



RAK

CERAMICS

SUSTAINABILITY REPORT
2020



**His Highness Sheikh Khalifa Bin Zayed
Al Nahyan**
President of the United Arab Emirates
and Ruler of Abu Dhabi



**His Highness Sheikh Mohammed
Bin Rashid Al Maktoum**
Vice President and Prime Minister
of the United Arab Emirates
and Ruler of Dubai



**His Highness Sheikh Saud Bin Saqr
Al Qasimi**
Supreme Council Member and
Ruler of Ras Al Khaimah



**His Highness Sheikh Mohammed
Bin Saud Bin Saqr Al Qasimi**
Crown Prince of
Ras Al Khaimah

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DASHBOARD

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ABOUT THIS REPORT

This report outlines RAK Ceramics PJSC's sustainability commitments, progress and future aspirations and covers our operations within the UAE, representing the major part of our business. In some parts, where specified, we refer to the "Group" which covers our manufacturing operations in the United Arab Emirates, Bangladesh and India, including our wholly owned subsidiaries RAK Porcelain LLC and Elegance Ceramics LLC in the UAE. The aim of this report is to provide a detailed and balanced overview of our sustainability performance from 1 January 2020 to 31 December 2020, focused on material topics determined by the cross-departmental sustainability-working group, in conjunction with senior management, key stakeholders and our Audit & Risk Committee.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards' 'Core' option, with further references to the Abu Dhabi Stock Exchange's 31 Key Performance Indicators (KPIs). Nonetheless, wherever possible, we refer to other frameworks that guide our business practices both at national and international levels. These frameworks include the United Nation's Sustainable Development Goals (UN SDGs) and the UAE National Vision 2021. We had reported on sustainability on an ad-hoc basis in the past and we are now committed to reporting on sustainability measures on a yearly basis, alongside our Annual Report and the Corporate Governance Report, which provide a thorough overview of our financial, governance and risk positions. We currently have membership with Environmental Protection Development Authority (EPDA), Emirates Environmental Group (EEG) and Emirates Green Building Council.

For this sustainability report, we engaged in an internal assurance process, which included the revision of all the contents with management and internal stakeholders. Further, we chose not to appoint an external party to audit our sustainability report; however, it remains an option that we may consider in the future.

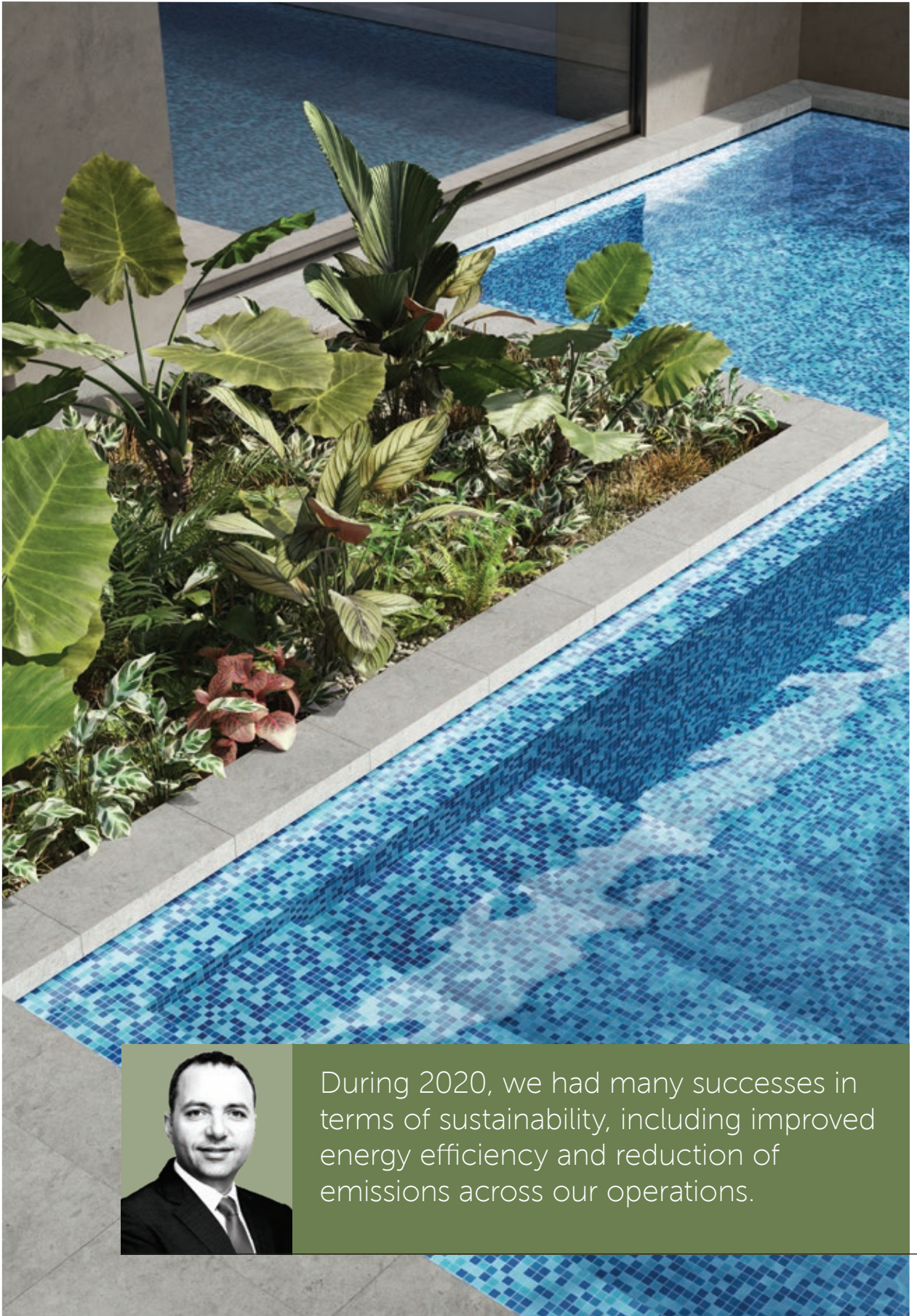
We will continue to review and report about our sustainability journey to ensure transparency. We look forward to sharing our progress with the stakeholders.

FURTHER INFORMATION

If you have any questions regarding this Report or its contents, please email the Chief Legal Counsel on:

LegalDepartment@RAKCeramics.com





During 2020, we had many successes in terms of sustainability, including improved energy efficiency and reduction of emissions across our operations.

Group CEO's message

Dear Colleagues

We are delighted to present to you the Sustainability Report for the year 2020, highlighting our progress in the sustainability during the year.

We are fully committed to mitigate the social impact of climate change and the environmental burden by proactively addressing the reduction of greenhouse gases generated in the manufacturing process and providing products that contribute to energy as well as water conservation. We strive to make a significant contribution to the society and the environment.

During the year 2020, we had many successes in terms of sustainability, including improved energy efficiency and reduction of emissions across our operations. There were social restrictions owing to the COVID 19 pandemic and the Group abided by those.

The sustainability targets are set in light of the long-term strategic priorities of the Group, to be achieved by managing the environmental impact of the activities.

We will continue to work in harmony with our local communities and challenge ourselves to improve energy efficiency and resource management.

We continue to reduce greenhouse gas (GHG) emissions through improved utilization of our facilities and energy saving initiatives. Good corporate governance is the foundation of the sustainable development of RAK Ceramics Group.

Our Corporate Governance Guidelines are defined to strengthen this purpose and to signify our support for the principles of the Corporate Governance Guide issued by the Securities & Commodities Authority of the UAE.

Year 2021 and beyond, we will continue to embed the principles of sustainability by working safely and ethically, and by making a positive contribution to our environment.



ABDALLAH MASSAAD
Group CEO

Business overview

RAK Ceramics is one of the largest ceramics' brands in the world. Specialising in ceramic and gres porcelain wall and floor tiles, tableware, sanitaryware and faucets

OUR HISTORY

From a single factory in Ras Al Khaimah, RAK Ceramics has grown to become one of the largest ceramics' brands in the world with distribution networks all over the world.

Founded in 1989 and headquartered in the United Arab Emirates, RAK Ceramics serves clients in more than 150 countries through its network of operational hubs in Europe, Middle East and North Africa, Asia, North and South America and Australia.

RAK Ceramics is a publically listed company on the Abu Dhabi Securities Exchange in the United Arab Emirates and as a group has an annual turnover of approximately US\$1 billion.

PRODUCTION

The company has the capacity to produce 118 million square metres of tiles, 5 million pieces of sanitaryware, 24 million pieces of porcelain tableware and 1 million pieces of faucets per year at its 20+ state-of-the-art plants across the United Arab Emirates, India, Bangladesh and China.

SUSTAINABILITY

We are committed to use our products and expertise to build a sustainable society and we focus on initiatives that provide water and shelter to underprivileged communities; support active and healthy lifestyles; promote creativity and innovation; create a diverse and inclusive work environment; and enhance the economic development of the communities where we operate.

