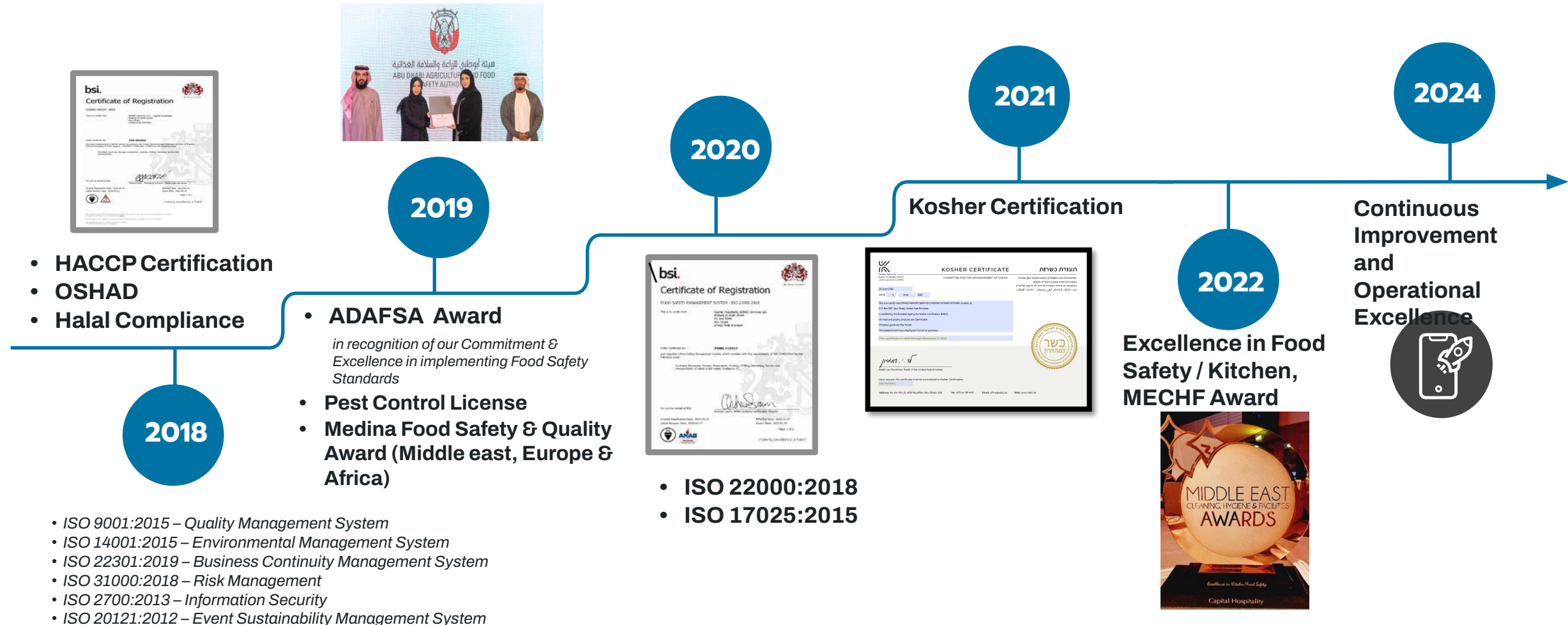


HSEQ - COMPLIANCE



OUR JOURNEY

capital
catering



HSEQ POLICY

At Capital Catering, safety has the highest priority and rightly receives the primary focus of our attention.

Safety, regulatory compliance, security, environment, occupational safety & health and continuous improvement are essential elements that underlie our vision and values to support safe operations and business sustainability.

Capital Catering has a well-established and effective management system encompassing safety, quality, security, environment and occupational safety & health that are consistent with the nature and scale of the operations.

These processes are based on a systematic approach to quality management which have been integrated into the operational and maintenance parts of the organization, including service providers and contractors, where applicable.

Health, Safety, Environment, & Quality Policy

It is the vision of Capital Catering to become an international leading catering company that contributes to Abu Dhabi's economic growth and income. This vision can only be achieved if Capital Catering is committed to prioritizing safety, regulatory compliance, environment, occupational safety & health, and continuous improvement as essential elements to support safe operations and business sustainability.

All levels of management, staff, and suppliers are committed and accountable for the delivery of the highest level of service and safety performance, starting with the Chief Executive Officer (CEO). The CEO and their management team have responsibility for ensuring that a culture of safety, quality, occupational health and safety, and environmental protection permeates from the top, through all levels of the organization, and for ensuring employee's well-being in the workplace.

Capital Catering establishes management systems encompassing safety, quality, environment, and occupational safety & health (relevant management systems) that are consistent with the purpose, size, and context of the organization and its risks and opportunities.

This policy and Capital Catering relevant management systems are reviewed periodically to ensure relevance, continued improvement, suitability, adequacy and effectiveness in the management and control of the operation.

Capital Catering is Committed To:

1. Supporting the management of safety through provision of appropriate human and financial resources that will result in an organizational culture that fosters safe practices, regulatory compliance, encourages effective safety reporting and communication, and actively manages safety with equal importance as production and financial management.
2. Enforcing the management of safety, as one of the primary responsibilities of all staff and clearly defining and communicating these responsibilities.
3. Establishing and implementing hazard/environmental aspect identification, risk, and threat management processes in order to prevent workplace related injuries, illnesses, or pollution and eliminate or mitigate relevant management system risks associated with any business activity to a point which is 'as low as reasonably practicable.'
4. Establishing and maintaining communication regarding relevant management systems with consultation and participation of staff to facilitate them reporting information concerning these systems without any fear of reprisal.
5. Complying with – and wherever possible exceeding – industry or customer standards and legal and other requirements in the UAE and abroad, whichever is more restrictive, when applicable.
6. Ensuring all staff are provided with adequate and appropriate safety, quality, environment and occupational safety & health information, training and are only allocated tasks commensurate with their skills, qualifications, and competence.
7. Making all managers and staff aware of their responsibility for being fit for duty and to meet safety, quality, environment, and occupational safety & health requirements and comply with standards applicable to contracted scope of work; and their responsibility to initiate corrective actions in line with these requirements, when deficiencies are identified.
8. Establishing, measuring, and continually improving the organization 's safety, quality, environment, and occupational safety & health performance against realistic objectives and/or targets meeting customers' expectations.
9. Ensuring externally supplied systems and services are selected based upon continuous compliance with the safety, quality, environment, and occupational safety & health performance standards to support business activities.
10. Maintaining physical infrastructure, including buildings and equipment, in a condition that ensures it is safe to use and consistent with environmental management protocols; minimizing waste and pollution; establishing processes that do not adversely affect the environment, striving to establish sustainable solutions as far as practicable.
11. Ensuring food safety standards are met and that all food provision is undertaken to the highest hygienic standards in all areas where food is processed and handled ensuring that food is of high quality, safe and fit for human consumption.

