



INDIA CLUB

Dubai

ESG Report for the Period

**1 April 2020 to 30 September 2022
(18 months)**

Prepared by:



Social Audit Network - India

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1. Introduction

India Club (<https://indiaclubdubai.com/>) is a non-profit sharing institution for persons of Indian origin to benefit from world class sports facilities, cultural and entertainment shows and community service activities both in India and in the UAE.

Providing the highest quality of service and facilities to its members and their guests since its inauguration in 1964, India Club holds an award from the prestigious Dubai Quality Award for Business Excellence as well as an ISO 9001:2015 certification for Quality Management Systems.

The club's excellent facilities and location make it a popular centre for the Indian community. People from the highest levels of government, business, the arts and sports areas are regularly invited to visit the Club and interact with members.

In keeping with its Vision Statement, "India Club strives to be a reputed Indian entity in Dubai of international standards and an industry leader in all its activities," the Club has elected to follow a path of planned and transparent alignment with the Sustainable Development Goals (SDGs). Accordingly, a self-assessment of the current status of its ESG framework has been carried out by the management. Findings are summarised in this report, the first Sustainability Report for the Club, with the objective of conducting a similar review every two years.



2. Scope and methodology

The Community Development Authority of the UAE (CDA), the Founding Members and the Board of Directors oversee the activities of the Club, which are conducted within the ambit of the "Constitution 2021."

This report covers the period **1 April 2020 to 30 Sept 2022**.

It was prepared based on a review of key processes, policies and data as well as discussions held with key personnel.

3. ESG Approach

Concern for the environment, society and governance (ESG) has always been a cornerstone of the Club's policies. From 2022 onwards, the management has adopted a more formal approach towards ESG by reporting relevant information, assessing the status of ESG alignment, creating plans to address areas and monitoring plans for improvement.

3.1 Environmental

UAE has adopted a leadership role within the region to help the environment and combat climate change. A number of initiatives are under way in this regard, including:

- ➔ The Ministry of Climate Change and Environment (MOCCA) has action plans in different areas such as renewable energy, reduced carbon emissions, removing single use plastic and supporting the global Save Soil mission.
- ➔ The next UN Climate Change Conference, COP 28, will be held in UAE from 6 to 17 November 2023.
- ➔ The UAE has committed to achieve net-zero emissions by 2050.

One of the leading community institutions in the UAE, India Club has followed the Government's approach by setting targets and assessing its performance in pursuance of its environmental objectives.

3.1.1 Reducing plastic

Various steps have been adopted for reducing single use plastic through selling plant based bottles to members, removing plastic bottles in restaurants and installing machines that purify and provide water directly from the water supply system.

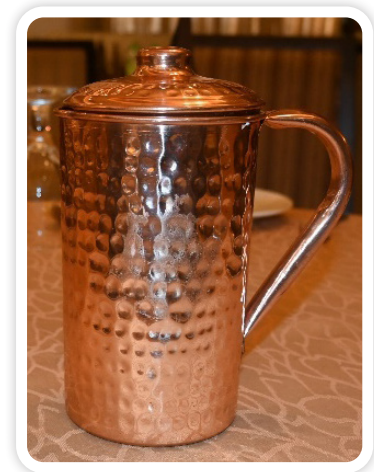
Green water solutions

The actions taken to reduce single- use plastic used for water bottles include :

INDIA CLUB ESG APPROACH

1. Establish a committee with a clear mandate and strategy from the Board and senior management, which would identify, prioritise and support implementation of ESG actions
2. Provide ESG education, training, tools and information to employees to develop and encourage participation.
3. Share practices that promote ESG behaviour and practices among members.
4. Assess and monitor the Club's ESG performance, review and adopt changes and report ESG related projects to the Club members and other stakeholders

- i) Providing fully bio-degradable bamboo bottles (500 ml) for members' use, at a small incremental cost (AED 1.25 compared to AED 1 for plastic bottles). The number of bottles bought has increased each month since these bottles were introduced, from only 5 cases in April to 325 cases in September 2022.
- ii) Installing a new drinking water machine within the sports area, which is linked to the municipality water and purified within the machine, reducing the use of 20 litre bottles.
- iii) Using re-usable aesthetic water jugs in the restaurants, to replace plastic bottles.