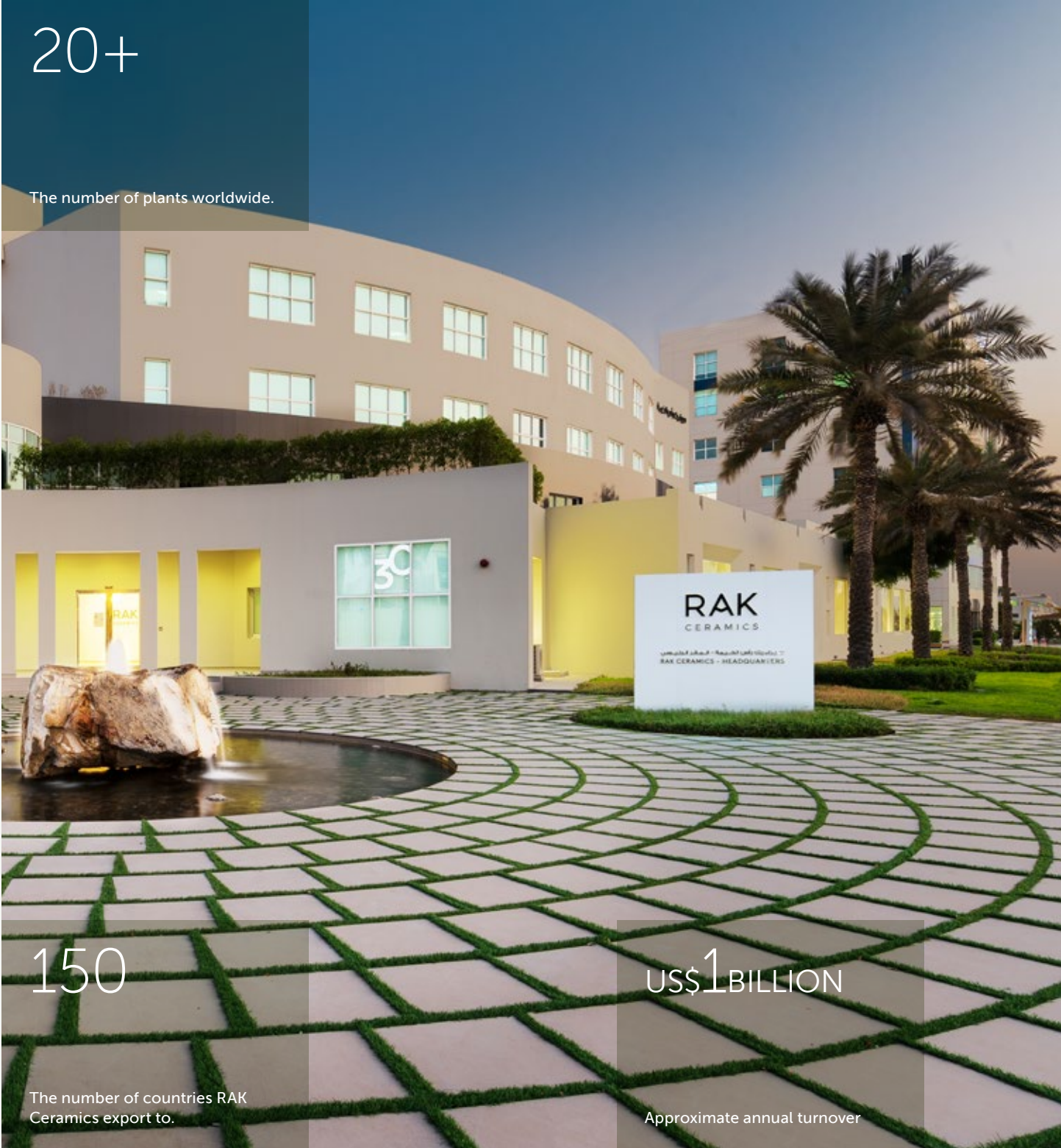
A SOURCE OF SUCCESS

RAK Ceramics selects only the finest raw materials to manufacture its tiles and sources its clay, limestone and silica from the mountains of Ras Al Khaimah. Other materials used in the manufacturing process such as feldspar and kaolin are imported from around the world including from Europe, India, Indonesia, Thailand and Malaysia.

Founded in 1989 and headquartered in the United Arab Emirates, RAK Ceramics serves clients in more than 150 countries.

20+

The number of plants worldwide.



150

The number of countries RAK Ceramics export to.

US\$1 BILLION

Approximate annual turnover

Our annual production capacity of tableware in pieces

Stakeholders

OUR STAKEHOLDERS

Below is a snapshot of our stakeholders being the people and organizations that we interact with and who influence our value chain both directly and indirectly. We understand that the views and relationships we have with our stakeholders are critical to the long-term success of RAK Ceramics, and we look forward to building on our stakeholder relationships going forward.

INVESTORS

We engage with our investors on a regular basis through formal reporting, updates, quarterly meetings and our annual general board meeting.

Topics of Importance:

- Financial performance
- Climate change and energy use
- Sustainable products

Outcome of Engagement:

- Regular updates regarding our strategy and future developments

EMPLOYEES

We engage with our employees on an ongoing basis through our everyday interactions, engagement surveys, newsletters, and annual performance appraisals.

Topics of Importance:

- Rewards and benefits
- Career development
- Health and safety
- Community involvement

Outcome of Engagement:

- Annual engagement survey
- Employee goal setting
- New starter – employee induction program

CUSTOMERS

We engage with our customers on an ongoing basis through key account managers, trade exhibitions, social media platforms and newsletters.

Topics of Importance:

- Product quality and cost
- Climate change and mitigation
- Product innovation
- Partnerships

Outcome of Engagement:

- Cost optimization
- Environmental initiatives
- Investment in product innovation

SUPPLIERS

We engage with our suppliers through the procurement process, meetings, and workshops.

Topics of Importance:

- Reputation
- Building partnerships
- Timely payments

Outcome of Engagement:

- Fostering long standing partnerships
- Quality control and quality of service

GOVERNMENT & REGULATORY BODIES

We engage with the Government and Regulatory bodies in many ways including meetings, conferences and collaborations.

Topics of Importance:

- UAE Vision 2021

Outcome of Engagement:

- Ensuring our business strategy aligns with the UAE Vision.

COMMUNITY

We engage with the Community through partnerships, sponsorships and volunteering.

Topics of Importance:

- Building partnerships

Outcome of Engagement:

- Sponsorship of and participation in events within the communities we operate in
- Volunteering in the community

Materiality topics

In 2020, we refreshed our materiality assessment and our report focusses on 12 material sustainability topics.

MATERIALITY TOPICS

WHAT IS IMPORTANT?

Our report focusses on 12 material sustainability topics as reported last year. A cross-departmental sustainability-working group, in conjunction with senior management prioritized the materiality of each topic, taking into consideration informal feedback received from our stakeholders throughout the year, global trends in sustainability for the ceramics industry and the regional and local context of our business operations. The findings of our materiality analysis are outlined below, with each topic looked at in depth within this report.

1. Workforce Wellbeing (including health & safety)

2. Anti – corruption

3. Governance, compliance and ethics

4. Sustainable production & innovation – (reuse water, renewable energy and other energy we use)

5. Environmental impact of our operations (e.g. emissions, waste and effluents, energy used)

6. Financial & economic performance

7. Emiratization

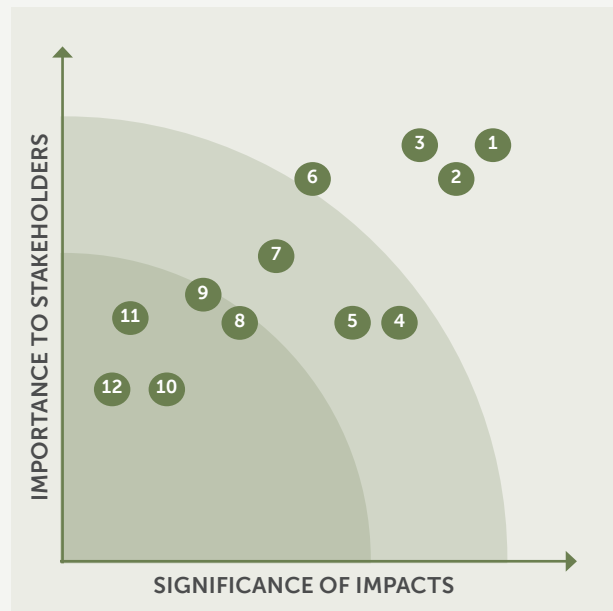
8. Responsible & sustainable procurement practices

9. Investment in our employees

10. Diversity and inclusion

11. Customer privacy

12. Community investment



Sustainability framework

RAK Ceramics' sustainability framework raises awareness about the impacts our business and make it easier to track progress on how we are addressing them. Our framework consists of four pillars, these being.

1 GOVERNANCE & BEST PRACTICES:

- Anti- corruption
- Corporate governance, compliance and ethics

2 ENVIRONMENTAL IMPACT

- Energy, climate changes & emission
- Water management
- Waste & recycling management

3 OUR PEOPLE AND COMMUNITY

- Workforce wellbeing (including health & safety)
- Emiratization
- Investment in our employees
- Diversity and inclusion
- Community investment

2 RESPONSIBLE BUSINESS, RESPONSIBLE EMPLOYER

- Financial & economic performance
- Sustainable production & innovation
- Responsible & sustainable procurement practices
- Customer privacy

Sustainability highlights

During the year 2020, we had many successes in terms of sustainability, including improved energy efficiency and reduction of emissions across our operations. e.

SOCIAL & COMMUNITY

6036 employees working in RAK Ceramics Group in the UAE

37 different nationalities work in RAK Ceramics Group in the UAE

3.8% of Emiratization employees in administration

3.3% female employees in RAK Ceramics Group in the UAE

64% of procurments from local suppliers

AED 1.7 million community investment spending including combating against Covid 19

ENVIRONMENTAL

-2.62% decrease in energy consumption

20.59% increase in energy efficiency in relation to sales

-3.78% decrease in Scope 1 & 2 emissions

16.08% increase in Scope 1 & 2 emission intensity

FINANCIAL

AED 2.35 billion group revenue; AED 615 million revenue in the UAE ¹

-8.9% lower revenue in Tiles, Sanitaryware and Tableware as compared to last year ¹

No incidents of non-compliance with laws and regulations

No incidents of non-compliance with the Company's internal policy





Impact from our operations

OUR APPROACH

RAK Ceramics is committed to continuously improving its environmental stewardship throughout its value chain, sourcing of raw materials and operating its manufacturing processes efficiently, with less environmental impact.