ANNEXURE-C / Rev-1

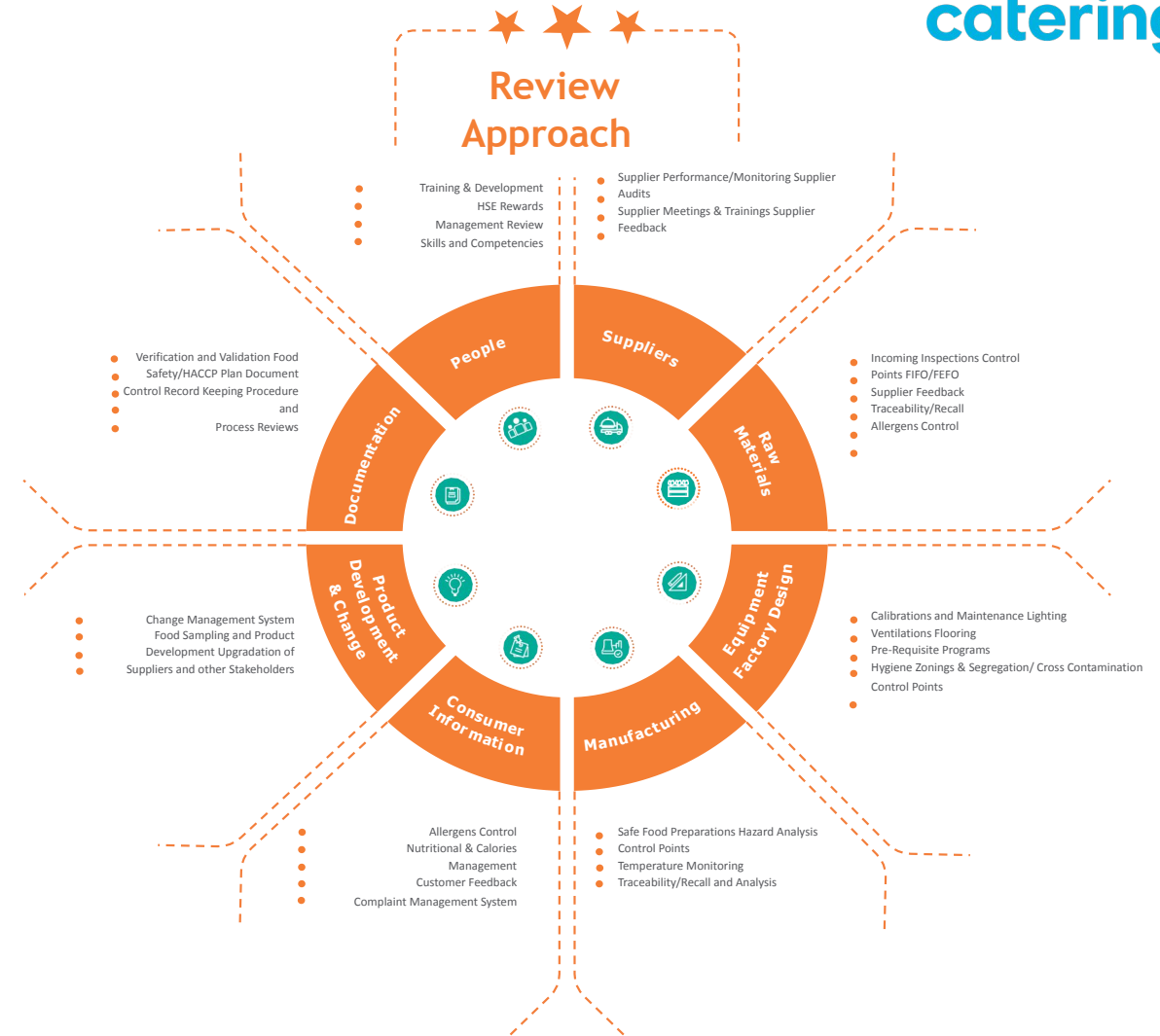
Ahmad Shaker
CEO – Capital Catering (Interim)
Date: 31st August 2024

FSMS

Our Food Safety Management System (FSMS) is continually reviewed and benchmarked with international best practices

- 360° Overview on food safety from supply chain to delivery;
- ISO 22000:2018 certified sites;
- Client collaboration on up-to-date sector requirements and regulations;
- Standardized recipes; controlled and monitored for both quality, safety while complying with dietary requirements;

14 FOOD ALLERGENS

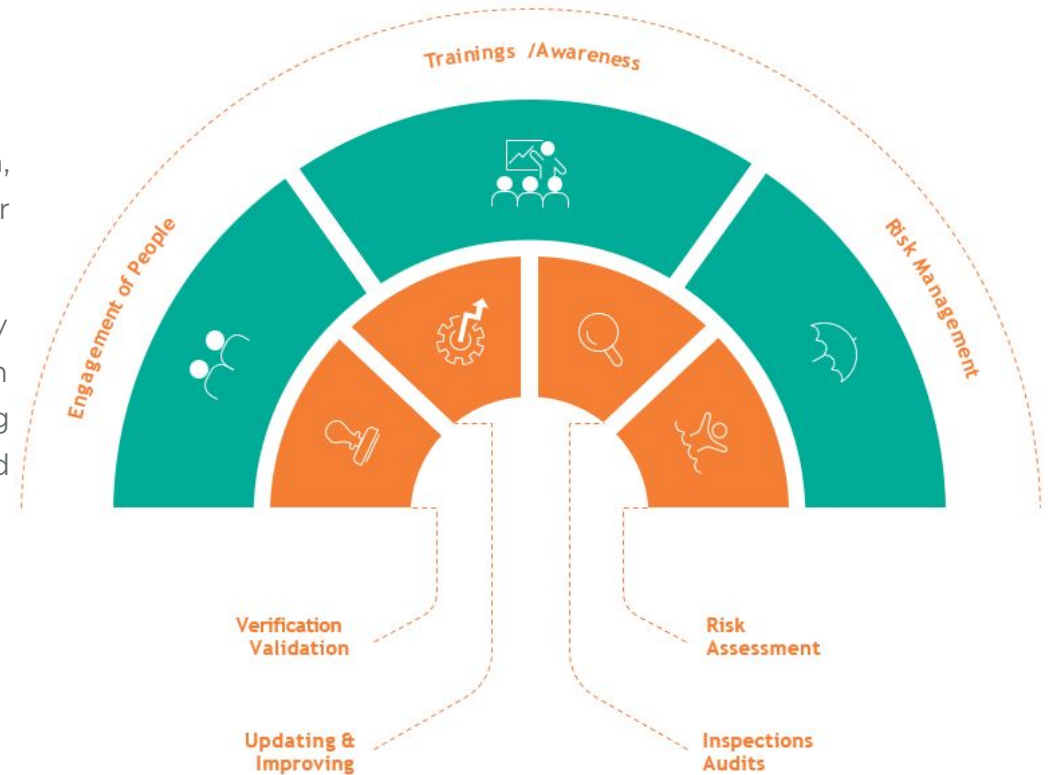


EHSMS

Capital Catering vision is to create a safe and healthy work environment across all our operations, that protects our employees and customers, whilst delivering health, safety, and compliance standards that are best in class.

Our safety umbrella is made of key best practices, from risk assessment, identification, inspections, trainings and a positive self reporting culture, as well as improvement of our policies and procedures.

Capital Catering has an approved and audited Environment, Health & Safety Management System (EHSMS). We also have an appointed Risk Management Team trained in risk management and process mapping that is actively involved in ensuring successful implementation. They are responsible for maintaining our standards and increasing the level of company safety culture across all levels of the organization.



Health & Safety



Risk Assessment – Hazard Analysis & Hierarchy of Controls



Compliance – Fulfilling Local & International Best Practices



Training & Competencies – Communication, Personal Development Plans



Safety Culture & Wellbeing – Food Safety & Health Culture is everyone's responsibility

Quality



Process Approach – Systematic Approach to delivering services



Consistency – Fulfilling Customer needs as expected



Engagement of People – Commitment & Involving all interested parties & Collaboration



Continuous Improvement – Lessons Learned, constant review & upgrade

HSEQ OPERATION AND DELIVERY



FOOD JOURNEY

Whether it is a short trip or long one, catering is an integral part of a full train journey experience. Passengers will get at least a cup of tea and something to eat during their trip. At this stage, Capital Catering plan the food menus for each trip depending on the scope, plan, the passenger's preferences, the cabin class, etc. It is important to note that often, passengers' request for meals is not only to fill their stomachs but to enjoy featured and high-quality cuisines.

Capital Catering is dedicated to, not only providing premium catering quality, but to also ensure that throughout the journey, the quality and safety of the product are preserved.