Drinking water jug

Reduction in plastic packaging

The Club's takeaway meals were generally provided using plastic bags, containers, plastic cutlery and non bio-degradable materials like clingfilm and aluminium foil. Paper bags are now being provided to replace the plastic. Other plastic items are used more sparingly than earlier, reducing quantities used.



Plant based bottle

Month (2022)	Clear Container 425CC	Cling Film	Plastic Spoons
April	2 CTN	2 CTN	3 CTN
May	2 CTN	2 CTN	4 CTN
June	2 CTN	3 CTN	2 CTN
July	4 CTN	3 CTN	2 CTN
Aug	2 CTN	3 CTN	6 CTN
September	1 CTN	2 CTN	2 CTN

Plastic use for packaging

3.1.2 Facilitating awareness of environmental issues

The IPCC (Intergovernmental Panel on Climate Change) Report April 2022 highlights that the next few years are extremely critical if the world plans to arrest climate change.

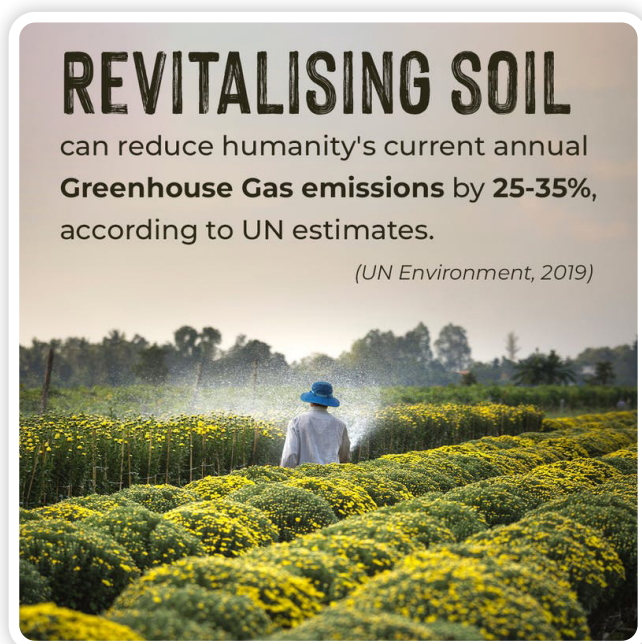
A key part of this is creating awareness amongst all citizens, and encouraging the involvement of each person to support the implementation of policies that will help the cause.

With its wide reach in the community, India Club aims to support the spread of information by:

- Creating awareness in members, children and guests
- Adopting green practices in the Club's services and publishing this information
- Setting the example for all similar institutions by formally adopting an ESG policy.

Sharing information on LED screens

Relevant information demonstrating the urgency of the climate situation is shared the LED screens around the premises, in staff meetings and in member communications.



LED screen display example

Increasing awareness through programmes for children and teenagers

In June 2022, children between the ages of 6 years and 12 years were invited to participate in a 3-month long project to learn about the importance of soil, grow their own plants and provide a weekly whatsapp report on progress during the summer break. 20 children signed up for the programme and regularly shared their experiences. As one tiny gardener explained, her plant had not grown properly as she had watered it too much, demonstrating the importance of each of the elements in making healthy soil.

For the older children, a Gavel Club meeting focussed on the environment, challenges and solutions.



Grow a plant initiative

Suggestions from staff and members

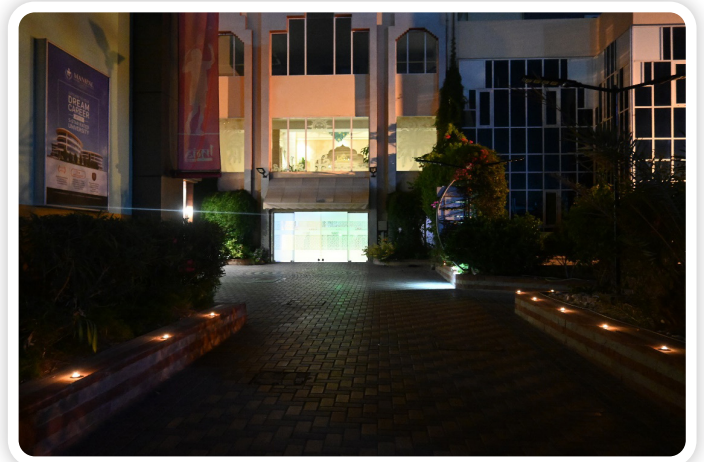
The Club has implemented a system to hold Focus Group discussions with staff every few months. The purpose is to encourage suggestions on what the Club can do to improve its services as well as its impact on the environment and its services. For example, in June 2022, Anthony suggested that unused drinking water from bottles and jugs in the restaurants can be used for watering plants in the Club's premises. Ankit Singh wrote a detailed message about how soil can be improved in farming communities.