We have a comprehensive Environmental Policy in place and we are ISO 14001:2015 certified. Our manufacturing processes use a significant amount of natural resources (minerals, energy and water) and therefore we work hard at ensuring our operations run in a responsible and sustainable manner. We aim to conserve natural resources through progressively reducing emissions, discharges and wastes each year.

Our Environmental Team undertakes regular environmental impact assessments, to ensure appropriate steps are in place to minimize and mitigate such environmental impacts (where possible). We have adopted a waste segregation scheme and recycling programme to minimize the disposal of waste materials. We are proud to recycle and reuse all water, industrial wastewater and effluents through our onsite desalination plant, three effluent treatment plants and sewage treatment plant (Plants). We also have monitoring equipment installed within our premises, which monitors air quality in our plants, on a daily basis. Annually, an environmental management review is completed with set targets and goals outlined for the preceding year.

UAE VISION

- Sustainable Environment and infrastructure.

SDG

- 6 - Clean water and sanitation
- 7 - Affordable and clean energy
- 12 - Responsible consumption and production
- 13 - Climate action

Our Commitments

Minimizing our impact on the environment: "Reuse our resources to prevent the unnecessary waste of materials and greater recycling"

Compliance with Environmental Laws and Regulations: "By adopting of sustainable governance practices and embedding environmental management and compliance across our business"

Responsible Consumption and Production: "By adopting sustainable and responsible consumption and production patterns across our value chain"

Combating Climate Changes: "By reducing our carbon footprint and energy consumption"

We will measure our progress against our stated commitments by monitoring and reporting against a number of data-points highlighted by Abu Dhabi Securities Exchange (ADX)

ENERGY & CLIMATE CHANGE

RAK Ceramics' manufacturing processes use a significant amount of energy and therefore we recognize the importance of running our operations in a responsible and sustainable manner. We strive to replace old equipment and machineries with new technology that ensures our methods of production are energy efficient. In 2020, total energy consumption has reduced by 2.62%, whereas, owing to lower sales, the Energy Intensity in relation to sales, has increased, as highlighted below:

Energy Consumption & Intensity

2019 Energy Consumption

Electricity consumption	238.16
Diesel consumption (kwh) (adx - e3.1)	0.70
Natural gas consumption (kwh) (adx - e3.1)	5.46
Fuel consumption – (kwh) (adx - e3.1)	0.005
Total energy consumption (kwh) (adx - e3)	1,863.13

2020 Energy Consumption

Electricity consumption	228.73
Diesel consumption (kwh) (adx - e3.1)	0.88
Natural gas consumption (kwh) (adx - e3.1)	5.31
Fuel consumption – (kwh) (adx - e3.1)	0.005
Total energy consumption (kwh) (adx - e3)	1,814.30

2019 Energy Intensity

Energy efficiency in relation to sales (KWH/AED)	2.45
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2020 Energy Intensity

Energy efficiency in relation to sales (KWH/AED)	2.95
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Note: All data has been obtained from our various invoices from the Etihad Electricity and Water Authority (erstwhile FEWA), suppliers and our own power plant and monitoring equipment on our premises and converted into KWH to provide transparency. * Restated figures

Energy Reduction

During the year, the Group implemented a number of energy saving measures in its UAE premises which results in reduction of energy by 2.62% compared to last year. These included, ensuring that the majority of office space is now illuminated by LED lights, with a phased approach to ensure all lighting is illuminated by LED lights as soon as possible, and setting temperature limits at 24°C with a dead band of three to four degrees between heating and cooling set points in fully air-conditioned

areas to avoid conflict between individual control units. Raising awareness of good energy management across the business through internal communication and implementation of Group Environmental Policies.

GHG Emission & Intensity

*2019 Total GHG emissions (Scope 1&2) (Kg Co2e)

Direct GHG Emission (Scope 1)	60.87
Direct GHG Emission (Scope 2)	62.62

2020 Total GHG emissions (Scope 1&2) (Kg Co2e)

Direct GHG Emission (Scope 1)	61.30
Direct GHG Emission (Scope 2)	57.52

* Direct & InDirect (Scope 1 & 2) GHG Emissions (Calculation includes CO2, HFCs, decrease by 3.78% * Restated figures

Our main source of emissions comes from our smoke stack, spray driers and kilns. In 2020, we planted approximately 4000 trees within the perimeter of our premises to offset our emissions and installed feeder rubber curtains on our raw material boxes to reduce dust emission during transfer and loading of raw materials.

GHG Emissions Intensity

The intensity is a variable measuring total carbon dioxide equivalent emissions per sales. This is considered to be the best metric to alleviate any skew in the data as a result of the unprecedented impact of COVID-19. Furthermore, if the consumption increases due to an increase in business operation, i.e. generates more emissions and production during subsequent years, this metric allows for a good comparison across the years to determine whether the energy performance and carbon savings of the Group has improved.

GHG Emissions intensity in relations to sales

*2019 GHG Emissions intensity in relations to sales (Kg Co2e)

GHG Emissions Intensity (Scope 1)	0.08
GHG Emissions Intensity (Scope 2)	0.08

*2020 GHG Emissions intensity in relations to sales (Kg Co2e)

GHG Emissions Intensity (Scope 1)	0.1
GHG Emissions Intensity (Scope 2)	0.09

* Restated figures * The Emission Intensity in relation to UAE Sales.

Emissions and efficiency

WATER MANAGEMENT

In 2020, all water and effluent discharge from our factories, employees' accommodations and corporate office was treated, recycled and reused. We withdraw all our water from the sea and any water not consumed by our operations; we discharge back into the sea. No water is withdrawn from water stress areas and our water is treated in accordance with the World Health Organization Standards.

Water withdrawn¹ (million liters)

2019 Water withdrawn	2,937.00
2020 Water withdrawn	2,296.00

Water consumption (million liters)

2019 Water consumption	1,314.00
2020 Water consumption	1,606.24

Water discharge (million liters)

2019 Water discharge	1,623.00
2020 Water discharge	689.76

¹ Water Withdrawn from the Sea (2,296 Million Liters) & From third Party (689 Million Liters)

WASTE MANAGEMENT

The Group aim to minimize waste going to landfills, recycle and reuse our resources to prevent the unnecessary waste of materials. This year we continue to focus on reducing packaging, wooden, plastics, hazardous and non-hazardous wastes.

We continue to promote recycling and waste disposal throughout the Group through education and audit our Environmental Management System. In addition, we will identify more opportunities to reduce the environmental impact and waste relating to our product packaging, as part of our commitment to be more sustainable and reduce waste.

2019 Waste Management*

Hazardous waste (KG)	2,480
Non-Hazardous waste (Tonnes)	147,230

2020 Waste Management*

Hazardous waste (KG)	1,080
Non-Hazardous waste (Tonnes)	130,019

* RAK Waste Management Authority transported the waste to a special domestic landfill. No waste was shipped internationally.

MATERIALS & RECYCLING

1,175,183 Tons of raw materials (nonrenewable) was used in the production process in 2020, producing 1,092,445 Tons of product (we currently do not use any renewable raw materials). Our percentage of recycled input materials had increased, as per our Company strategy:

2019 Recycled input materials

Re-use of effluent treatment sludge	20-30%
Re-use of fired tiles & sanitarywares	40-50%
Re-use of polishing sludge	15%
Re-use of green tile & sanitarywares	-
Re-use of squaring waste powder	30-35%

2020 Recycled input materials

Re-use of effluent treatment sludge	50-60%
Re-use of fired tiles & sanitarywares	25-65%
Re-use of polishing sludge	25-30%
Re-use of green tile & sanitarywares	75-100%
Re-use of squaring waste powder	70-80%

Our Commitments

70% of corrugated boxes recovered and recycled by a third party.

98% of packaging materials are procured locally, promoting productivity in the UAE economy

All vendors of local packaging materials are ESMA certified

56,501 damaged wooden pallets were repaired and 55,933 were reused.

Blue Bins – are located in our corporate office to recycle empty plastic water bottles.

Green Bins – located in our corporate office to recycle paper waste.

*Calculations are approximate only and based on our EHS records and data provided by RAK Waste Management Authority

We undertake regular energy and emission assessments to enable us to put appropriate steps in place to minimize and mitigate our impacts.







Best Practices, Anti-Corruption and Managing Risk

GOVERNANCE AND BEST PRACTICES

We strongly believe that maintaining high corporate governance standards is essential in creating sustainable shareholder value. We will continue to adhere to the highest standards of corporate governance. We assess the compliance with the UAE Corporate Governance Code quarterly.

UAE VISION

- Competitive knowledge economy
- Safe public and fair judiciary.

SDG

- 5 - Gender equality
- 16 Peace, justice and strong institutions
- 12 -Responsible consumption and production

ANTI CORRUPTION – MANAGING RISK

At RAK Ceramics, we have a zero tolerance approach towards corruption, explicitly outlined in various Company policies including the Code of Conduct, Conflict of Interest Policy, Whistleblower Policy, and Human Resources Handbook (Anti-corruption Policies). The Internal Audit and Compliance function at RAK Ceramics manages risk in accordance with its risk framework that provides for classification of business areas and functions into high, medium and low risk. Proactive management and mitigation is undertaken by business areas and functions depending on the classification of a risk. The Internal Audit department conducts regular reviews of the Anti-corruption Policies to ensure they are still 'fit for purpose' and presents quarterly and annual updates to the Audit & Risk Committee and Board of Directors on such policies. We are pleased to report we had no material incidents of corruption or non-compliance with applicable laws and regulations during the year 2020..