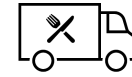
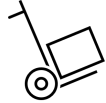
Our Food Journey, detailed in the upcoming slides detail our internal health, safety and food safety key control points and protocols. Whether it is a direct food service or a cook-chill-reheat service, our safety protocols are based on two main dimensions: time and temperature.

CC can offer a full-time visibility over the journey of the food. This is achieved by coupling different technologies: Temperature Monitoring Software, data loggers, Time and temperature monitoring strips as well as other solutions which are utilized in similar set-up (such as airline catering).



FOOD JOURNEY

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Supplier Delivery

Receiving & Storage

Preparation & Cooking

Blast Chilling

Meal Setup

Transportation

Delivery

Reheating

Service

Prerequisites	Critical Control Point	Critical Control Point	Critical Control Point		Critical Control Point			
<ul style="list-style-type: none"> - Purchase food and non-food items from multiple suppliers. - Engaging relationship with the local network of suppliers. - Food and non-food items that caterers purchase are undifferentiated, and substitutes are readily available for them in the market. - There are clear SLAs in the contract with the supplier emphasizing on punctuality and quality. - Food safety, quality, and security protocol which must be adhered to by the supplier are audited regularly 	<ul style="list-style-type: none"> - Products are received as per internal protocols. - All products received are checked against their specifications to ensure quality compliance - Product temperature, packaging, and integrity are verified during receiving inspection. - Products are stored in chillers/freezers based on temperature requirements immediately after receiving. 	<ul style="list-style-type: none"> - Food is prepared under hygienic conditions, adhering to cooking time and temperature requirements. - Products like sauces, meats, and snacks are portioned and cooked for consistency and safety. - Compliance with hygiene protocols is essential at this stage to minimize contamination risks. 	<ul style="list-style-type: none"> - Cooked food is rapidly cooled using blast chillers to prevent microbial growth and to preserve quality and nutritional values. - Blast chilling temperatures are closely monitored to meet food safety standards. 	<ul style="list-style-type: none"> - After blast chilling, food undergoes portioning/dishing followed by tray setup/oven packing to assemble meal trays as per requirements - This process takes one or more items as input and generates one or different items as output. - Meal tray set assembly process consumes the main meal and various tray set components (jam, drink, water, salad, etc.). - At the end of meal setup, a complete tray set unit such as a hot breakfast tray set, hot meal tray set, or crew meals are loaded into designated carts as per the galley stowage planning. 	<ul style="list-style-type: none"> - Verified and inspected items are dispatched following food safety and quality protocols. - Transportation is managed in temperature-controlled vehicles to maintain food integrity. - Maintaining records of transportation time and conditions to ensure compliance 	<ul style="list-style-type: none"> - Verified and inspected items are delivered following food safety and quality protocols. - Loading practices are followed to avoid exposure of the carts to ambient temperatures. 	<ul style="list-style-type: none"> - Meals are reheated by the train crew to meet required serving temperatures and maintain safety. - Reheating ensures internal food temperatures comply with food safety standards. 	<ul style="list-style-type: none"> - To ensure food safety, effective interaction with cabin crew is required. - Train Crew should be aware of the type of meal service and check it against the catering requirements. - The train crew also needed to check the correct stowage position, with the catering container sealed and protected from any hazards such as dust, temperature, and bugs. Or, any security threats, as well. - At the designated time during the trip, the crew then carry out the service of meals, snacks and other items

DELIVERY PLAN

MOBILIZATION

1. As a first step, a pre-mobilization Risk Assessment to be generated per site, per delivery service.
2. Mobilization Plan to be generated including activities, deliverables and timelines taking into consideration the risk rating issued and potential challenges
3. Regular Meeting with stakeholders and regulatory bodies to ensure alignment and compliance.
4. Drawings of F&B Areas, delivery plans communicated for approval, permits and licensing.
5. Regular site visits, inspection to track the progress of the mobilization
6. Conducting GMP verification, validation and testing: namely but not limited to pest control, water source verification and sampling, Light intensity testing, ventilation. As well as other safety parameters such as fire life safety, first aid.

RAMP-UP

1. Focus on operational HSEQ trainings on site.
2. HSEQ team members conducting daily inspections on all F&B Offerings (Hospitality, Lounges, Stations, Train, etc.)
3. Regular verification for all catering areas.
4. Further validation of pre-requisites through samples retention and collection for microbiological sampling.
5. Internal communication and escalation process, through regular briefings with operations team.
6. Coordinating with regulatory bodies for on-site inspections, NOC and permits issuances.
7. Regular Meeting with client HSEQ representative to ensure that all SLAs are met.

OPERATION

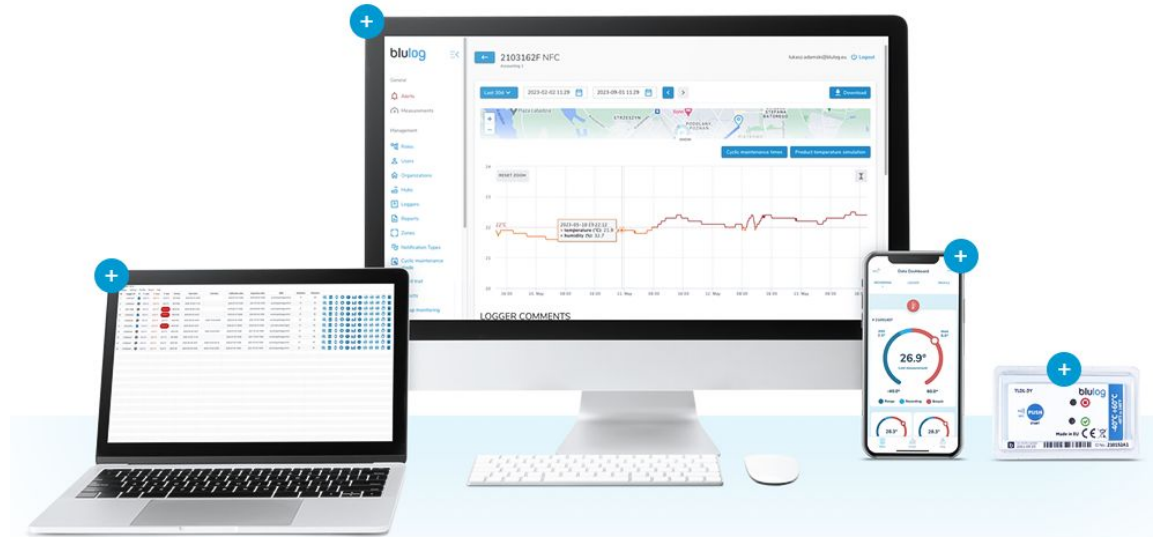
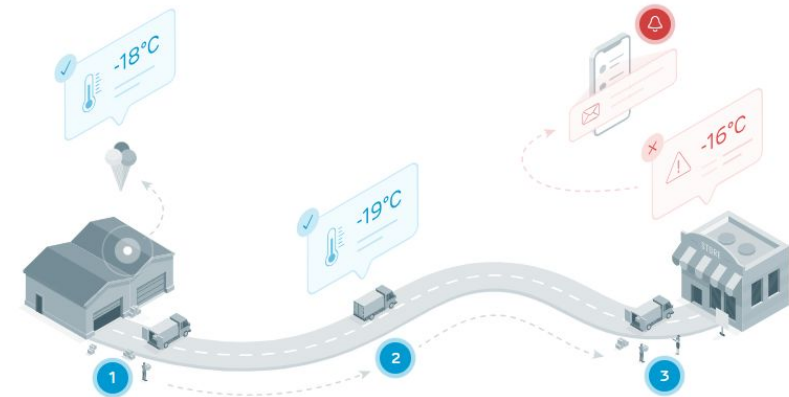
1. Daily presence of HSEQ representatives on site.
2. Daily circulation on inspection reports by F&B section
3. Full implementation of Safety Management Systems
4. Full documentation, records and traceability.
5. External audits activation to validate operational effectiveness
6. Finalizing risk registers, business continuity plans, contingency arrangements and testing them
7. Regular meeting with client HSEQ representative to ensure that all SLAs are met.

