**
- 2. Strategy and Governance (15%)**
- 3. Impact Measurement (20%)**
- 4. Innovation (20%)**
- 5. Stakeholder Engagement (5%)**

Note:

- A virtual interview or site visit may be required based on your application's assessment result.
- **DISCLAIMER:** All uploaded documents will be CONFIDENTIAL and used for assessment purposes.

POP-UP:

- **Unless otherwise specified, please only refer to activities that took place between JANUARY 2020 - DECEMBER 2020. All other time frames will be excluded from this assessment.**
- **This Survey is limited to the contributions and practices of business entities within the UAE only. All international activities will be excluded.**



Impact Survey: UAE entities ESG & SDG performance

Entity Profile:

Questions in this section are part of your profile and will be used for insights. It will NOT affect your scoring

1. Details of representative completing the Survey:

- First Name:
- Last Name:
- Designation
- Mobile Number:
- Landline Number:
- Email Address:
- Alternative Email Address (Optional):

2. Entity Details

- Entity Name (English):
- Entity Name (Arabic):
- Entity Logo:

3. Legal Type:

- Sole proprietorship
- Partnership
- Limited Partnership
- Public Shareholder
- Private Shareholder
- Limited Liability Company
- Shared Limited Liability
- Foreign Establishment / A branch of a foreign establishment
- Government Sector
- Co- Operative Sector
- Non-Profit Organization
- Representing Office
- Government Company (public sector)
- Other

4. Are you a Small, Medium or Micro-enterprise?

<input type="checkbox"/> Yes (select one based on the interactive tool based on your industry): https://www.uaesme.ae/About/SMEDefinition	<input type="checkbox"/> No
<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Microenterprise	

5. Sector:



- Public
 - Government
 - Federal Government
 - Local Government
 - Other Emirate Government
 - Government Company/ owned by Government
 - Quasi-governmental company – not owned completely by Government but controlled it
- Private
 - Private Company - owned by Private sector
 - Quasi- Private company - not owned completely by Private sector but controlled it
 - Private household
 - Workers in the same household
 - Workers without fixed place of work
 - Non-Profit Organization
- Foreign Sector
 - Foreign Company
 - Foreign Authority
 - Other

6. Industry - <https://www.ilo.org/global/industries-and-sectors/lang--en/index.htm>

- i. Agriculture; plantations; other rural sectors
- ii. Basic Metal Production
- iii. Chemical Industries
- iv. Commerce
- v. Construction
- vi. Education
- vii. Financial services; professional services
- viii. Food; drink; tobacco
- ix. Forestry; wood; pulp and paper
- x. Health services
- xi. Hotels; catering; tourism
- xii. Mechanical and electrical engineering
- xiii. Media; culture; graphical
- xiv. Mining (coal; other mining)
- xv. Oil and gas production; oil refining
- xvi. Postal and telecommunications services including IT
- xvii. Public service
- xviii. Shipping; ports; fisheries; inland waterways
- xix. Textiles; clothing; leather; footwear
- xx. Transport (including civil aviation; railways; road transport)
- xxi. Transport equipment manufacturing
- xxii. Utilities (water; gas; electricity)
- xxiii. Other, please specify

7. Which Emirate is your entity headquartered in the UAE?

- Abu Dhabi
- Dubai
- Al Sharjah
- Ajman
- Umm Al Quwain
- Ras Al Khaimah
- Fujairah



8. Emirate(s) in which your entity operates- select all that apply:

<input type="checkbox"/> Abu Dhabi	<input type="checkbox"/> Dubai	<input type="checkbox"/> Al Sharjah	<input type="checkbox"/> Ajman
<input type="checkbox"/> Umm Al Quwain	<input type="checkbox"/> Ras Al Khaimah	<input type="checkbox"/> Fujairah	

9. Which capital market is your entity listed on?

- Abu Dhabi Exchange (ADX)
- Dubai Financial Market (DFM)
- NASDAQ Dubai
- Other, please specify
- Not listed

10. Existing entity policies - Please select all aspects for which your entity has a documented policy (standalone or integrated) - Check all that apply:

- Corporate Social Responsibility
- Sustainability
- Environmental, Social, Governance (ESG)
- Health and Safety
- Environment
- Anti-discrimination
- Whistle-blowing and grievance procedures
- Prevention of sexual harassment at the workplace
- Workforce diversity (to promote gender-balance, diversity & inclusion in the workplace)
- Anti-bribery and corruption
- Business code of conduct (internal)
- Code of conduct for suppliers
- Energy use
- Waste management (including recycling)
- Employee volunteering
- Other (Please specify)

11. Distribution of human capital in your entity over the last year

(The category / tier is defined as per your internal entity policies):

Category/tier	Total Employees	
	Men	Women
Total		
Board Members		
Senior Management / Executive team		
Middle Management		
Other / Non-Management Staff		
Professionals / Technical occupations		
Contractual Labour		



Category/tier	People of Determination	UAE Nationals	Youth (18-35 yrs old)
Total			
Total Men			
Total Women			
Board Members			-
Senior Management / Executive team			-
Middle Management			-
Other / Non-Management Staff			-
Professionals / Technical occupations			-
Contractual Labour			-

12. Please indicate the employee turnover of full-time employees over the last one year (in %):

_____ %

13. Provide the financial contribution made towards CSR and Sustainability over the last year within the UAE: _____ AED

-----End of Profile Section-----



National Priorities & In Country Value (40%)

1. Does your entity have a dedicated budget for sourcing of local goods, services and subcontracting?

Yes

- Please specify total budget for sourcing of local AND foreign goods, services and subcontracting
- Please specify total budget for sourcing of local goods, services and subcontracting

No

2. Has your entity contributed to the local economy through spending on procurement of local goods, services and subcontracting?

Yes

- Please write the total amount (in AED) and the actual percentage that your entity has spent on local goods and services last year.
Total (AED) spent on procurement of local goods, services and subcontracting:
Percentage (%) spent on procurement of local goods, services and subcontracting:

No

3. What percent of your employees are UAE Nationals?

- Please write the actual percentage of UAE National Employees in your entity for the last year _____%

4. Does your entity have any training programs for UAE Nationals? (Graduate training programs or general training programs)

Yes

- Please list the training programs your entity has for UAE Nationals and describe each training program in detail. Feel free to elaborate on graduate trainees' programs for UAE Nationals as well as other trainings that your entity may have specifically for UAE National employees.

No



Strategy and Governance (15%)

5. Which of the following does your entity have in place? Check all that apply.

Please upload any relevant supporting documents, images or links.

- CSR (social and / or environmental) and Sustainability strategy
= "A long-term plan to achieve a certain goal"
- CSR (social and / or environmental) and Sustainability policy
= "A definite course or method of action to guide and determine present and future decisions"
- CSR (social and / or environmental) and Sustainability framework
= "A supporting structure that helps entity's plan, manage and evaluate activities in order to improve and maintain environmental and social practices"
- CSR (social and / or environmental) and Sustainability agenda
= "A list of CSR activities"
- We do not have a formal structure in place

6. How does your entity determine its CSR (social and / or environmental) and Sustainability direction / agenda / priority / topic? Check all that apply.

Please upload any relevant supporting documents, images or links.

- Board of Directors / Executive management decision
- Entity's overarching strategy (vision, mission, objectives)
- Sustainability or CSR Committee (A group of people responsible of managing and embedding Sustainability or CSR across the entity)
- Sustainability or CSR Team
- Ad-hoc, based on the requests received
- Other, please specify
- We do not have a formal approach towards CSR and Sustainability

7. How does your entity determine its CSR (social and / or environmental) and Sustainability budget? Check all that apply.

- Fixed amount / percentage set annually by the Board of Directors / Executive management
- Ad-hoc, based on the requests received
- Other, please specify
- We do not have a CSR and Sustainability budget

8. Does your entity revisit its CSR (social and / or environmental) and Sustainability strategy /policy /agenda /framework?

- Yes
 - Yes, Between 1 to 3 years
 - Yes, Between 4 to 5 years
 - Other, please specify



No

9. Does your entity share information on CSR in the public domain?

Yes

i. Please select the mode used for sharing CSR related information

check all that apply:

- Sustainability Report
- CSR Report
- Entity website
- Employee portal (internal)
- Newsletter
- Social Media
- Other, please specify:

Please upload any relevant supporting documents, images or links.