Conducting Business Day to Day Business

The Board of Directors and the executive management are the custodians of organizational governance and compliance. The Audit & Risk Committee on behalf of the Board engages with Executive Management regularly to ensure compliance with all applicable laws and regulations. In turn, Legal, Finance and Internal Audit departments are primarily responsible to ensure compliance with all applicable laws and regulations related to anti-corruption, anti-money laundering, sanctions and other relevant socio-economic regulations. All sensitive transactions require Legal, Finance and Internal Audit department approvals.

Corporate Governance and Compliance

CORPORATE GOVERNANCE, COMPLIANCE AND ETHICS

We believe high standards of corporate governance, with robust framework, policies and processes in place, ensures value creation for the stakeholders and the community. As a publically listed Company on the Abu Dhabi Securities Exchange (ADX), the Board regularly reviews RAK Ceramics' corporate governance policies and practices to ensure compliance with the laws of the United Arab Emirates and the Securities and Commodities Authority's Corporate Discipline and Governance Standards for Public Joint Stock Companies. A copy of our 2020 Corporate Governance Report can be found here <https://corporate.rakceramics.com/investors/reports/>. RAK Ceramics does not currently evaluate the Board's governance performance on specific sustainability issues, but may look to do so in the future.

The Board follows a clear policy of segregation of duties between the responsibility of the Chairman of the Board, the Board members and the CEO of the Company. All our Board members are non-executive, with four members also being independent. The Board assumes overall responsibility for the strategic direction of the Company and the executive management team, led by our CEO Abdallah Massaad, undertakes the day-to-day affairs of the Company. The CEO is appointed by the Board of Directors and is responsible for the overall operations, profitability and achievement of objectives set out by the Board. The Board has set specific delegations to the CEO in relation to financial, operational, capital and investment, legal, administrative and general powers. The delegation of authority is effective until the Board revokes it. An experienced executive management team assists the CEO to ensure strict adherence to the Company's policies and procedures.

CEO Compensation

The CEO's compensation is outlined in our 2020 Corporate Governance Report, with the ratio of the CEO's compensation to median full time equivalent employee's compensation being 70:1. It is prudent to note that RAK Ceramics operates in a labor-intensive industry and therefore the median compensation of full time equivalent employees relates to professional employees and above only and we have excluded unskilled and semi-skilled workers' compensation.

GOVERNANCE REPORT

Our 2019 Governance Report can be found at www.corporate.rakceramics.com/investors/reports



ABDALLAH MASSAAD
Group Chief Executive Officer

Abdallah Massaad is Group CEO of RAK Ceramics. He has more than 20 years experience in ceramics manufacturing, sales management, product marketing and business leadership. Prior to RAK Ceramics, Abdallah Massaad was GM of ICC SARL, Lebanon. Abdallah Massaad holds post graduate qualifications in Management (DEA in Business Administration) and an undergraduate degree (Maitrise in Business Administration - Marketing) from Université Saint-Esprit de Kaslik, Lebanon.



We believe high standards of corporate governance with robust frameworks, policies and processes in place, ensures value creation for our stakeholders and the community.

Board of directors



**SHEIKH KHALID
BIN SAUD AL QASIMI**
Chairman of the Board

Board Member since 2015. Sheikh Khalid holds business management qualification from New York University, Abu Dhabi Campus. Sheikh Khalid Bin Saud Al Qasimi is the Chairman of RAK Ceramics PJSC and is also Chairman of Al Marjan Island, Ras Al Khaimah and Vice Chairman of the Investment and Development Office, Government of Ras Al Khaimah. Sheikh Khalid Bin Saud Al Qasimi has extensive experience in finance and investment management.



SHIRISH SARAF**
Vice Chairman
of the Board

Board member since 2014. Shirish Saraf is the Founder and Vice Chairman of Samena Capital and in June 2014, he led the acquisition of a significant stake in RAK Ceramics PJSC. Previously he was co-founder at Abraaj Capital, Dubai UAE; Vice President-Direct Investments and Syndication for TAIB Bank, Bahrain and Vice President of AMZ Merchant Bank. In September 2013, he was listed as one of Asia's 25 most influential people in Private Equity by Asian Investors. Mr Saraf was educated at Charterhouse (England) and holds a BSc (Economics) from the London School of Economics and Political Science.



**KHALED ABDULLA
YOUSEF**
Board Member

Board member since 2012. Mr. Khaled has over 24 years' experience providing fiscal, strategic and operations leadership with expertise in finance, budgeting, cost management, public relations media, strategic planning, sales, marketing, profitability analysis, cost analysis, policy and procedures development. Executive member of the Board for RAKEZ, and RAK Chamber of Commerce and Julphar PJSC. He is the founder of KAY Invest, a UAE based Investment Company with a diverse portfolio including finance, properties and trading. He is also the CEO and Member of the Board of Directors of Majan Printing and Packaging Co, one of the largest printing and packaging companies in the Middle East.. Mr. Khaled holds a Bachelor's Degree in Business Management from the University of Arkansas, USA.

* On March 30, 2021 the AGM had re-elect the members of the Board with one change only. Mr. Yousef Ali Al Belooshi was member of the Board till 30 March 2021 and Shaikh Saqr Bin Omer Al Qasimi elected as member of the Board. ** In June 2021, Mr. Shirish Saraf had resigned from the membership of the Board and he has been replaced by Mrs. Farah Al Mazrui to complete his term.



FAWAZ ALRAJHI
Board Member

Board member since 2015. Mr. Fawaz is the Chairman of the Board, CEO and Head of Investment Committee of Al Rajhi United, a family-owned investment company with offices in Riyadh, Jeddah, New York and Dubai, focusing on public equity, private equity and real estate. Prior to this position, he had served as Head of Private Equity Placement as well as Director of Sales and Distribution at Al Rajhi Capital. Mr. Fawaz he has also worked with Proctor & Gamble as system analyst at their Arabian Peninsula headquarters in building IT solution for Business Development Fund. Mr. Fawaz holds Master in Business Administration from Stanford University, USA and Bachelors in MIS and Accounting from KFUPM, KSA.



WASSIM MOUKAHHAL
Executive Board Member

Board member since 2016. Mr Moukahhal has more than 12 years of experience in private equity investments and is currently serving as Managing Director-private equity of Samena Capital Investments Limited in Dubai, focusing on investments within the MENA region. Mr Moukahhal is also a Member of the Board of Directors of Anghami and a member of the Investment Committee of the Samena Special Situations Funds. Mr Moukahhal holds a MBA from the Wharton School at the University of Pennsylvania and a Bachelor's degree in Economics & Finance from McGill University.



**YOUSEF ALI AL
BELOOSHI***
Board Member

Board Member Since August 2020. Mr. Yousef Ali is a Certified Fraud Examiner, (CFE), Certified Control Specialist, (CCS); he is also Certified in Risk Management Assurance, (CRMA) and holds a Bachelor Degrees majoring in Accounting from the UAE University. He has over 24 years carried out many audits, accounting and financial analyses to the major suppliers/vendors due to major contracts, in addition heading special projects. Mr. Yousef Ali is currently the General Manager – Department of Finance – RAK Government, and previously occupied different positions in different major companies.



KHALID ELISIRI
Board Member

Board Member Since August 2020. Mr. Al Eisiri is a Chartered Financial Analyst (CFA), Certified Private Equity Specialist and holds a Bachelor Degrees majoring in Finance from the Sultan Qaboos University. He has over 14 years work experience in managing a portfolio of private equity investment and in advisory services such as private placement, feasibility studies, rights issues/IPO. He is currently the Principal of the Asset Management in Oman Investment Authority.

Board of directors (continued)

COMPOSITION OF BOARD

The Board of Directors comprises of seven members: Sheikh Khalid Bin Saud Al Qasimi, Mr. Shirish Saraf, Mr. Yousef Ali AlBelooshi, Mr. Khalid ElEisri, Mr Khaled Abdulla Yousef Abdulla Aal Abdulla, Mr Fawaz Sulaiman Al Rajhi, Mr Wassim Moukahhal.

As a collective, the Board of Directors has the skills, experience and knowledge to fulfil its purpose and responsibilities. All the Board Members are non-executive, with four members being independent and three members being non-independent, satisfying the requirements of Article (40/2) of Resolution No.7 of 2016 of Securities and Commodities Authority's Corporate Discipline and Governance Standard of Public Joint Stock Companies. The term of the current Board Members expired on 26 February 2021. All members of our Governance Bodies are male and we are looking at ways to increase the participation of women on our Governance Bodies going forward.

Demographics of our Governance Bodies

Age Group	Gender
Under 30 years old:	One Male
30 – 50 years old:	Four Male
Over 50 years old:	Two Male

Independence and Conflicts

The roles of the Chairman of the Board of Directors and the CEO are distinct and separate and there is a clear division of responsibilities. The Chairman leads the Board and ensures the effective engagement and contribution of all Directors. The Group Chief Executive Officer has responsibility for all Group subsidiaries and their strategy, policy and operational management.

COMMITTEES

The Board has three standing committees: the Audit & Risk Committee, Nomination and Remuneration Committee and the Insider Trading Committee and together they strengthen the Board's oversight of the Group.

Note: All the details of Board, Board Committees and Top Management are available in the Corporate Governance Report 2020, for more in depth review of our Corporate Governance Report for 2020, please visit <https://corporate.rakceramics.com/investors/>.