TEMP MONITORING

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As part of Capital Catering digitalization and software solutions, we will be adding wireless temperature monitoring to your fridges, freezers, incubators and cold / hot rooms, your organization can benefit from this tracking technology to monitor the food journey from safety and operational perspective, all while keeping staff safe by limiting contact with equipment and reducing movement.

Our system records temperatures automatically, saving many hours of staff time and allowing product at risk to be saved. It can also help you identify problem units before they fail, therefore reduce any food waste.



BUSINESS CONTINUITY PLAN



BUSINESS CONTINUITY

Capital Catering Business Continuity Plans will be established during the early stages, shortly after the mobilization and ramp-up phases are completed. Plans will be developed alongside the client and other stakeholders, they are established on 3 principal strategies; Prevention, Response & Recovery.

Each plan is tailored after thorough examination and assessment of the location, activities, infrastructure, MEPs, Products and Services provided.

Conversely, when operating F&B areas such as Main Kitchen, Central Areas, Retails, Food Courts & other services, the below points are considered important to our Business Continuity Plan:

- Forecast Materials Planning & Dual Sourcing Supplier Deliveries
- Spoilage Food Ingredients Production Planning
- Loss of key equipment / machinery Service & Delivery Schedules
- Loss of IT Infrastructure
- Manpower Scheduling & Shortage of Key Staff Loss of Site Access or Reduced Capacity
- Loss of Reputation

Plans are set and approved through collaboration with the client and then communicated to regulatory bodies, site operations, suppliers and customers.



BUSINESS CONTINUITY



In the event of an emergency, our 6 operational kitchens can serve as a crucial backup facility for any station or lounge. These kitchen has the capacity to produce up to 175,000 meals during any meal service period. Leveraging this resource ensures that we can maintain uninterrupted meal delivery to stations, thus upholding our commitment to business continuity. This contingency plan allows us to swiftly address and mitigate potential disruptions in our catering services, providing a reliable solution to support passengers needs.

CC Airport Kitchen in Abu Dhabi:

In the event of an emergency, our biggest operational kitchen at AUH Airport can serve as a crucial backup facility. This kitchen has the capacity to produce up to **100,000 meals** during any meal service period.

Kitchen in Ras Al Khaimah:

In the event of an emergency, our operational kitchen at Sheikh Khalifa Hospital RAK can serve as a crucial backup facility. This kitchen has the capacity to produce up to **500 meals** during any meal service period.

Kitchen in Hatta:

In the event of an emergency, our operational kitchen at Masfoot Hospital Hatta can serve as a crucial backup facility. This kitchen has the capacity to produce up to **500 meals** during any meal service period.

CC ADNEC Kitchen in Abu Dhabi:

In the event of an emergency, our 2nd biggest operational kitchen at AUH ADNEC center can serve as a crucial backup facility. This kitchen has the capacity to produce up to **70,000 meals** during any meal service period.

Kitchen in Ajman:

In the event of an emergency, our operational kitchen at Sheikh Khalifa Medical City Ajman can serve as a crucial backup. This kitchen has the capacity to produce up to **500 meals** during any meal service period.

Kitchen in Fujairah:

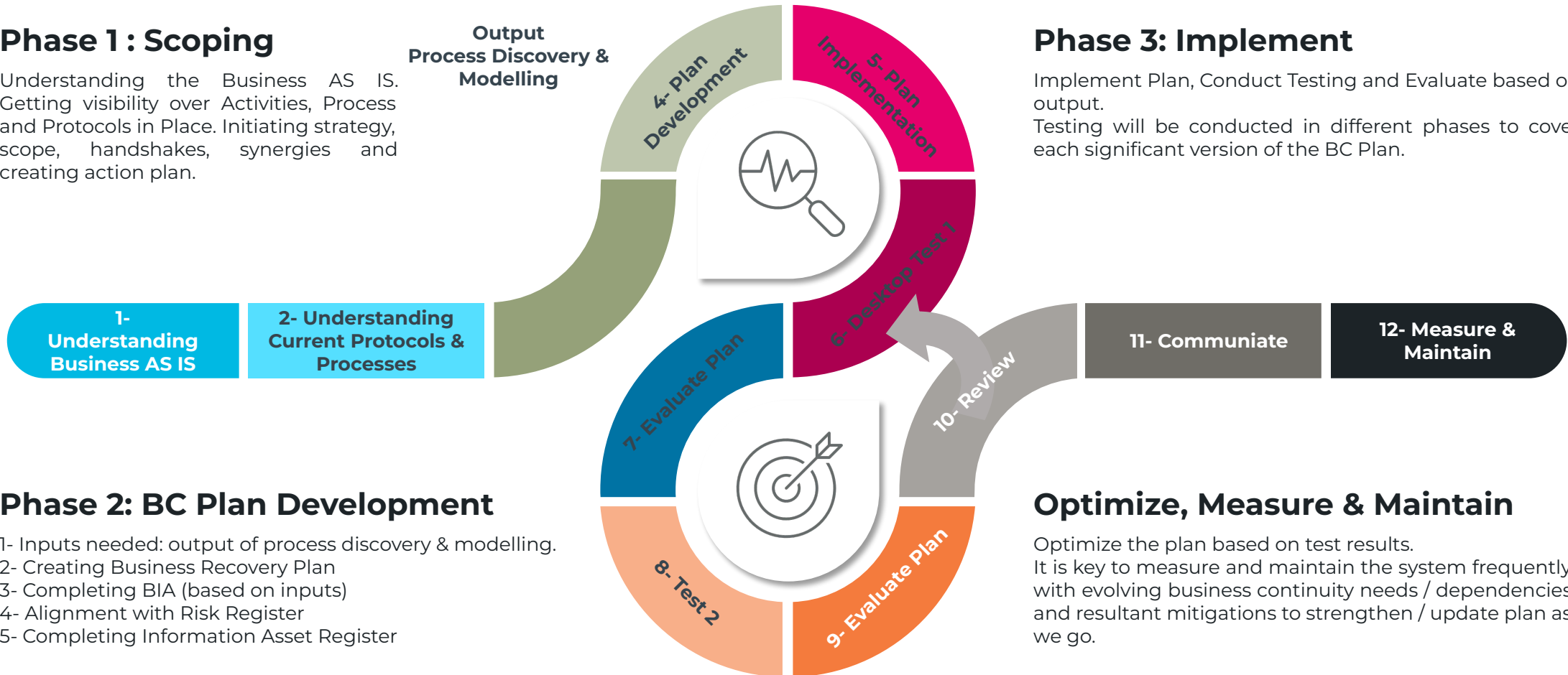
In the event of an emergency, our operational kitchen at Sheikha Khalifa Hospital Fujairah can serve as a crucial backup. This kitchen has the capacity to produce up to **1,000 meals** during any meal service period.

BUSINESS CONTINUITY

Phase 1 : Scoping

Understanding the Business AS IS. Getting visibility over Activities, Process and Protocols in Place. Initiating strategy, scope, handshakes, synergies and creating action plan.

Output
Process Discovery &
Modelling



Phase 2: BC Plan Development

- 1- Inputs needed: output of process discovery & modelling.
- 2- Creating Business Recovery Plan
- 3- Completing BIA (based on inputs)
- 4- Alignment with Risk Register
- 5- Completing Information Asset Register

Phase 3: Implement

Implement Plan, Conduct Testing and Evaluate based on output. Testing will be conducted in different phases to cover each significant version of the BC Plan.

Optimize, Measure & Maintain

Optimize the plan based on test results. It is key to measure and maintain the system frequently with evolving business continuity needs / dependencies and resultant mitigations to strengthen / update plan as we go.