No

10. Does your entity create / develop / initiate any CSR (social and / or environmental) and Sustainability programs?

Note: Please do not include any volunteering initiatives or programs as this will be touched upon in a separate section of the survey.

Yes

- Please list the CSR programs that your entity created / developed / initiated and provide relevant narrative and explanation to prove that your entity was responsible for the creation of the programs.

Please upload any relevant supporting documents, images or links.

No

11. Has your entity joined any CSR (social and / or environmental) and Sustainability programs that were initiated by other external entities?

Yes

- Please list the programs and explain your involvement in detail - **Check all that apply:**

- Monetary Contributions / Sponsorships / In-kind Contributions / Skill-based Contributions
- Partner in Ideation (supported in generation of ideas or the development of the program)
- Partner Executor / Partner Implementor (supported in implementation of the program)

Please upload any relevant supporting documents, images or links.

No

12. Does your entity monitor and evaluate its CSR (social and / or environmental) and Sustainability activities?

Yes

Check all that apply:

- Set KPIs
- Feedback surveys / surveys in general
- Meetings / stakeholder engagements with beneficiaries
- Impact assessments
- Internal assessment
- External, Third party assessment



- Other, please specify
Please upload any relevant supporting documents, images or links.
- No

13. Does your entity conduct any risk assessment or due diligence before implementing its CSR programs?

(Examples of risk assessment could include site visits to ensure the health and safety of workers before starting a project / investment. Risk assessments / due diligence could include verifying your suppliers' reliability and credibility before signing contracts, etc).

- Yes
- Please explain in detail the risk assessments / due diligence that your entity conducts before implementing its programs and describe any positive outcomes that have been faced as a result of having these risk assessment / due diligence processes in place.
Please upload any relevant supporting documents.
- No

14. Does your entity have a business continuity model (crisis management plan, alternative governance structure) in case of a crisis?

(Example: In times of crisis, having a predefined crisis management plan that lays out directions on how to transition to remote working while ensuring the continuity of business operations and while ensuring the wellbeing and productivity of the workforce, etc).

- Yes
- Please describe the business continuity model (crisis management plan, alternative governance structure, business continuity plan) in detail and provide examples where applicable.
Please upload any relevant supporting documents.
- No

15. Please indicate whether the entity has the following policies:

Please upload any relevant supporting documents.

- **Parental Leave Policy:**
 1. Please provide the number of Full Pay working days in the leave policy
 2. Please provide the number of Half Pay working days in the leave policy
 3. Please provide the number of No Pay working days in the leave policy
- **Maternity Leave Policy:**
 1. Please provide the number of Full Pay working days in the leave policy
 2. Please provide the number of Half Pay working days in the leave policy
 3. Please provide the number of No Pay working days in the leave policy
 4. Please indicate the percentage of employees who came back to work after maternity leave and were still employed after 12 months.
- **Paternity Leave Policy:**
 1. Please provide the number of Full Pay working days in the leave policy
 2. Please provide the number of Half Pay working days in the leave policy
 3. Please provide the number of No Pay working days in the leave policy
 4. Please indicate the percentage of employees who came back to work after paternity leave and were still employed after 12 months.



16. Does your entity offer any of the following to employees returning from maternity / paternity / parental leave? Check all that apply:

- Transitional programs for returning employees
- On-site / off-site child care services
- Remote work options
- Flexible work hours
- On-site health services
- New mother rooms / nursing / pumping rooms
- Designated parking spots for pregnant women
- Other, please specify



Impact Measurement (20%)

17. Do your entity's programs and activities align with the SDG indicators listed on the UAE SDG's Official Portal? (<https://uaesdgs.ae>)

Please note that any project(s) supported by your entity on the [CSR UAE](#) platform is already aligned with the UAE SDG's.