ACTING ETHICALLY AND RESPONSIBLY

Members of the Board of Directors, executive management and employees ("Our People") in the Company are aware of the Anti-corruption Policies and must adhere to the guidelines noted in the Anti-corruption Policies during their employment at RAK Ceramics. In particular, the Company's Code of Conduct outlines the minimum standards of business and ethical conduct that we expect our people to adhere to, in order to maintain our vision of zero corruption.

The Code of Conduct does not cover all possible situations that may occur, but provides guidance on day-to-day activities, so that our people can 'do the right thing'. Any person who fails to comply with the Anti-corruption Policies will be subject to disciplinary measures, including but not limited to warning, or termination. To emphasize the importance of the Anti-corruption policies, management routinely communicates the key details from the Anti-corruption Policies, through emails, memos and in Company meetings, although no formal training is currently provided to employees, in relation to Anti-corruption policies. Our Anti-corruption policies are communicated to persons outside the business, on an 'as and when required' basis.

MEMBERSHIPS

Emirates Green Building Council

RAK Ceramics is a long-standing corporate member of the Emirates Green Building Council, supporting the development of sustainable buildings in United Arab Emirates.

Environment Protection and Development Authority

We are a corporate member of the Environment Protection and Development Authority (EPDA), whose mission is to protect the environment and sustain its resources in Ras Al Khaimah, United Arab Emirates. We regularly partake in initiatives by the Authority including the annual beach cleanup. We also submit an environmental report to the Authority each quarter outlining our progress with environmental initiatives.

Emirates Environmental Group

We are a corporate member of the Emirates Environmental Group (EEG) which is a professional working group devoted to protecting the environment through education, action programmes and community involvement. In 2020, we participated in the "Clean-up UAE 2020" and "For Emirates, We Plant" programmes.





Workforce well-being

OUR APPROACH

We have 6076 employees working in our factories at our headquarters and group units in Ras Al Khaimiah, United Arab Emirates and their health and safety is fundamental to our business and long-term success. All employees, visitors and contractors undertake safety induction training before entering our factories.

Our Safety Committee made up of representatives from various departments meets weekly to discuss current safety issues at our premises and factories and discusses controls that may need to be implemented. Against the backdrop of the COVID-19 pandemic, this year more than ever, the Group's employee have navigated these challenging times with incredible resilience and agility, hard work and professionalism enabling us as a business to continue to operate smoothly and serve our customers.

We at RAK Ceramics recognize that people are our most valuable assets, therefore we work hard to ensure that our employees are safe and healthy, with free medical insurance provided to all employees, and various health-care initiatives run throughout the year. Doing the right thing by our people ensure that they are happy, healthy and thrive in a working environment. In doing so, our people will help us to achieve our ambition and strategy as a global leaders in providing ceramic lifestyle solutions.

UAE VISION

- World-class healthcare
- Cohesive society and preserved identity
- Safe public and fair judiciary.

SDG

- 5 - Gender equality
- 16 Peace, justice and strong institutions
- 12 -Responsible consumption and production

WORKFORCE WELLBEING

Our Health and Safety Policy follows the United Arab Emirates Regulations, including ISO-45001 and OSHAD Code of Practice and International Best Practice Standard. The Policy covers all employees, contractors and visitors to all our production units, office buildings, workers accommodation and workshops, with our goal being to prevent all accidents, injuries and occupational illnesses. The Environment, Health and Safety department (EHS) and facility management team is responsible for the day-to-day management of our health and safety systems and EHS is continually looking at ways to improve our systems. We also display safety bulletins and safety hazard posters in strategic areas around our factories to emphasis the importance of health and safety.

COVID-19 MEASURES

RAK Ceramics was proactive in implementing a raft of measures designed to mitigate the impact of Covid-19 and the corresponding lockdowns across all its markets. A COVID 19 Command Center was formed with the primary objective of assessing the risks and formulating the response strategies after conducting robust scenario planning, which can significantly improve epidemic response mechanism and toolkits. It established the respective scope areas for all members of the Executive Management to ensure no risks remain unnoticed and mitigated.

As one of the first UAE companies to adopt social distancing, and apply working from home model to most of its administrative employees, the company also completely shut down production in India and Bangladesh during the national lockdown at those places and optimized production in the UAE plants. Alternative sales channels have been opened in markets where retail operations were closed, and the website now includes a virtual reality showroom experience.

RAK Ceramics has also taken measures to manage its liquidity, reducing discretionary expenses and placing non-essential capex plans on hold. Prominence was given to the safety of the employees and their families.

HAZARD IDENTIFICATION

Process

1. Identify hazards for each activity, process or area
2. Determine who may be harmed and how
3. Assess risk and determine likelihood and consequences
4. Determine if there are any existing control measures in place and if not, develop control measures (hierarchy of control)
5. Record all findings
6. Re-evaluate and re-assess the risks
7. Review if necessary

Our Nebosh certified safety officers and our technical team members, undertake daily monitoring, semiannual internal audits and routine inspections to ensure that all hazards are eliminated or controlled and whether or not there is room for improvement on current processes. We ensure that all machinery-moving parts are guarded. Our EHS team has a 24-hour hotline to report any unsafe conditions, accidents or incidents. If an incident is reported, the EHS team will then conduct an internal investigation and control measures will be put in place (if necessary) to ensure any re-occurrence is prevented.

No fatalities for work related injuries or ill health occurred in 2020 and our factory employees worked approximately 11,351,808 hours. However, the main types of work-related injuries were in relation to the severance of employee's fingers working in the factories. We are working hard to eliminate these injuries by providing adequate hand protection equipment and educating employees on proper use of the equipment to avoid such injuries. In respect of work related ill-health, dust, noise and silica are all contributors to ill health of our employees at our factories. We undertake risk assessments, plant inspections and monitoring to ensure these risks are minimized. We also supply our employees with dust masks and earplugs to reduce the effects of the dust, noise and silica they are exposed to. We do not currently have data relating to work-related ill health of our employees.

WORK RELATED INJURIES

2020 Work related Injuries

Total Recordable Work-related Injuries	229
Total Recordable Work-related Injuries (Rate)	0.403

Note: Rates are calculated based on 200,000 hours worked. No workers have been excluded from this number and we do not control the workplace of any other workers. Total Recordable Work-related Injuries have increased by 10% compared to year 2019.

EMPLOYEE PARTICIPATION

Employees are given the chance to test all the personal protective equipment (PPE) and procurement of any new PPE is based on the employee assessment of the products. Suggestion boxes are strategically placed around the Company premises and checked on a monthly basis. We regularly undertake tool box trainings for our employees with 91 trainings provided in 2020 covering topics such as "Common Safety Mistakes that Make a Big Difference", "Hierarchy Control", "What is a Hazard", and "Working with Conveyors". We also provide a number of work based trainings to employees during work hours including mechanical and electrical safety trainings, summer hazard trainings, firefighting trainings, first aid training, respiratory hazard training, noise training and environmental training.

EMIRATIZATION

We continue to focus our efforts on employing national talent to align with the UAE's 2021 vision of Emiratization. Our Human Resources team works closely with the Ministry of Human Resources and Emiratization to increase the number of Emiratis in our workforce.

In 2020, the percentage of Emiratis in our administrative functions is 3.8%.

Investment in our employees

OUR APPROACH

At RAK Ceramics, we have a competency and values framework that forms the basis for all people development programs. Currently all training initiatives are dependent on the needs of the individual employees and business requirements. In 2021, we expect to undertake further man-hours in education across our factories and the corporate office and implement a formal career development program.

New Starters

The Human Resources team leads a general induction program for new starters, followed up by a departmental specific training organized by individual departments. For factory employees, the induction training also covers detailed guidelines from the EHS department regarding health and safety at work. New starters are also provided with a copy of the Employee Handbook during induction training.

Training and Education

In 2020, over 9 man-hours each were spent undertaking employee education, for factory employees -4700 men and 50 women. The largest initiative was Manufacturing Excellence programme, which included the principles of Six Sigma and Total Productive Maintenance (TPM) cutting across various management levels. In our corporate office, in-house seminars, webinars, external expert facilitated trainings and industry seminars were widely attended by employees.

We also have ongoing development programs including LEAP and MEAP (Leadership and Management advancement and effectiveness programs), skill and development programs for sanitary ware casters, sprayers and inspectors, and the Kangaroo program (a sequenced career development program) for operators and technicians.

Performance Reviews

All employees receive regular performance and career development reviews. At the start of any year, employees along with their managers set out specific key performance indicators that the employee will work towards throughout the year and employees are reviewed based on these metrics. Furthermore, all new employees receive a performance review upon completion of their probation period.



Full Time Employee Benefits

Life Insurance

All employees are covered under the Company's self-insurance policy, which covers disabilities due to work accidents or a work-related demise.

Medical Insurance

All employees are provided with medical insurance covering all work related and non-work related ill health or injuries and free health check-ups.

Workman Compensation Insurance

All employees are covered under the Company's Group Workman Compensation Insurance, which covers loss of salary due to a work related accident/injury.

Annual Health Screening

We partner with RAK Medical Center to provide annual health screening and eye examinations for those employees who work in hazardous conditions inside the factories. Any individuals who are identified as "high risk" are provided with one on one counselling and briefed on how to improve their health and lifestyle.*

Monthly Wellness Campaigns

We organize monthly awareness campaigns on a variety of topics including how to avoid heatstroke, and the common signs of Hepatitis A and C.

Employee Welfare Fund

A fund to support our employees who are in need of monetary assistance for situations that are not covered by the medical or life insurance policies or any other source. A committee manages the funds and determines the amount of financial assistance that is given to each individual.