CONTINGENCY PLANS

In line with the built Business continuity plans, contingency protocols and mitigation plans will be established to cover both products and personnel for scenarios such as extreme weather conditions, floodings, pandemics, extreme heat, train disruptions, etc.

- Supply chain: Stock levels, locations and alternative service providers are established to ensure delivery
- Transportation: ensuring alternative routes, mobility while liaising with road and traffic control entities.
- Communication: IT support and infrastructure testing to ensure remote access and non-dependencies on specific location.
- Safety: ensure first aid arrangement while liaising with regulatory bodies (CD, NCEMA, etc.)
- Human Resources: ensuring staff coverage, adjusting roasters, trained and skilled back-up staff to support.

ADVERSE WEATHER CONDITIONS - CC MITIGATION PLAN

ADVERSE WEATHER CONDITIONS - CC MITIGATION PLAN						COMPLETION COLOR BAR LEGEND													
						1		DAYS		>= 0%		< 40% =>		99%		Progress		Percent	
Division	Location	SN	Risk Identified	RR	Control Measure	Department	Started on	Due on	Progress	Perce									
CCS Shared Service	All	1	Failure / Delay in Service	2	Send email notification to all clients booked for this weekend, informing them of	Commercial	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	2	Disruption in Supply Chain	2	Ensure fresh food availability by 10 am tomorrow to support the next 96 hours of p	Procurement	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	3	Disruption in Supply Chain	1	Book VIP procurement team and key resources in Plaza Premium Hotel for operational support (2 rooms as of 08.03.2024 9:00PM)	Procurement	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	4	Disruption in Supply Chain	2	Store fresh foods in high loader - from Transport end - 4 trucks received	Procurement	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	5	Disruption in Supply Chain	1	Increase petty cash float by approx. AED 100K cash is available with procurement team - Cash office will operate 24/7- with 2 staff	Finance	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	6	Disruption in Supply Chain	1	PR approvals from finance will be expedited - Noman is dedicated from Finance team to approve all PR's swiftly for next 72 hours	Finance	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	7	Safety	2	Ensure first aid arrangement, FA Kits in all locations	HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	8	Safety	2	Arrange for medical emergency support, Emergency Notices	HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	9	Safety	1	Safety Notices with precautionary measures will be circulated to all departments	HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	10	Safety	2	Food Safety Notice for Aviation production in case of Flight delays / cancellations	HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	11	Safety	1	Appointed safety personnel available during the weekend for support	HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	12	Safety	1	Ensure power safety and security guard support	Security / HSE / Maintenance	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	13	Communication	1	HR Hotline available to support staff enquiries and requests	HR	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	14	Communication	1	IT Support Team will be available onsite on a 24/7 basis as always to provide necessary support.	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	15	Communication	1	IT Team working shifts / roaster will be updated to ensure that IT onsite presence is there, given the expected road closures / blocks	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	16	Communication	1	HSE to include in the announcement a note to request everyone to take laptops home today to protect against damage due to potential water leakage	IT / HSE	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	17	Failure / Delay in Service	1	Critical IT Services & Applications (Inc. COPS) are hosted on our CCS IT Cloud-based infrastructure, with no dependency on the physical location / site. Remote access is also possible.	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	18	Communication	1	Backup measures are in place for data restoration and recovery if required.	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	19	Communication	1	IT will liaise with FM team to cover IT equipment in the office to protect against water leakage.	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	20	Communication	1	Portable LTE mobile routers are available to be used for Internet Connectivity in case of any disruption to telecommunication services.	IT	07/03/2024	08/03/2024	100%	100%									
CCS Shared Service	All	21	Mobility / Transportation	2	Road Closure / Opening Updates / Route Planning (NCEMA coordination).	Government Affairs / HSE	07/03/2024	08/03/2024	50%	100%									
Aviation	All	1	Failure / Delay in Service	2	Flight disruptions management	Service Logistic/Production	07/03/2024	08/03/2024		80%									
Aviation	All	2	Failure / Delay in Service	2	Advance production and packing	Production	07/03/2024	08/03/2024		80%									
Aviation	All	3	Mobility / Transportation	2	Alternate route to terminal A	Service Logistic	07/03/2024	08/03/2024		80%									
Aviation	All	4	Manpower Availability	1	Staff Canteen Additional Meals	Production	07/03/2024	08/03/2024	100%	100%									
Aviation	All	5	Manpower Availability	1	Staff Rest Area (Yas / Saadiyat / Lulu / Menu Presentation Room)	Production	07/03/2024	08/03/2024	100%	100%									
Aviation	All	6	Disruption in Supply Chain	1	Contingency Bags (500 Nos) are available	Production	07/03/2024	08/03/2024	100%	100%									
Aviation	All	7	Communication	2	Additional Security in SkyCity	Security	07/03/2024	08/03/2024	100%	100%									

ESG ME AND INITIATI



ESG APPROACH

At Capital Catering, sustainability is not just a commitment; it is embedded in our ethos, shaping how we operate, innovate, and deliver value.

Guided by ADNEC Group's forward-thinking ESG (Environmental, Social, and Governance) policy, we have seamlessly integrated sustainable practices into our operations, aligning with the Group's broader strategy to create a positive and lasting impact on the environment, society, and the economy.

Being part of the ADNEC Group provides us with a robust platform and unwavering support to amplify our sustainability efforts. This synergy enables us to leverage shared expertise, resources, and strategic frameworks, empowering us to achieve milestones such as reducing our carbon footprint, optimizing waste management, and implementing cutting-edge solutions to promote sustainability across all aspects of our business.

Through this collaboration, we will work closely with the team at Etihad Rail to align our goals, ensuring that our ESG initiatives not only uphold but exceed industry standards, driving meaningful impact for both parties and the wider community.

ADNEC Group ESG Policy

Commitment and Transformation Agenda

Priority Area	Material ESG Topics	What We Aspire to Achieve
Protecting Our Land, Air, and Seas	<ul style="list-style-type: none">GHG Emissions & Carbon Footprint.Energy Efficiency.Renewable Energy.Food Waste.Non-Food Waste.Sustainable Materials.	<ol style="list-style-type: none">1. Minimize (and offset where necessary) Scope 1, 2, and 3 emissions and align with Net Zero Goals to achieve a 50% reduction by 2030 and reach Net Zero by 2045.2. Optimize energy consumption to reduce negative consequences while creating immediate cost savings.3. Reduce energy consumption by 5% year-over-year while maintaining the same level of business.4. Reduce food waste generation and achieve 0% food waste disposal to landfill by 2030.5. Reduce non-food waste generation and achieve 0% non-food waste disposal to landfill by 2030.6. Increase the use of recycled materials over non-recycled materials by 10% year-over-year.
		<ol style="list-style-type: none">7. Promote a comprehensive approach to employee well-being to improve engagement, retention, and overall job satisfaction.8. Instill balanced working hours and maintain a clear separation between personal and professional time, aiming for 0% resignations due to burnout.9. Increase the representation of women in senior leadership positions across ADNEC
Growing and Investing in Our Employees	<ul style="list-style-type: none">Workforce Wellbeing.Work-Life Balance.Gender Balance.	<ol style="list-style-type: none">10. Procure 100% of materials and services from suppliers that comply with ESG standards and meet a minimum ESG score by 2027.11. Deliver seamless and exceptional customer experiences across all business lines, achieving Net Promoter Scores (NPS) and satisfaction scores above industry standards.
Collaborating with Our Communities, Partners, and Suppliers	<ul style="list-style-type: none">Ethical Sourcing and Supply Chain Oversight.Customer Relations.Community Initiatives.	<ol style="list-style-type: none">12. Move beyond cybersecurity and develop a group-wide digital transformation strategy to make ADNEC more competitive, efficient, and responsive.13. Continue to be recognized in the industry and the country as an organization that upholds the highest business ethics and standards.14. Ensure ADNEC's readiness to meet all future challenges and unforeseen events.15. Continue creating an open, transparent, and effective governance structure that fosters trust and confidence among shareholders and investors.
Safeguarding Our Assets and Values	<ul style="list-style-type: none">Data Security and Integrity.Business Ethics and Values.Business Continuity.Corporate Governance.	