Earth Hour

Members are encouraged to follow the Club's action of switching off all lights on 26 March each year for Earth Hour.

3.1.3 Recycling

The practice of 'Reduce, Reuse, Recycle' helps minimise wastage as well as to contain costs for the Club operations, as explained below.



The Club during Earth Hour in 2022

Food recycling

Specific practices in the Kitchen area include :

- i) Reusing ingredients: Fresh food that meets all hygiene and quality requirements is reused as ingredients for different recipes. For example, if sufficient quantities of salad are left over from banquets and are stored in a hygienic manner, these are used to cook different dishes.
- ii) Reducing waste by improving kitchen operations : Training sessions are held each year with the chefs, with new chefs trained by their seniors on all kitchen practices.

- iii) Recycling food waste: Upto 200 litres of Cooking Oil per month is recycled, after being used a maximum of 3 times. An attempt was made to use kitchen waste for compost, however it caused a problem of pests coming into the facility from construction areas around the Club periphery.

Waste material recycling

The cleaning staff segregate recyclable material from the waste and it is then sent to the relevant centre for recycling. Approximately 5 kg of plastic and cans are recycled every month, with paper being about 50 kgs.

Segregated bins had been installed previously but were not an effective means of ensuring only relevant waste was thrown in. An awareness campaign is planned to ensure members realise the importance of segregating the waste into correct bins.

	Cans	Papers	Plastic
April	04 KGS	45 KGS	05 KGS
May	04 KGS	65 KGS	06 KGS
June	05 KGS	35 KGS	05 KGS
Total	13 KGS	145 KGS	16 KGS

Recycling of waste material in 2nd quarter of 2022

3.1.4 Energy savings

The specific steps undertaken by the Club to reduce energy usage are :

- ➔ Adopting LED and solar options: Wherever feasible, LED and solar bulbs have been installed to replace nearly all the regular bulbs. The solar light bulbs are installed around the walkway near the basketball court. Regular bulbs are needed in specific areas like the tennis courts where LED bulbs would cause inconvenience to the members.

Type of light bulb	Number
LED bulbs	1340
Solar lights	24
Regular bulbs	579

Energy saving lighting used at the Club

- ➔ Solar panels : A technical and financial feasibility study conducted a few years ago showed that installing these panels over the roof of the main Club building would be financially unfeasible, however new technology is currently being studied to see if this installation can be done.

- ➔ Reducing wastage of power: the Club has a policy of ensuring lights as well as air-conditioning is switched off when not in use.

3.1.5 Water management

Although more than 70% of Earth is covered with water, the fresh water available for consumption by humans is a miniscule fraction of this; some estimates say only 0.3%. With the effect of population growth, the situation is getting progressively worse.

Water conservation is useful in directing the available water towards the areas where it would be most useful, such as crops, forests as well as civic needs such as sanitation and cleanliness. It also reduces the power that is needed to bring more water to the facility, thus helping the environment.

The Club’s initiatives for water saving include changing the frequency of washing tennis courts to twice a week instead of daily and the installation of reduced flow taps in the recent refurbishment of the washrooms.

A study is currently being conducted to install solution for waste water management in the showers and hand-wash areas and direct the water recovered to use for toilet flushing.

3.2 Social

This section covers the Club’s policies and practices for employees as well as Club members.

3.2.1 Employees

The HR team has issued detailed policies to manage the multicultural team of 81 staff with transparency and fairness. Key policies that improve engagement are :

- ➔ **Human Resource Policy:** The India Club policy provides guidelines for recruitment, onboarding of new staff, job descriptions and training. It helps increase transparency, sense of belonging and awareness of responsibilities.
- ➔ **Diversity:** The Club ensures that women are given equal treatment as regards remuneration and facilities.