- Yes (check all that apply)
- i. Please showcase the project(s) on CSR UAE's platform that your entity supports / supported (if any) AND/ OR
 - ii. Please list your activities and specify / highlight how each activity aligns with its relevant SDG.
 - iii. Please upload any relevant supporting documents, images or links showcasing your entity's programs along with the SDG alignments.
 - GOAL 1: No Poverty
 - GOAL 2: Zero Hunger
 - GOAL 3: Good Health and Well-being
 - GOAL 4: Quality Education
 - GOAL 5: Gender Equality
 - GOAL 6: Clean Water and Sanitation
 - GOAL 7: Affordable and Clean Energy
 - GOAL 8: Decent Work and Economic Growth
 - GOAL 9: Industry, Innovation and Infrastructure
 - GOAL 10: Reduced Inequality
 - GOAL 11: Sustainable Cities and Communities
 - GOAL 12: Responsible Consumption and Production
 - GOAL 13: Climate Action
 - GOAL 14: Life Below Water
 - GOAL 15: Life on Land
 - GOAL 16: Peace and Justice Strong Institutions
 - GOAL 17: Partnerships to achieve the Goals
- No

18. Does your entity have an evaluation criteria that considers Environmental, Social, Governance (ESG) factors for purchasing, distribution and/ or contracting suppliers?

An example of an evaluation criteria that takes ESG factors into consideration could be when deciding to work with certain suppliers, does your entity verify if the supplier avoids child labor? Does the supplier eliminate forced labor? Does the supplier manage its waste efficiently, etc.

- Yes
- Please list and explain in detail the evaluation criteria that your entity has in place.



Please upload any relevant supporting documents, images or links.

No

19. Does your entity have any processes in place that have helped it have a positive impact on the environment?

Yes

Check all that apply:

- Reduction in GHG emissions
- Reduction in water consumption
- Reduction in electricity consumption
- Reduction in paper consumption
- Purchasing certified carbon offsets / carbon credits
- Other, please specify

Please upload any relevant supporting documents, images or links.

No

20. Has your entity created a long-term positive impact in any particular social / societal topic in the country?

(An example could be creating a positive impact in the topic of health and wellbeing and education by creating detailed nutritional labels for your food products that are easy to understand by adults and children. This allows children to better understand healthy food consumption / habits and creates long term positive impact as a result of better eating patterns and behaviours,, etc).

Yes

- Please list the topics that your entity has impacted and explain the impact that your entity has created in society for the listed topics.

No

21. Does your entity estimate and / or monitor any of the following (check all that apply and provide relevant data where available)

<input type="checkbox"/> Greenhouse Gas Emissions	
	2020
Scope 1 Direct GHG emissions (CO2 in metric tons)	
Scope 2 Indirect GHG emissions (CO2 in metric tons)	
Scope 3 Indirect GHG emissions (CO2 in metric tons)	
Other, please specify	
<input type="checkbox"/> Water Consumption <i>Water bills may be utilised to gather the necessary information</i>	



	2020
Utility water consumption (in Imperial Gallons):	
Drinking water consumption (in Imperial Gallons):	
Waste water generated (in Gallons):	
Total amount of water recycled (in Imperial Gallons):	
<input type="checkbox"/> Energy Consumption <i>Electricity bills may be utilised to gather the necessary information</i>	
	2020
Electricity consumption (in kilowatt-hour):	
<input checked="" type="checkbox"/> Waste Management <i>Please indicate the percentage of total solid waste generated that was diverted (recycled, reused or recovered) from disposal</i>	
	2020
Type of solid waste with % diverted	

22. Does your entity use a treatment facility to treat wastewater?

- Yes
 - i. If yes, please provide the percentage of total wastewater that was treated by your entity over the last one year (%):
- No
- Not applicable
 - i. Optional (explain why):

23. Does your entity's product manufacturing rely on water use?

- Yes
- No
- Not applicable
 - i. Optional (explain why):

24. Does your entity align its CSR (social and / or environmental) and Sustainability practices with any international standards, guidelines or certifications?

- Yes
 - i. Check all that apply:
 - ISO 14001:2015
 - ISO 50001:2018
 - ISO 26000



- SA 8000
- UN Global Compact
- Sustainable Development Goals (SDGs)
- Environmental, Social and Governance (ESG)
- B Corporation
- Other, please specify

No

25. Does your entity report on business climate resilience? (*Business Climate Resilience: The ability of an entity to respond to climate change to better manage the associated risks and seize opportunities that arise)

Yes

- i. If yes, please select the applicable reporting mechanism – check all that apply:
 - TCFD (Task force on Climate-related Financial Disclosures)
 - CDP (Carbon Disclosure Project)
 - SBT (Science Based Target)
 - Other (please specify):

No

26. Does your entity have processes to assess its climate related risks?

Yes

- Check all that apply:
 - Climate risk assessment framework
 - Climate risk management framework
 - Climate risk reporting framework

Please upload any relevant supporting documents, images or links.