ESG PRACTICES

Based on the material topics and key priority areas, we are concentrating our efforts on identifying and implementing initiatives that create most impact in our operating communities. Some of the ongoing key initiatives are:

Environmental

- ✓ Carbon footprint measuring & reporting
- ✓ Carbon footprint reduction
- ✓ Waste management and recycling
- ✓ Food waste reduction at source
- ✓ Food waste composting
- ✓ Cooking oil recycling into biofuel
- ✓ Fleet management and delivery scheduling
- ✓ Fleet emissions optimization project
- ✓ Energy consumption optimization
- ✓ Adoption of sustainable packaging
- ✓ Plastic elimination campaigns
- ✓ Local sourcing and local produce
- ✓ Digitization and reduced printing



Social

- ✓ Staff welfare and wellbeing
- ✓ Engagement initiatives
- ✓ Training and career development
- ✓ Equal opportunity
- ✓ Occupational Health and Safety
- ✓ Nationalization
- ✓ Community engagement and CSR activities
- ✓ Customer satisfaction and customer feedback
- ✓ Supplier management and ethical sourcing
- ✓ Cultural heritage and promotion of Emirati cuisine



Governance

- ✓ External certification
- ✓ Food safety compliance and audit
- ✓ Internal audit and third-party audit
- ✓ Risk Management
- ✓ Business Continuity Planning



FOOD WASTE

Tackling Food Waste at Source

Food waste is the primary material topic under the environmental priority area, with the company committed to achieving a 50% reduction in food waste sent to landfills by 2030.

Capital Catering employs several strategies and technologies to tackle food waste across various client sites.

Food waste is generated through three main streams:

- 1. Kitchen Waste:** Waste that results from the cooking process.
- 2. Surplus Food:** Cooked food that is not consumed.
- 3. Plate Waste:** Food that consumers load onto their plates but leave unconsumed.



Chef's Eye and Winnow Tech: These tools support the menu engineering process through informed decision making to reduce food waste by weighing, reporting, and analyzing food waste data to identify trends. This technology is utilized in the healthcare sector at two of the largest hospitals in the UAE (SSMC and SKMC). Utilizing AI to generate insights, they help reduce surplus food by providing the culinary team with data for menu planning, optimizing production levels according to consumer preferences and trends.

WasteMaster and liquid food composting

Liquid Food Composter: At the ADNEC Centre Abu Dhabi venue, this machine utilizes water to break down food waste and outputs grey water that is returned to the sewage system. The machine has the capacity to process 70,000 kg of food waste per year, primarily tackling kitchen waste and surplus food.

WasteMaster: an innovative on-site food and organic waste valorizing system which accelerates the decomposition of food waste, reducing it to a much smaller quantity of dry and odour-free residual material. Two machines are being installed at the airport facility, with a combined capacity to process 438,000 kg of food waste per year, covering most of the kitchen waste. This machine is a plug-an-play type of solution suitable for remote sites and isolated facilities. The output can be utilized as a booster in addition to fertilizers due the retained high calorific value.

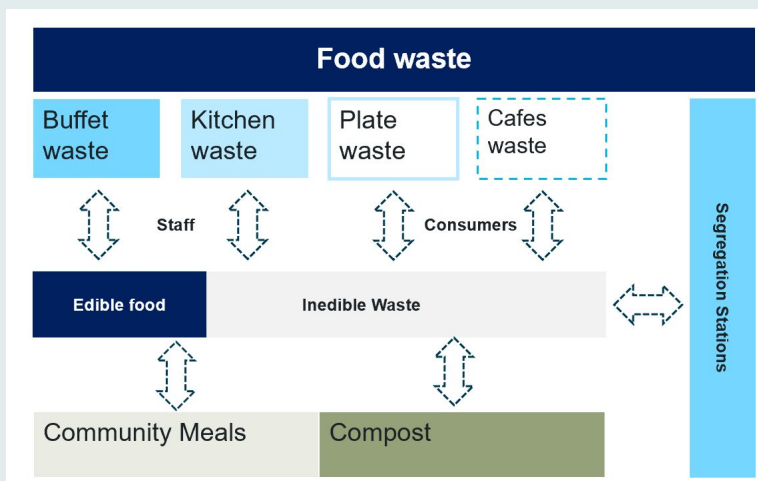


FOOD WASTE

“Zero Food Waste to Landfill” Framework

Capital Catering joined forces with ne'ma, The National Food Loss and Waste Initiative to implement a “Zero food waste to landfill” initiative during events. In this innovative approach, all food is repurposed either through donations to families in need for edible food or composted into fertilizers for inedible food waste.

Through this initiative we were able to divert over 4,000kg of food waste from landfill and provide over 2,000 meals to families in need during 2024.



“Zero Food Waste to Landfill” Framework

Ne'ma strategic collaboration

The collaboration with ne'ma culminated in the signing of a strategic Memorandum of understanding (MoU) during Abu Dhabi International Food Exhibition in November 2023.

The MoU signed in the presence of HE Mariam Al Muhairi, Minister Climate Change and Environment will foster further collaboration between the two parties, aiming to develop future initiatives including the development of a best practices guide for the sector subsequently launched in November 2024.



Official Ne'ma MOU Signing

RECYCLABLES



Capital Catering places a strong emphasis on environmental sustainability and has implemented various initiatives to promote recycling and reduce food waste. We have established comprehensive recycling programs at all our facilities, ensuring that recyclable materials are properly separated and diverted from landfill.

Additionally, we actively work towards reducing food waste and other waste streams by closely monitoring inventory, implementing efficient portion control measures, and partnering with local organizations to donate excess food to those in need.



The total values of waste recycled by Capital Catering in 2023:

2023 Total Waste Volume (By Weight) and End of Life		
Waste type	Total Volume (kg)	Recycled / Landfilled
Cardboard/Carton	44,197	Recycled
Empty Glass Bottle	37,350	Recycled
Mix Plastic	104,110	Recycled
Aluminium	15	Recycled
Metal can	3,000	Recycled
HDPE	8,611	Recycled
Pressing Scrap	790	Recycled
Paper	1,070	Recycled
Plastic Tray	1,245	Recycled
Food waste	71,792	Recycled

SUSTAINABLE MATERIALS

Capital Catering endeavors to utilize sustainable materials wherever possible. We are striving to eliminate single-use plastic across our operations and in 2024 we have achieved an important milestone by eliminating all plastic bottled water across our venues and events division.

Additionally, we have eliminated plastic straws and packaging from our retail outlets at ADNEC Centre Abu Dhabi. We have partnered with a local startup to provide an innovative solution for single-use cutlery, offering our clients cutlery made from date palm leaves that are eco-friendly and biodegradable.

Our flagship coffee shop **The Good Life** located at ADNEC Centre Abu Dhabi has achieved over 80% single-use plastic elimination through its packaging and serve ware.

We continue to work closely with our clients, suppliers and partners on expanding our efforts to achieve 100% elimination of single-use plastic and to adopt eco-friendly materials across all sites.



ESG REPORTING

At Capital Catering, transparency and accountability are integral to our sustainability strategy. We report our ESG performance annually through the ADNEC Group ESG Report, ensuring alignment with global standards. Our carbon footprint is independently verified by Planet Mark, reflecting our commitment to measurable impact, with a 22.1% year-on-year reduction achieved to date.