Category	Total number	Number of women	Percent of women
Staff	81	7	9%
Contract Staff (Out Sourced Company)	12	3	27%
Board of Directors and Committees	11	2	18%

Number of women in Club positions and employment

Training and development

A training plan is prepared each year to help employees improve their skills as well as to ensure the Club maintains its service standards. An example is shown in the figure below.



Training for Chefs 2022

Employees speak

The course gave in depth training to recognize life threatening emergencies which might occur at the Club premises.

Recognizing several life threatening emergencies and taking decision about giving CPR to save a precious life and explained the Emergency Response Procedure without losing the golden moment of revival was the highlight of the training.

The Trainer explained the minute details while showing the slides and performed cardio pulmonary resuscitation (CPR) over a human model. Chest compressions can assist in circulation of blood if individual's heart or breathing stops and carrying it out until trained medical staff arrives can increase an individual's chances of survival.

The Reception Team is happy to be a part of the certified training and offer a helping hand whenever it is required.

Reception Team

India Club Dubai

STAFF TRAINING PLAN: Jan 22 TO Dec. 22									
SL #	NAME	DESIGNATION	Customer Service/ Guest Handling	Disability Awareness	Fire Fighting	Food Safety / Food Hygiene	First Aid & CPR	Personal Hygiene/ Good Grooming	Communication skills
		Proposed Date	Nov-21	May-22	Jun-22	Jul-22	Sep-22	Oct-22	Nov-22
		Actual training held	Jan-22	Jun-22	Jul-22	Aug-22	Oct-22		
1	Xxx	Front Office Suprv.	YES	YES	YES	X	YES	YES	YES
2	Xxx	Vehicle Maintenance Suprv. / PRO	YES	YES	YES	X	YES	YES	YES
3	Xxx	Housekeeping Incharge/ Supervisor	YES	YES	YES	X	YES	YES	YES
4	Xxx	Asst. F & B Supervisor	YES	YES	YES	YES	YES	YES	YES
5	Xxx	Maintenance Supervisor	YES	YES	YES	X	YES	YES	YES
6	Xxx	Stores & Logistics Incharge	YES	YES	YES	X	YES	YES	YES
7	Xxx	Asst. F & B Manager	YES	YES	YES	YES	YES	YES	YES
8	Xxx	Pool Incharge	YES	YES	YES	X	YES	YES	YES
9	Xxx	Executive Secretary	YES	YES	YES	X	YES	YES	YES
10	Xxx	Captain	YES	YES	YES	YES	YES	YES	YES

Training plan for 2022

Health and safety

For its employees, India Club ensures full compliance with health and safety requirements including First Aid training and fire drills. Medical insurance is provided to all staff, while at senior levels, family cover is also provided.

As part of its Covid related practices for staff, the Club ensured that

- Vaccination Drive was conducted for staff as well as guests .
- The PCR test for staff was paid for the by the organisation
- A designated isolation room was provided in the staff accommodation with meals provided 3 times a day

In addition, food is distributed to staff as pre-packed meals, such as after banquets and events, thus providing them with nourishing food at no cost to themselves.

Performance Management

India Club aligns objectives to overall strategy through annual reviews, feedback process and reward policies that recognize special contributions, such as the Bi-Monthly Award. Recently, a monthly award for suggestions has also been piloted and will be implemented in October 2022.



May- June 2021



November- December 2021

Feedback Mechanism

Employees are welcome to give feedback in regular meetings with department heads and during the bi-annual performance appraisal. The forms are filed in the employee's personal folder.

Exit interviews are taken with staff moving to other opportunities on the last working day. As with the other forms, these are also available in the employee's personal folder.

3.2.2 Members' Services

With the exception of the Covid year 2020-21, the Club has approximately 600 members visiting every day to enjoy the sports facilities, F&B and special events held regularly.

