

PATHWAYS TO Sustainability

At Chalhoub Group, sustainability remains integrated at all levels in our business and is fundamental to who we are and how we operate.

This year marks the 12th year of our Chalhoub IMPACT framework, and an important milestone with the launch of Planet FWD - our elevated planet strategy that builds on operational excellence to drive value chain transformation.

CHALHOUB GROUP
مجموعة شلهوب
Sustainability Report
2025

Executive Summary



PEOPLE

Advancing One Team, One Culture Across a Growing Organisation

One Team, One Culture

Team Member Engagement
Strengthened the **Voice of the People** survey, ensuring team members' feedback drives action through structured engagement and leadership accountability.

86% team member engagement score achieved

Workplace Recognition
Chalhoub Group was recognised as a Great Place to Work® across multiple markets, reflecting its commitment to a positive and empowering workplace.

8 countries Great Place to Work® certified

Team Member Wellbeing
Delivered the fourth edition of Wellbeing Week, providing preventive health support and wellbeing resources across the Group.

2,700+ team members engaged across 8 countries

Diversity, Equity, Inclusion & Belonging

Recognised with the **Silver Wosool Accessibility Certification by Dubai Municipality**.

90% compliance with Dubai's Universal Design Code and Dubai building Code

58 People of Determination hired in 2025

Silver Mowaamah certification awarded in KSA
reflecting our progress in fostering an inclusive and accessible workplace

46% Women in Leadership

Established global wage baseline in 2025

Living Wage for All by **2030**

Talent Strategy

National Talent Development
Expanded nationalisation programmes to accelerate career growth and leadership pathways for local talent across the UAE and KSA.

450 UAE Nationals employed in 2025

Healthy & Safe Workplace

HSSE training and awareness initiatives were delivered across the Group through mandatory, role-specific, and risk-based programmes.

1,609 team members were trained on HSSE

Impact to Wider Community

Community Impact
The Group have positively impacted lives through access to essential resources, including meals, school supplies and learning tools.

1,297,949 Lives impacted



PARTNERS

Building Responsible, Innovative & Future-Ready Partnerships

Sustainable Across Our Value Chain

Tawreed
Launched as a flagship **logistics hub in KSA**, enhancing delivery efficiency while advancing LEED Gold-aligned, lower-impact infrastructure.

Enhanced supplier engagement through the Sustainability Supplier Scorecard, enabling stronger insights into ESG risks and supplier performance.

40% supplier scorecard completion rate in 2025

Diverse Partnerships for Sustainable Growth

Retail Decarbonisation Collaboration
Through **Unity for Change**, Chalhoub Group advanced collective action with partners on energy efficiency, eco-design, waste management and clean energy across retail environments.

100% own-concept brands onboarded for eco-design implementation

Shared sustainability KPIs established across 4 priority streams

4 sustainability-linked loans signed in total, embedding ESG performance into financial mechanisms

Innovative & Entrepreneurial Partnerships

Innovation & AI Partnerships
Leveraged innovation and AI-driven solutions to enhance retail experiences and support the future of sustainable luxury retail.

Layla AI deployed
as a landmark GenAI retail solution

Sol3mates
Sol3mates adopted a demand-led production model, targeting 100% sell-through and minimising excess inventory across the value chain.

PLANET **FWD**

Net Zero FWD

13% reduction in Scope 3 emissions intensity (tCO₂e per USD million revenue), reflecting improved emissions efficiency across the value chain

13% reduction in Scope 3 emissions intensity

Energy Efficiency

6% increase in Scope 2 emissions, primarily linked to business growth and operational expansion

Sustainable Buildings

4 UAE facilities achieved **LEED Gold** certification
strengthening sustainable facilities management across our operations.

11% EV adoption across UAE & KSA, supporting lower-emission logistics and transport operations

13% reduction against 2021 base year in Scope 3 emissions intensity (tCO₂e per USD million revenue), reflecting improved emissions efficiency across the value chain

Circularity FWD

Circular Innovation - RESOLVE

Resolve introduced a **digitally enabled circular operating model** for visual merchandising assets, improving reuse, traceability, and value-chain efficiency.

90% **RESOLVE** waste diversion from landfill in UAE

Waste Transparency

Improved waste data systems and reporting granularity strengthened visibility on recovery streams and enabled more accurate tracking of waste diversion performance.

1,700 KG

Food waste has been diverted from landfill since on-site biodigestion implementation.

Nature FWD

Marine Biodiversity

The Chalhoub High Performance Reef and nursery table became active marine habitats, supporting biodiversity along the UAE's east coast.

55 m² High Performance Artificial Reef installed and operational

72 Mature coral colonies planted on the artificial reef

208 Cumulative coral fragments planted on the nursery table since installation

125 Live corals currently established on the nursery table

Biodiversity Leadership

Chalhoub Group strengthened regional dialogue on nature through its partnership with **IUCN**, advancing business engagement on biodiversity and ecosystem protection.

CHALHOUB IMPACT

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