To further support our clients, we offer advanced dashboards and measurement tools, enabling alignment with their sustainability objectives. These capabilities allow us to integrate seamlessly with client ESG strategies, providing actionable insights and robust data to support their reporting and drive shared success in achieving sustainability goals.



We are Planet Mark Certified

Year 2.

ADNEC F&B

This is to certify that ADNEC F&B has achieved the Planet Mark by reporting a reduction in its carbon footprint and engaging its stakeholders.

Valid to: 31 March 2025



Measure

-22.1%
Absolute carbon reduction.

-84.9%
Carbon reduction per employee.

Location-based
18,018.7 tCO₂e
Measured carbon footprint.

8.5 tCO₂e
Measured carbon footprint per employee.

Market-based

18,018.7 tCO₂e
Measured carbon footprint.

8.5 tCO₂e
Measured carbon footprint per employee.

We are committed to reducing our carbon emissions yearly so that together we can all halt climate change.

Reporting Boundary: CCS - ADNEC Site, CCS - Airport Site (United Arab Emirates)

Emission Sources:
Scope 1: Fleet, Refrigerants
Scope 2: Electricity
Scope 3: T&D Losses, Water, Business Travel, Waste, Paper

Reporting Period: 01 Jan 2023 - 31 Dec 2023

Engage

2,116
FTE employees.
We engage our employees and wider stakeholders to unlock their talent and knowledge to drive year on year progress in sustainability.

Communicate

9
Sustainable Development Goals.
We recognise that transparent communication is essential for transformational change, and we quantifiably contribute to 9 SDGs

planetmark.com/member/ADNEC_F&B

The Planet Mark

theplanetmark

ESG AWARDS



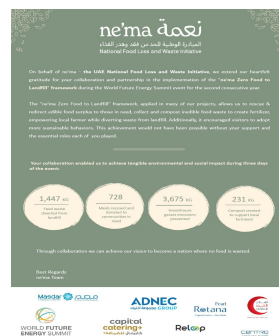
Capital Catering's unwavering commitment to sustainability has been consistently recognized by partners, clients, and industry professionals.

Most recently, we earned international acclaim at the Gulf Sustainability Awards 2024, winning the **Gold Award in the Water and Waste category** for food waste tackling strategies and the **Bronze Award for Sustainable Business Model** for the 'Zero Food to Landfill' framework showcasing circular economy principles.

Through these efforts, Capital Catering sets a new standard in the industry, showcasing how effective waste management practices can lead to both environmental benefits and economic gains.

This recognition at the Gulf Sustainability Awards reinforces Capital Catering and ADNEC Group's leadership in sustainable practices and highlights its role in shaping the future of catering industry.

Capital Catering's efforts have also been recognized by other industry organizations for its various other ESG initiatives.



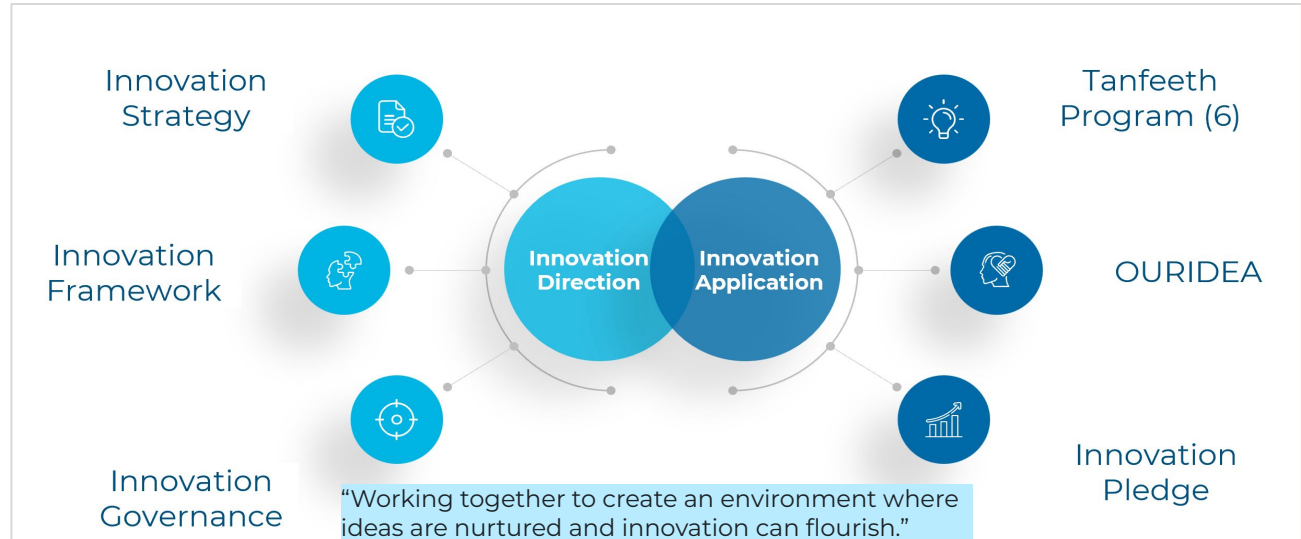
INNOVATION

At Capital Catering, we embrace innovation as a strategic driver, fully aligned with ADNEC Group's ISO 56002:2019-certified Innovation Policy and Framework.

Leveraging advanced tools and initiatives, such as the "OURIDEA" platform and Tanfeeth Program, we deliver impactful, measurable solutions.

This structured approach enhances our internal capabilities while enabling us to collaborate with clients to design tailored strategies and services that create shared value and support their long-term objectives.

Together, we collaborate to transform challenges into opportunities through innovative thinking.



Innovation Policy

We at ADNEC Group believe in Innovation as an essential mean to overcome business challenges and sustain our competitive advantage in the global market. Innovation is embedded in our culture as one of our corporate values and a strategic objective to achieve our vision.

We are committed to:

- Institutionalize innovation through a framework that is continuously monitored, measured, reported, and enhanced, based on ISO 56002:2019 requirements.
- Equipped our employees with all the expertise and instruments needed to enhance their innovation knowledge and recognize their endeavours
- Promote our Innovation portfolio via different ideation approaches, programmes, and platforms to fairly capture and examine all ideas by our employees.
- Comply with all relevant local and international regulations.
- Actively collaborate with interested parties to implement innovative solutions that fulfills mutual gains and serves community

ADNEC recognizes that its existence depends on commitment to Innovation, thus we seize all possible opportunities to working together to create an environment where ideas are nurtured, and innovation can flourish.

Humaid Matar Al Dhaheer
Managing Director & Group CEO

Version: 1.0
Date: 20 Sep 2022

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Al Khaleej Al Arabi Street,
P.O.Box 5546, Abu Dhabi, UAE

adnecgroup.ae

سياسة الابتكار

تؤمن مجموعة أدنيك بالابتكار كضرورة لمواجهة تحديات العمل واستدامة الميزة التنافسية في السوق العالمي. حيث تم تضمين الابتكار في ثقافتنا المؤسسية كأحد ركائز القيم وكهدف استراتيجي وصولاً إلى تحقيق الرؤية.