Transportation and Accommodation

Employees are provided with accommodation in accordance with the Accommodation Policy. If no accommodation is provided, employees are provided with an accommodation allowance determined by their respective pay grades. Free transportation is provided to all employees residing in Ras Al Khaimah, United Arab Emirates.

Other Leave

All female employees are eligible for 90 days of maternity leave in accordance with UAE Laws (45 days paid and 45 days unpaid). We also provide special leave for Haji/Umrah and on a case by case basis.

End of Service Benefits

Employees are provided end of service compensation in accordance with UAE Laws.

Travel Allowance

All employees are granted leave travel allowance, graded according to their Company designation, paid at prevalent market rates.

Sports Activities

We provide recreational facilities including a gym, basketball, volleyball, badminton courts and a football field and organize regular sports tournaments.

*Employees may share their health information with us if they wish to do so, but we respect their privacy and due to patient confidentiality reasons, we do not have any access to health information shared with their medical professional. If health information is supplied, a member of the Human Resources team will work with the service provider to ensure an employee is in good health before returning to work.

We provide facilities including a gym, basketball, volleyball, badminton courts and a football field and organize regular sports tournaments.



Diversity and inclusion

OUR APPROACH

At RAK Ceramics, we strive to provide a workplace where individuals have an equal opportunity to work and contribute to the Company's growth. RAK Ceramics offers equal employment and advancement opportunity to all individuals without discrimination based on age, color, race, religion, gender or disability. All employees are remunerated equally depending on their role and performance, with no discrimination based on age, color, race, religion, gender or disability.

RAK Ceramics has a strict zero tolerance approach to employment of child labor and we do not hire employees below the age of 18 as prescribed in the UAE Labor Laws. We also enforce a strict no child labor policy from our Suppliers. We do not have a formal Human Rights Policy in place, but we operate in accordance with all UAE Laws governing human rights.

Emiratisation

We continue to focus our efforts on employing national talent to align with the UAE's 2021 vision of Emiratization. Our Human Resources team works closely with the Ministry of Human Resources and Emiratization and HH Sheikh Khalid to increase the number of Emiratis in our workforce.

In 2019, we are pleased to report that we increased the percentage of Emiratis in our administrative functions by 1.6%, taking our total to 4.1%. In FY20, we are aiming to increase the number of Emiratis in our administrative functions by a further 2%.

OUR PEOPLE

6036 Total Employees

Gender & Age Diversity

(Admin Employees and Plant Employees)

Gender	Percentage
Admin	9.63%
Female	20.83%
Male	79.17%
Plant	90.37%
Female	1.4%
Male	98.6%
Grand Total	100.00%

Age Groups	Female	Male	Total
Admin	21.00%	79.00%	100%
<30	6.02%	13.08%	19.10%
30-39	8.43%	34.60%	43.03%
40-49	5.85%	21.86%	27.71%
50-59	0.52%	8.78%	9.29%
60-69	0.17%	0.69%	0.86%
Plant	1.4%	98.6%	100%
<30	0.49%	26.40%	26.91%
30-39	0.46%	40.07%	40.55%
40-49	0.33%	24.71%	25.06%
50-59	0.09%	7.30%	7.39%
60-69	0.00%	0.09%	0.09%
Grand Total	100.00%	100.00%	100.00%

Entry and Mid-level Positions held by gender: 20.00% Women, 80.00% Men

Senior and Executive Level Positions held: 100% Men, 0% Women

Parental Leave: 135 female employees were entitled to parental leave. 4 female employees took parental leave and also returned to work following their leave.

Note: We did not have any temporary employees in 2020 and consultants and contractors make up under 1% of our total enterprise head count.

NEW EMPLOYEES

In 2019, RAK Ceramics employed 577 new staff members.

By Gender

Male	851
Female	18
Total	869

By Age Group

< 30	559
30-50	307
< 50	3
Total	869

By Region

Africa	213
Asia	640
Europe	0
Middle East	16
North America	0
Total	869

LEAVING EMPLOYEES

1,199 employees left RAK Ceramics during 2020, these employees were largely factory employees.

SALARY & REMUNERATION RATIO

Ratio of Basic Salary - Women to Men

Band 1 (para professionals)	1:5
Band 2 (professionals)	1:2
Band 3 (middle management)	1:2

Ratio of Remuneration Women to Men

Band 1 (para professionals)	1:8
Band 2 (professionals)	1:6
Band 3 (middle management)	1:3

*Note: All figures in this section include RAK Ceramics PJSC and its UAE subsidiaries RAK Elegance LLC and RAK Porcelain LLC.

COMMUNITY INVESTMENTS

RAK Ceramics is committed to supporting the local community in Ras Al Khaimah, United Arab Emirates as well as the wider community of the UAE, through financial, material and human resources. In 2020, RAK Ceramics participated in a number of community initiatives and provided approximately AED 1.7 mil in financial support to the local community which include combating against COVID-19 pandemic. Giving back to the community is also important to our employees and we encourage volunteering and participation in a number of community initiatives throughout the year. In 2021, we are committed to understanding the expectations and needs of our community in more detail to ensure our sponsorship and other initiatives are in alignment with these. We are also committed to increasing the amounts we invest into the local community in 2021 and starting a formal employee-volunteering programme.

Note: All the details of community participation and investment are included in RAK Ceramics PJSC Financial Statements for the year 2020 and the Corporate Governance Report for the year 2020, for a more in-depth review of our financial performance during 2020 and Corporate Governance Report 2020, please visit <https://corporate.rakceramics.com/investors/financial-statements/>.





Financial performance

Being responsible impacts on everything, we do at RAK Ceramics. Our value provide the foundation for our commitment to corporate responsibility, which we refer to with maxim 'Responsible Business, Responsible Employer'.

UAE VISION

- Competitive knowledge economy

SDG

- 8 - Decent work and economic growth
- 9 - Industry, innovation and infrastructure

FINANCIAL & ECONOMIC PERFORMANCE

2020 was a challenging year across the board. RAK Ceramics was particularly impacted by COVID 19 pandemic due to our exposure to the hospitality and real estate industries. However, given our ability to act decisively during times of crisis, we were able to implement measures to manage the impact of COVID-19 which allowed us to witness early signs of recovery starting from Q3 2020 and deliver healthy revenue for the year. We were able to capitalize on the opportunity in Saudi Arabia and enhance our business in that market, while managing costs and delivering stable revenue in other markets. Our operations in Europe and India have improved, reflected in our margins.

Looking ahead of 2021, our priority will be to protect our market share in the UAE, Saudi Arabia and Bangladesh, while diversifying and improving profitability in export markets. We will also continue to invest in branding by opening new showrooms in core markets, while implementing measures to continue to combat the impact of COVID-19.

Impact of COVID-19

COVID-19 has had a significant impact on real estate and tourism, with lockdowns and restrictions resulting in reduced demand for RAK Ceramics' products in the first half of 2020. Additionally, due to the slump in real estate, and in line with the Company's accounting policy to assess impairment to the carrying values of investment properties annually, RAK Ceramics revalued its investment properties in the UAE which resulted in an impairment loss of AED 213.2 million. The Company also recorded a provision of AED 23.1 million in relation to one of its hotel assets.

Performance Review

The Company reported total revenues of AED 2.35 billion, a decline of 8.7% due to a decrease in Q2 2020 revenue caused by COVID-19 lockdowns. Excluding Q2 2020, revenue increased by 1% to AED 1.94 billion. Performance started well in Q1 2020 but was negatively impacted in Q2 2020 due to national lockdowns across all our core markets owing to COVID-19 pandemic. Markets recovered to pre-COVID levels in Q3 2020 in both tiles and sanitary-ware segments; however, tableware performance continued to suffer due to restrictions and hotel closures.

In Saudi Arabia, revenue increased by 57.9% year on year, the introduction of differentiated tile sizes and a focus on retail and wholesale sales and also backed by the imposition of anti-dumping duties. There is strong demand in Saudi Arabia for RAK Ceramics' premium products. In Europe, revenue increased by 2.7% year on year, driven by growth in the sanitary-ware and tiles market. In the Middle East (excluding UAE and KSA), revenue increased by 12% year on year.

Total gross profit margin decreased by -120bps to 32.0% year on year due to lower revenue and plant shutdown losses during lockdowns in Q2 2020. Reported net loss was AED -126.2 million due to decrease in revenues and impairment and provisioning costs in relation to the impact of COVID-19. Like-for-like net profit was AED 147.3 million demonstrating RAK Ceramics' healthy performance, when excluding the one-offs.

Operations across global markets in Saudi Arabia, India, Bangladesh and Europe continued to rebound in Q4 2020, leading to a 15% quarter on quarter increase in Q4 revenue to AED 719.7 million. The Company reported a strong Like for like net profit in Q4 2020 which increased by 39.9% year on year to AED 77.5 million. Total gross profit margin increased by 80bps year on year to 34.4% in Q4 2020 and tiles gross profit margin is at an all-time high of 34.8% - increased by 350bps year on year. The increases in gross profit margins reflect improved efficiencies and streamlined operations, placing the company in a strong position to continue to recover from the impact of COVID-19.

ANNUAL REPORT

Our 2020 Annual Report can be found at www.corporate.rakceramics.com/investors/reports

AED 2.35 BN

TOTAL REVENUE

-120 BPS

DECREASE IN PROFIT MARGIN

-26.5%

DECREASE IN EBITDA

AED 147.3 M

NET PROFIT BEFORE IMPAREMENT LOSS

AED -126.2 M

REPORTED NET LOSS

AED -0.13

REPORTED EARNINGS PER SHARE

Sustainable production and innovation

OUR APPROACH

We are dedicated to 'being better' than yesterday and going forward we are committed to designing innovative environmentally friendly products. Our customers are also demanding more recyclability in regards to the packaging of their goods and we are looking at implementing packaging that is made with 100% recycled material in the future.

