

SUSTAINABILITY, SOCIAL RESPONSIBILITY, AND COMMUNITY IMPACT

Dubai Taxi integrates social responsibility and sustainability into its governance framework, operations, and long-term strategy. The Company recognises that responsible business conduct, environmental stewardship, employee wellbeing, and community engagement are essential to sustainable value creation and stakeholder trust.

In FY 2025, DTC continued advancing its sustainability agenda by strengthening ESG governance, enhancing health and safety practices, accelerating fleet electrification, and supporting community initiatives aligned with national priorities and Dubai's long-term development vision.

Sustainability Governance and ESG Integration

During 2025, DTC further embedded sustainability considerations into decision-making and operational planning. Key developments included:

Enhancement of the Company's QSHE and ESG governance framework through new procedures covering energy preservation, environmental monitoring, incident management, and health control.

Development of a **digital ESG data collection tool**, enabling consistent monitoring, improved data governance, and enhanced reporting accuracy across departments.

Strengthened environmental management practices, including energy monitoring, waste segregation, recycling initiatives, and improved resource efficiency.

DTC's commitment to health, safety, and quality was further reinforced through its **membership with the British Safety Council (BSC)**, reflecting alignment with international safety standards and access to global best practices.

Environmental Stewardship and Sustainable Mobility

Environmental performance remained a strategic priority in 2025. Notable initiatives included:

The acceleration of fleet electrification through the deployment of **435 electric taxis** and the installation of **208 ultra-fast EV charging stations** across Dubai, expandable to 354 by 2040, in partnership with DEWA.

The development and testing of EV-specific business continuity and emergency response protocols to ensure operational resilience.

The continued progress toward DTC's long-term objective of full fleet electrification in line with Dubai's Net Zero 2050 Strategy.

Health, Safety, and Employee Wellbeing

DTC continued to strengthen its safety culture and employee wellbeing programmes during the year:

- Introduction of an **electronic incident reporting system** to enable real-time reporting of accidents and near-misses.
- Delivery of **structured QHSE training programmes**, including targeted sessions for drivers and staff supporting People of Determination.
- Implementation of a **Driver Mental Health and Wellbeing Programme**, reinforcing DTC's commitment to workforce welfare and operational safety.

Community Engagement and Corporate Social Responsibility

As part of its broader social responsibility commitment, DTC supported a range of community, charitable, and public-interest initiatives during FY 2025. These initiatives focused on mobility support, social inclusion, health and wellbeing, and participation in national and community events.

Approved CSR contributions during the year included transport support, sponsorships, and in-kind services provided to charitable organisations, government entities, and community programmes.

The total value of approved CSR contributions during FY 2025 amounted to AED 3.54 million, as reviewed and approved through the relevant governance processes.

#	Entity Name	Type of Sponsorship	Amount
1	World Government Summit Foundation	Providing transportation through VIP vehicles and buses	AED 1,674,000
2	Dubai Charity Association	Advertising stickers on 50 vehicles for one month in exchange for 2,000 daily meals	AED 32,500
3	Emirates Red Crescent	Sponsorship of seven buses to distribute Iftar meals in Dubai (800 meals daily for a month)	AED 161,000
4	Emirates Association for the Care of Parents	Transporting senior citizens from Dubai to Abu Dhabi for TeamLab Phenomena Exhibition	AED 4,800
5	Dubai Taxi Company	Sponsorship of the "Cool Breeze" initiative by distributing portable neck fans to workers	AED 25,000
6	Dubai Electricity & Water Authority (DEWA)	Sponsorship of WETEX Exhibition	AED 300,000
7	Dubai Charity Association	Providing a bus to distribute gifts for the Back-to-School Campaign	AED 1,100
8	Roads & Transport Authority (RTA)	Sponsorship of Projects Forum	AED 200,000
9	Roads & Transport Authority (RTA)	Sponsorship of the Dubai World Congress for Self Driving Transport	AED 47,000
10	UITP	Sponsorship of the UITP Summit 2026	AED 1,000,000
11	Dubai Women's Association	Providing five limousines for wedding transportation	AED 2,000
12	World Government Summit Foundation	Providing drivers for VIP transport to Al Awir Farm	AED 30,240
13	Community Development Authority (CDA)	Fruit basket distribution initiative for senior citizens	AED 4,000
14	Brand Dubai	"Our Winter in Hatta" Festival (Dec 5-28, 2025)	AED 55,440
Total			AED 3,537,080

These contributions reflect approved corporate social responsibility initiatives and do not represent commercial sponsorships or revenue-generating activities.

People, Culture, and Social Impact

DTC recognises that its people are central to delivering safe, reliable, and sustainable mobility services. The Company is committed to fostering a workplace culture that supports engagement, wellbeing, professional development, and ethical conduct, while reinforcing accountability and operational excellence across the organisation.

DTC's approach to people and social responsibility is embedded within its broader sustainability and governance framework. It aims to ensure that employee wellbeing, inclusion, and engagement are aligned with long-term value creation, service quality, and public trust.

Sustainability Reporting and Transparency

DTC continues to enhance transparency through comprehensive sustainability reporting. Following the publication of its Sustainability Report for 2024, the Company has further strengthened ESG disclosures in 2025, supported by improved data governance and reporting tools.

Here is the link to the Company's [Standalone Sustainability Report](#), offering detailed disclosure on ESG strategy, metrics, and long-term commitments.

Employee Engagement and Workplace Culture

Employee engagement is viewed as a strategic enabler of performance, safety, and service quality. DTC seeks to cultivate an environment where employees feel supported, informed, and empowered to contribute to the Company's objectives.

The Company's engagement approach focuses on:

Promoting wellbeing, health, and safety across operational and corporate roles

Supporting professional development and skills enhancement

Encouraging open communication and feedback

Reinforcing values of integrity, respect, and accountability