ونحن ملتزمون بـ:

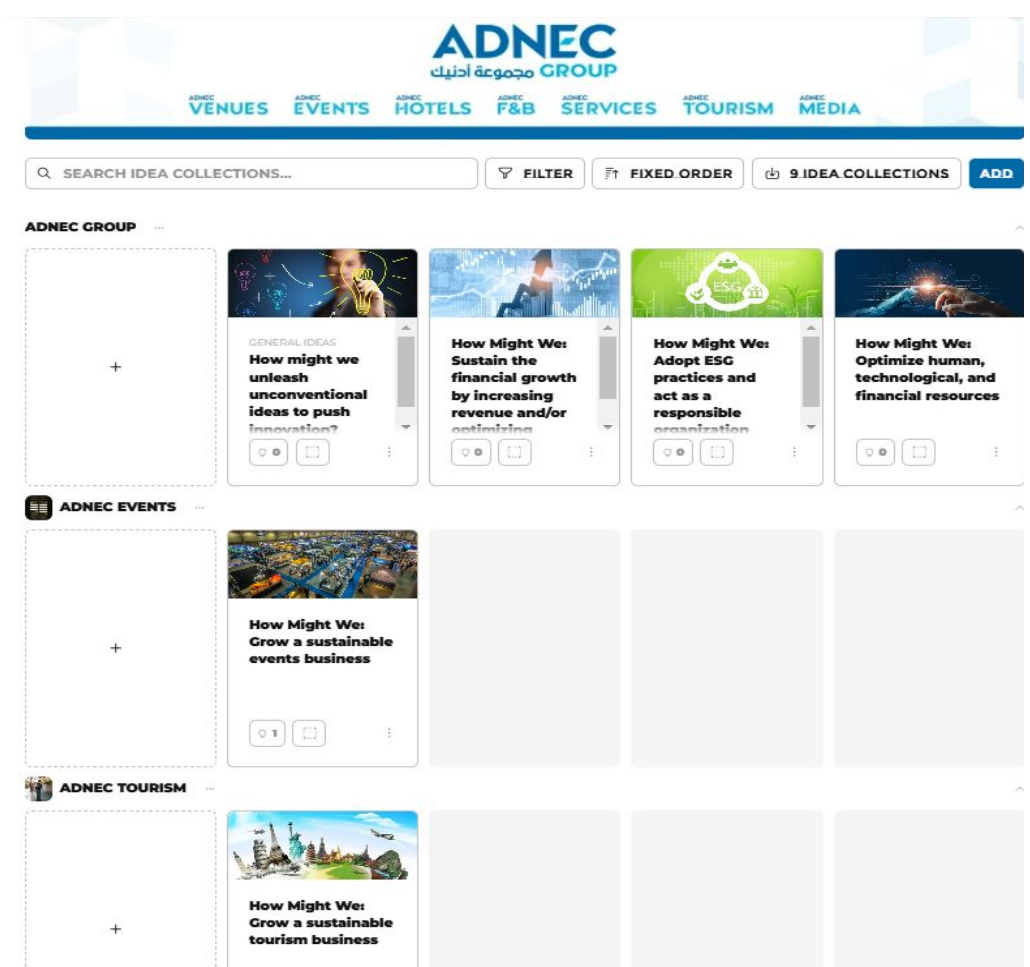
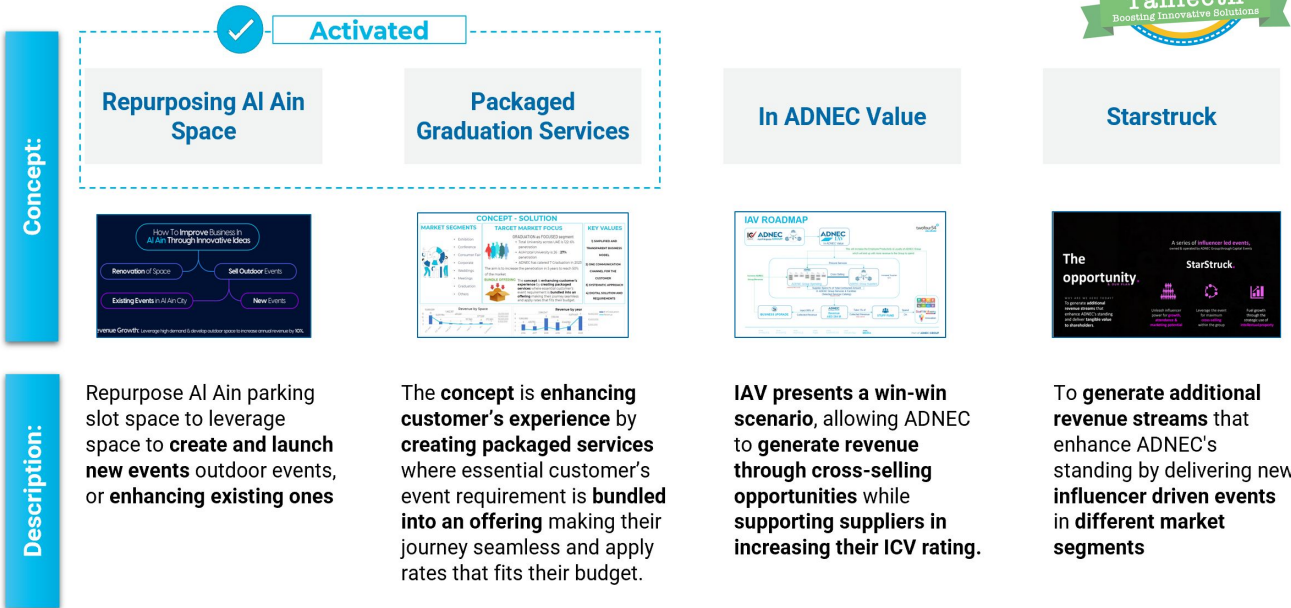
- تأسيس الابتكار من خلال إطار عمل يتم مراقبته وقياسه والإبلاغ عنه وتحسينه باستمرار، وفقاً لمتطلبات ISO 56002:2019
- تزويد موظفينا بجميع الخبرات والأدوات اللازمة لتعزيز معرفتهم بالابتكار وتقدير مساعيهم
- تعزيز ملف الابتكار من خلال مختلف مناهج التفكير والبرامج والمنصات لحفظ ودراسة الأفكار بشكل عادل من قبل موظفينا.
- الامتثال لجميع اللوائح المحلية والدولية ذات الصلة.
- التعاون الفعال مع الأطراف المعنية لتنفيذ حلول مبتكرة تحقق المكاسب المشتركة وتخدم المجتمع

تدرك أدنيك بأن كينونتها تعتمد على الالتزام بالابتكار، لذلك لا نتوانى عن اغتنام الفرص الممكنة للعمل سوياً لخلق بيئة حاضنة للأفكار حيث يزدهر الابتكار.

INNOVATION

The **Tanfeeth Innovation Accelerator Programme** is a strategic initiative by ADNEC Group to foster creativity and solve operational challenges using **design thinking**. Now in its sixth edition, the programme engages employees from all seven clusters, with strong participation from Capital Catering, to propose **innovative solutions** that enhance commercial performance, sustainability, and resource efficiency.

Over an eight-week period, teams collaborate under expert guidance and training, culminating in the presentation of their solutions to senior leadership with winning ideas being selected for implementation.



OUR IDEA PLATFORM

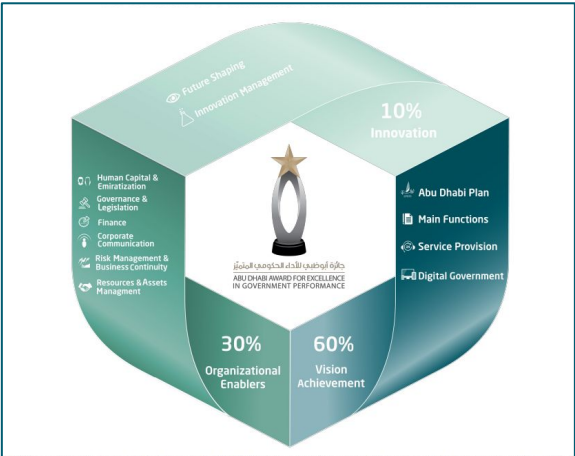
- ✓ An automated platform that allows employees and teams to submit their innovative ideas.
- ✓ Ideas can be submitted to a direct challenge or as a general concept.
- ✓ The platform provides a structured process for idea submission, filtration, review, study and approval.

INNOVATION CERTIFICATES AND REWARDS

2016



2017



2019



2022



capital
catering

THANK YOU

capitalcatering.ae