We currently have a handful of innovative solutions available in our ceramic and sanitary ware ranges that use less raw materials to manufacture, as well as a range of products produced using sustainably sourced raw materials. When developing new products our product development team ensures that the products are made from durable and long lasting raw materials, which sees the average lifecycle of our products being around 20 years. The technical team then also ensures that our methods of production for a particular product are energy efficient and less wasteful in terms of water usage.

PRODUCTS

RAK Slim is ceramic tile product that has the same finishes as our standard tiles but uses 50% less raw materials to make.

RAK Antimicrobial a ceramic tile that reduces microbial contamination, contributing to a healthier environment particularly in schools and healthcare facilities.

RAK Joy a wooden furniture collection that respects the environment and the life of the furniture itself. All particleboard and MDF used in the construction of this striking furniture collection come from responsible FSC certified sources, respecting the forests, the people and wildlife who call them home.

FURTHER INFORMATION

For more information regarding the FSC certification visit www.fsc.org.

AWARDS & ACCREDITATIONS

The Company has been awarded as 'Best Tile Brand' as well as 'Best Sanitary-ware Brand' by BKU Awards (UK). The Company also secured 2nd Place in Environmental Sustainability Award in the Industrial Sector organized by Environment Protection and Development Authority (EPDA) of Ras Al Khaimah. The Company has also received the Best Ceramic Tile Provider – UAE award from the MEA Business Award.

FloorScore an independent certification program that test and certifies hard surface flooring and the materials they are made with, to ensure they are in compliance with stringent indoor air quality emissions.

ISO 9001:2015 by internationally recognized UK certification body Ceramic Research Institute Certification Scheme for ceramic tiles and sanitary ware. This certification verifies that we have a quality management system in place that is compliance with the requirements of the standard, which covering design, development, production and supply of ceramics and sanitary ware.

ISO 13006, EN 1441 and ANSI A137.1 we manufacture ceramic tiles in accordance with these standard specifications from the UK, Europe and USA.

Our testing laboratory operates in accordance with ISO/IEC 17025 accredited by the National Association of Testing Authorities, Australia.

We also hold numerous compliance certificates for countries around the world, ensuring that our tiles meet specific country standards.



We are dedicated to 'being better' than yesterday and going forward we are committed to designing innovative environmentally friendly products.



20 YEARS

Approximate durability and life-cycle of RAK Ceramics products.

Responsible and sustainable procurement

OUR APPROACH

Working with our Suppliers

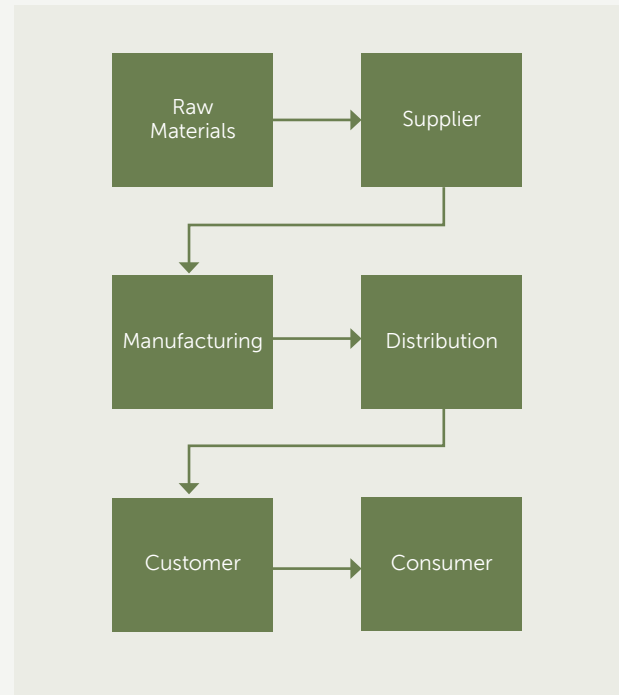
RAK Ceramics places high importance on dealing with suppliers who conduct ethical business practices and our focus is ensuring that at a minimum our suppliers have adequate health and safety stands in place and do not partake in child labor.

Prior to becoming a supplier for RAK Ceramics, it is mandatory for all key suppliers to complete a supplier assessment questionnaire, which outlines the minimum requirements for quality, environmental practices, health and safety and ethical standards. Going forward, we wish to implement a more sustainable procurement process that includes several sustainability markers that we will use to assess all future Suppliers.

In FY21, we are looking at implementing Supplier Guiding Principles for all key suppliers, which will focus on additional sustainability requirements that we expect the Suppliers to meet. We will continue to work on our supply chain strategy, so it continues to meet the demands of the business and is in line with our stakeholder values. RAK Ceramics is committed to using local suppliers, where possible in order to support the local community.

In FY20, our spent had increased by 8.62% reaching approximately AED 742 Million with a decrease in direct suppliers by 8% to reach to 1058 suppliers with 66% those being local suppliers in UAE. (FY19: AED 678 million, 1143 direct suppliers, with 64% of those being local suppliers in the UAE)*.

Supply Chain Process



RAK Ceramics places a high importance on dealing with suppliers who conduct ethical business practices.

Privacy

OUR APPROACH

RAK Ceramics considers it important to ensure that any personal information received from customers, is secure and available upon request, as we believe our continued success depends on trust from our customer base, so protecting their personal information from disclosure is paramount.

Given our global operations, RAK Ceramics implemented a General Data Protection Policy (GDPR) in early 2019. We are pleased to have rolled this Policy out across our European operations and we believe this Policy provides the best level of protection to our customers. At a glance, the Policy sets out our commitments to our customers when it comes to handling their personal information, and includes principles relating to the transfer of personal data, rights of individuals, record processing and how we deal with any violations of the Policy.

Despite the GDPR not being applicable in the UAE, we ensure that the collection of data in the UAE also follows the principles outlined in the Policy.

In 2020, there was no recorded customer data breaches, loss of data, or substantiated complaints, and therefore we consider the various privacy policies to be effective.

FURTHER INFORMATION

Personal information we collect from individuals using our website in the UAE, our App or our Visitor Management System, can be viewed at www.rakceramics.com/uae/en/privacy-policy





GRI Sustainability Dashboard

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
GRI 101 Foundation 2016				
General Disclosures				
GRI 102. General Disclosures 2016	102-1 Name of Organisation	6	Inside Organisation	G7. Sustainability Reporting G8. Disclosure Practice E8. Environmental Oversight
	102-2 Activities, brands, products and services	6	Inside Organisation	
	102-3 Location of Headquarters	6	Inside Organisation	
	102-4 Location of operations	2-6	Inside Organisation	
	102-5 Ownership and legal form	6	Inside Organisation	
	102-6 Markets served	6	Outside the Organisation	
	102-7 Scale of Organisation	6,36,37,32	Inside Organisation	
	102-8 Information on employees and other workers	32-37	Inside Organisation	S4. Gender Diversity S5. Temporary Worker Ratio
	102-9 Supply chain	40	Outside the Organisation	G4. Supplier Code of Conduct
	102-10 Significant changes to the Organisation and its supply chain.	No significant changes during the reporting period.	Inside the Organisation	
	102-11 Precautionary principle or approach	14,38	Inside and outside the Organisation	
	102-12 External Initiatives	25	Outside the Organisation	
	102-13 Memberships of associations	25	Outside the Organisation	
	102-14 Statement from senior decision-maker	5	Inside and outside the Organisation	E8. Environmental Oversight

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
	102-16 Values, principles, standards and norms of behavior	20	Inside the Organisation	G5. Ethics & Prevention of Corruption
	102-18 Governance structure	22-24	Inside the Organisation	S1. CEO Pay Ratio G2. Board Independence G3. Incentivized Pay E9. Environmental Oversight
	102-40 List of stakeholder groups	8	Inside and outside the Organisation	
	102-41 Collective bargaining agreements	Collective bargaining is prohibited under the laws of the United Arab Emirates.	Inside the Organisation	
	102-42 Identifying and selecting stakeholders	8	Inside and outside the Organisation	
	102-43 Approach to stakeholder engagement	8	Inside and outside the Organisation	
	102-44 Key topics and concerns raised	8	Inside and outside the Organisation	
	102-45 Entities included in the consolidated financial statements	36-37	Inside the Organisation	
	102-46 Defining report content and topic boundaries	2,9	Inside and Outside the Organisation	
	102-47 List of material topics	9	Inside and outside the Organisation	
	102-48 Restatement of information	There have been no restatements of information.		