No

27. Does your entity adopt renewable energy as one of its sources of energy?

Yes

- Please provide the amount of renewable energy (e.g., solar, wind etc.) consumed over the last one year, if available (as % of total energy consumed):
Type of renewable energy:
Amount of energy consumed (if available):

No

Not applicable (explain why)



Innovation (20%)

28. Has your entity adopted and implemented any innovative ideas and processes that are aligned with the National Strategy for Innovation's priority sectors?

Yes

Please list the ideas (that have been implemented) alongside the priority sectors and explain in detail how these align with aspects of the National Strategy for Innovation's priority sectors and how the ideas assist the country in reaching its national targets.

- Renewable energy
- Transportation
- Education
- Health
- Water
- Technology
- Space

Please upload any relevant supporting documents, images or links.

No

29. Has your entity adopted and implemented innovative ideas and processes in order to overcome any CSR (social and / or environmental) and Sustainability issues in the UAE?

(Example: ramps or other processes to accommodate People with Determination and it has impacted your entity to become more inclusive and more accessible, which is in line with Vision 2021 and the National Agenda, which aim to maintain a cohesive society and promote an inclusive environment that integrates all segments of society).

Yes

- Please list your innovative ideas and processes and explain how these have positively impacted the UAE / the entity's performance in the UAE.

No

30. Does your entity's top management support its employees by providing them with resources to innovate at the workplace?

(Example: minimising hierarchical structures to allow all employees to brainstorm ideas and share freely or providing employees with dedicated time to come together and brainstorm innovative ideas).

Yes

- Please explain in detail how employees can innovate within the workplace and provide real-world examples / outcomes of your employees' innovations where possible.

Please upload any relevant supporting documents, images or links.

No

31. Does your entity offer flexible working arrangements for its employees?

Yes (check all that apply)

- Work from home / remote working
- Flexible work hours
- Compressed work week (employees work the same number of hours in fewer days)
- Other, please specify

No



32. Does your entity invest in Research and Development (R&D)? (Research and development (R&D) are activities that center around the innovation of new products or services in a company. Among the primary purposes of R&D activities is for a company to remain competitive as it produces products that advance and elevate its current product line.)

- Yes
- Internal Investments (investments made into your own entity's R&D)
Financially:

 Please provide the financial contribution made by your entity towards R&D over the last one year:
Percentage of employees working full-time in R&D over the last one year (% of total employees):

 - External Investments (investments made to support R&D outside your own entity)
Financially:

 Please provide the financial contribution provided by your entity to others:
- No
- Not applicable
- Optional: (explain why)

33. Does your entity own any patents?

- Yes
- If yes, please provide the technology area and number of patents:

S. No.	Technology Area	No. of patents
1		
2		
3		
4		

- No
- Not applicable
- Optional: (explain why)



Stakeholder Engagement (5%)

34. Does your entity identify and engage with internal and external stakeholder groups when deciding on significant CSR (social / environmental) and Sustainability topics to work on?

Yes

Please explain in detail how your entity identifies and engages with key stakeholders including the methodology and frequency and please explain in detail how your entity takes internal and external stakeholders into consideration when deciding on material / significant CSR topics.

Internal stakeholders:

External stakeholders:

Please upload any relevant supporting documents, images or links.

No

35. Does your entity have an employee feedback / engagement system to understand their experiences and challenges?

Yes

Please explain in detail what the system consists of and provide detailed information regarding the system including the frequency, methodology and the channel used.

Please upload any relevant supporting documents, images or links.

No

36. Does your entity have initiatives to support and boost employee wellbeing in the workplace?

Yes

Please list examples of internal initiatives that your entity has in place and provide examples of each of these initiatives.

Please upload any relevant supporting documents, images or links.

No

37. Does your entity provide skill development and/ or on-the-job training to its employees?

Yes

- If yes, please provide the average number of hours of training that your entity imparted to its employees over the last one year:
(Average number of training hours = Total number of training hours provided / Total number of individuals trained)

No

38. Please indicate the total number of skill-based hours contributed by employees over the last one year:

Details	2020
Total volunteering hours contributed	
Skill based volunteering hours contributed (as part of the total)	