



RESPONSIBLE BUSINESS ECOSYSTEM

DIGITALISATION

Our mission is to prioritise and innovate in the digitalisation of our services and internal processes to offer our customers excellent service, improve employee satisfaction, and enhance our overall value proposition to stakeholders. Our record-breaking number of company registrations was mainly due to the investments made in digitalisation, focusing on business intelligence and digitalising all customer-facing processes to make them 100% paperless. Customers are now able to register their businesses remotely. Through newly introduced business intelligence solutions, the executive management has real-time visibility of performance and efficiency.

In 2021, we delivered several projects and more than 80 digital enhancements focused on increasing productivity, improvement of customer experience and mitigating security

risks to ensure business continuity. A significant achievement for us is ISO 27001 certification which allows us to comply with the best practice standards, particularly from an information security perspective. DMCC take customer privacy very seriously, and we can confirm that our systems are secure. There have been no instances of any leaks or unauthorised access to date.

Moreover, DMCC conducts regular internal and external audits of its digital ecosystem to ensure that we are aware of all the risks and can mitigate them. While the global landscape changes swiftly, we strive to stay up-to-date and continuously work with our stakeholders and strategic partners to ensure enhanced experience, robust security, customer satisfaction and seamless operations.

SUPPLY CHAIN SUSTAINABILITY AND RESPONSIBLE SOURCING

We acknowledge that as a facilitator of trade in several industries, we have a responsibility to maintain a high standard of infrastructure to enable and promote best practices. We believe this critical topic should be navigated strategically. Therefore, we participate in global organisations, such as the Organisation for Economic Cooperation and Development (OECD), the World Diamond Council and the Kimberley Process

(KP). The KP certification upholds high trade and global standards and helps protect the legitimate diamond industry locally and abroad. We oversaw the world's first UAE Kimberley Process office to be awarded the ISO 9001 certification.

To further support our trade ecosystem through responsible procurement practices, we ensure that our supplier selection process

covers sustainability topics. A combination of technical and commercial scoring is used at every DMCC tender via Tejari, a digital system we use for procurement processes. The qualification envelopes cover the following: trade license validity, insurance, amount of requested deviation from DMCC standard base contract, terms and conditions, compliance with DMCC Supplier Code of Conduct, confirmation of ultimate beneficial owners of the organisation, sustainability questionnaire and other information relevant to the project.

Every supplier going through the tender process was screened using environmental criteria through the questionnaire, which

serves as a proxy for us to evaluate suppliers' negative social impacts on the supply chain.¹⁸ As part of the procurement calculation methodology, we consider any supplier with a UAE trade license operating within the country with locally hired staff as a local supplier.

The Supplier Code of Conduct requires all suppliers to comply with applicable laws and regulations concerning equal opportunities, child labour, forced labour, human trafficking, working hours and fair wages. In line with the current workflow based on our evaluation and review of the current suppliers, DMCC doesn't engage with any who are at significant risk for incidents of the child, forced or compulsory labour.



DMCC Annual Procurement Budget (AED)	2020	2021
Local suppliers ¹⁹	473,163,492.07	564,817,666.88
International suppliers	22,131,748.96	17,781,957
Total	495,295,241.03 (96%)	582,599,623.88 (97%)

¹⁸ In total, 135 suppliers were assessed for environmental impacts versus 60 last year.
¹⁹ DMCC Defines Local Suppliers as the entities that have in-country operations and conduct transactions in UAE Dirhams.

ETHICAL BUSINESS

We prioritise the standard of our business ecosystem by ensuring our technical infrastructure protects our customer's privacy and upholds anticorruption measures. In 2021, we conducted Fraud Risk Assessments across the entire organisation, identifying no significant risk.

DMCC anti-corruption policies and procedures have been communicated to all employees and board members, where everyone confirmed their understanding and knowledge. No additional training has been conducted this year; however, we plan to organise the training in 2023.

The organisation is constantly being assessed on risks of anti-corruption by the internal audit department. We confirm that there have been no cases registered within the reporting period.

As the Dubai entity's government, DMCC ensures compliance with the laws and regulations in line with its organisation-wide responsibility in accordance with the organisation's risk management policy. Each division's responsibility is to report and escalate risk matters subject to the risk management framework. To our best knowledge, DMCC has not had any incidents of non-compliance with any laws or regulations.

DMCC will establish a register capturing all the legislation, laws, and regulations DMCC is mandated to follow by December 2023.