GRI Sustainability Dashboard

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
	102-49 Changes in reporting	9 – we have updated our material topics.		
	102-50 Reporting period	2		
	102-51 Date of most recent report	2019		
	102-52 Reporting cycle	2		
	102-53 Contact point for questions regarding the report	2	Inside the Organisation	
	102-54 Claims of reporting in accordance with the GRI Standards	2		
	102-55 GRI content index	44-52		
	102-56 External assurance	RAK Ceramics does not seek external assurance for its sustainability report.		G9. External Assurance

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
GRI 200 Economic Standard Series				
Economic Performance				
GRI 103. Management Approach 2016		36	Inside the Organisation	
GRI 201. Economic Performance 2016	201-1 Direct economic value generated and distributed	37	Inside the Organisation	
Procurement Practices				
GRI 103. Management Approach 2016		40	Inside the Organisation	
GRI 204. Procurement Practices	204-1 Proportion of spending on local suppliers	40	Inside the Organisation	S9. Child & Forced Labour
Anti-corruption				
GRI 103. Management Approach 2016		20		
GRI 205. Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	20	Inside the Organisation	G5. Ethics and Prevention of Corruption
	205-2 Communication and training about anti-corruption policies and procedures	20	Inside the Organisation	G5. Ethics and Prevention of Corruption
	205-3 Confirmed incidents of corruption and actions taken	20	Inside the Organisation	G5. Ethics and Prevention of Corruption

GRI Sustainability Dashboard

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
GRI 300 Environmental Standards Series				
Materials				
GRI 103. Management Approach 2016		14	Inside the Organisation	E7. Environmental Operations E8. Environmental Oversight E10. Climate Risk Mitigation – we invested in a new waste heat recovery system in 2019, however we do not currently calculate the amount invested in climate related infrastructure, resilience and product development.
GRI 301. Materials 2016	301-1 Materials used by weight or volume	14	Inside the Organisation	
Energy				
GRI 103. Management Approach 2016		15	Inside and Outside the Organisation	E7. Environmental Operations
GRI 302. Energy 2016	302-1 Energy consumption within the Organisation	15	Inside the Organisation	E5. Energy Mix
	302-3 Energy intensity	15	Inside the Organisation	E4. Energy Intensity
	302-4 Reduction of energy consumption	15	Inside the Organisation	
Water and Effluents				
GRI 103. Management Approach 2016		16	Inside and Outside the Organisation	
GRI 303. Water and Effluents 2018	303-1 Interactions with water as a shared resource	16	Inside and Outside the Organisation	
	303-3 Water withdrawal	16	Inside and Outside the Organisation	E6. Water Usage

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
	303-4 Water discharge	16	Inside and Outside the Organisation	E6. Water Usage
	303-5 Water Consumption	16	Inside and Outside the Organisation	E6. Water Usage
Emissions				
GRI 103. Management Approach 2016		15	Inside and Outside the Organisation	
GRI 305. Emissions 2016	305-1 Direct (Scope 1) GHG emissions		Inside and Outside the Organisation	E1. GHG Emissions
	305-2 Energy indirect (Scope 2) GHG emissions		Inside and Outside the Organisation	E1. GHG Emissions
	305-4 GHG emissions intensity	15	Inside and Outside the Organisation	E1. Emissions Intensity
	305-5 Reduction of GHG emissions		Inside and Outside the Organisation	
Effluents and Waste				
GRI 103. Management Approach 2016		15	Inside and Outside the Organisation	
GRI. 306 Effluents and Waste 2016	306-2 Waste by type and disposal method	15	Inside and Outside the Organisation	
	306-4 Transport of hazardous waste	16	Inside and Outside the Organisation	
Environmental Compliance				
GRI 103. Management Approach 2016		14	Inside and Outside the Organisation	
GRI 307. Environmental Compliance 206	307 – Non-compliance with environmental laws and regulations	There was no reported compliance issues concerning environmental laws and regulations in 2019.	Inside and Outside the Organisation	

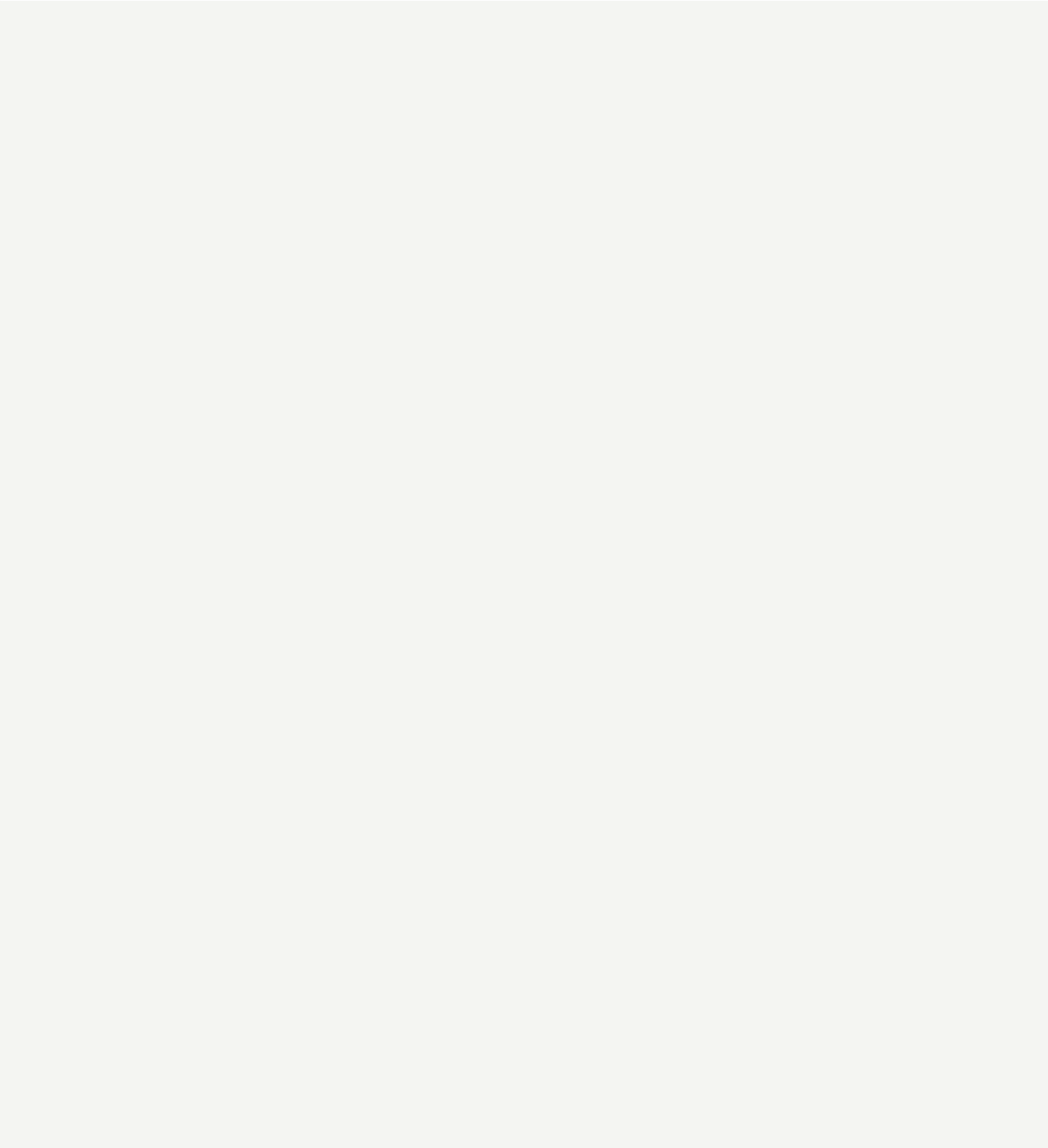
GRI Sustainability Dashboard

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
GRI 400 Social Standards Series				
Employment				
GRI 103. Management Approach 2016		31-32	Inside the Organisation	
GRI 401. Employment 2016	401-1 New employee hires and employee turnover	32-33	Inside the Organisation	S2. Gender Pay Ratio S3. Employee Turnover S4. Gender Diversity S5. Temporary Worker Ratio
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	31	Inside the Organisation	
	401-3 Parental leave	33	Inside the Organisation	
Occupational Health and Safety				
GRI 103. Management Approach 2016		28	Inside the Organisation	S8. Global Health and Safety
GRI 403. Occupational Health and Safety 2018	403-1 Occupational Health and Safety Management system	28,29	Inside the Organisation	S8. Global Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	29,30	Inside the Organisation	
	403-3 Occupational health services	28,29,31	Inside and Outside the Organisation	
	403-4 Worker participation, consultation, and communication on occupational health and safety	30	Inside the Organisation	
	403-5 Worker training on occupational health and safety	30	Inside the Organisation	

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
	403-6 Promotion of worker health	31	Inside and Outside the Organisation	
	403-8 Workers covered by an occupational health and safety management system	28	Inside and Outside the Organisation	
	403-9 Work-related injuries	29	Inside the Organisation	S7. Injury Rate
Training and Education				
GRI 103. Management Approach 2016		30		
GRI 404. Training and Education 2016	404-1 Average hours of training per year per employee	20	Inside the Organisation	
	404-2 Programs for upgrading employee skills and transition assistance programs	20	Inside the Organisation	
	404-3 Percentage of employees receiving regular performance and career development reviews	20	Inside the Organisation	
Diversity and Equal Opportunity				
GRI 103. Management Approach 2016		24,32,33	Inside the Organisation	
GRI 405. Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	24	Inside the Organisation	G1. Board Diversity
	405-2 Ratio of basic salary and remuneration of women to men	33	Inside the Organisation	
Non-Discrimination				
GRI 103. Management Approach 2016		32	Inside the Organisation	
GRI 406. Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were no reported incidents of discrimination in 2019.	Inside the Organisation	S6. Non-Discrimination S9. Child & Forced Labour S10. Human Rights

GRI Sustainability Dashboard

GRI STANDARD	DISCLOSURE	PAGE NO.	BOUNDARY	ADX KPI STANDARDS
Local Communities				
GRI 103. Management Approach 2016		33	Outside the Organisation	
GRI 413. Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	33,11	Outside the Organisation	S12. Community Investment
Customer Privacy				
GRI 103. Management Approach 2016		41	Inside and Outside the Organisation	
GRI 418. Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	41	Inside and Outside the Organisation	G6. Data Privacy
Emiratization				
GRI 103. Management Approach 2016		32		S11. Nationalization



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