FOOTFALL ANALYSIS						
2017 - 2023						
	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
MONTH		NOS	NOS	NOS	NOS	NOS
April		21,189	22,674	54	15,818	16,900
May		21,425	19,940	1,913	19,291	21,327
June		19,031	19,752	3,592	18,761	18,552
July		19,895	17,150	10,728	21,783	18,061
August		17,392	13,923	16,230	18,800	15,889
September		19,525	18,089	13,858	16,316	17,201
October		22,607	14,498	14,487	18,937	
November		16,983	17,237	13,217	16,455	
December		19,704	16,207	15,643	16,702	
January		15,679	16,598	12,051	12,723	
February		14,681	14,067	11,054	13,603	
March	18,950	17,497	6,705	15,190	18,137	
Till Date (Sep)		118,457	111,528	46,375	110,769	107,930
Avg / Month		19,743	18,588	7,729	18,462	17,988
Avg / Day		647	609	253	605	590
Grand Total		225,608	196,840	128,017	207,326	
Avg / Month		18,801	16,403	10,668	17,277	
Avg / Day		618	539	351	568	

Sports Facilities

The Club is widely utilised by members and children visiting the sports areas regularly. Approximately 12500 people use the facilities each month. The Badminton court has the maximum visits, about 5000 per month, followed by Cool Sportz and Tennis; Bowling and Table Tennis are the lowest utilisation. Nearly all the sports facilities areas have a trainer or coach present to assist members.

	Facility	Jul- Sep 21	Oct- Dec 21	Jan- Mar 22	April- Jun 22
1	Kids Play Area	1,478	1,375	1,351	1,552
2	Cool Sportz	6,264	5,620	5,177	4,874
3	Bowling	404	1,179	756	1,528
4	Squash	2,347	2,037	1,829	2,365
5	Table Tennis	1,568	1,221	1,221	1,477

	Facility	Jul- Sep 21	Oct- Dec 21	Jan- Mar 22	April- Jun 22
6	Badminton	15,156	12,883	12,006	14,523
7	Tennis	4,526	4,049	5,253	4,266
8	Gym	3,617	3,675	3,684	3,945
9	Swimming Pool	2,662	2,273	2,361	3,181
	TOTAL	38,022	34,312	33,638	37,711

No. of members visiting each area per quarter

The Club has added to members convenience by providing an online link to book courts on the website.

Covid arrangements

During the period April 2021 to March 2022, the Club had put specific arrangements in place for its members and staff to ensure safety:

- ➔ Mandatory face masks for all serving staff and members entering the premises
- ➔ Tunnel
- ➔ Sanitiser arrangements at various points



Online court booking facility on website

These were regularly communicated to members, ensuring they felt safe and comfortable in utilising the Club premises.

Community programmes

An extremely popular feature of the club are the cultural and festive programmes which create a strong link to the community. Festivals that are popular in each state are celebrated with warmth and enthusiasm, giving members a special feeling of bonding and closeness across states and communities. Many of these programmes are open to public, filling an important role for the India community in Dubai. One such celebration is the Janmashtami celebration held in August.

The Club regularly invites cultural artistes to perform for its members, providing access to appreciate art and talent that would not otherwise have been possible.

Regular events are held to provide insights into different areas such as fitness and financial planning. Such events in the past few months include :



*Holi festival celebration,
August 2022*



*Hasya Kavi Sammelaan,
September 2022*

- ➔ Workshop on Essential Oils helping in health maladies
- ➔ YOGA with Mr Girin Govind, Global Director of SriSri Yoga
- ➔ “Healthy Heart – Wealthy Option” Talk by Dr. Brajesh Mittal
- ➔ Demystifying the Myths around Knee Surgery Talk by Dr Ashish Soni
- ➔ Dental Care Workshop for Kids By Dr Sagar Sikka & Dr Khusboo Motwani



*Dental care workshop for Children,
September 2022*

Members Networking Club (MNC)

The MNC provides a forum for members to benefit from social and professional networking, use of the Business Centre and MNC Notice Board. The exchange of ideas and contacts is facilitated by special programmes organized for MNC members, normally once a month, ranging from financial insights to cultural entertainment.

Examples are:

- ➔ Azadi ka Jashan held on August 18th 2021
- ➔ Everything you need to know about Equities held on August 28th 2021
- ➔ Motion creates Emotion, a team building workshop - 16th March 2022
- ➔ Iftar Party on 21st April 2022

Members feedback

Feedback is welcome from members and is specifically sought for certain projects, such as the library refurbishment and environmental practices. The Club interacts with members through social media. Facebook (<https://www.facebook.com/indiaclubdubai/>) and Instagram (<https://www.instagram.com/indiaclubdubai/>) are the main channels.

Apart from the feedback shared verbally and over social media or emails, feedback forms are provided for each of the different areas:

- ➔ Customer Service
- ➔ Sports and Leisure
- ➔ Food and Beverage

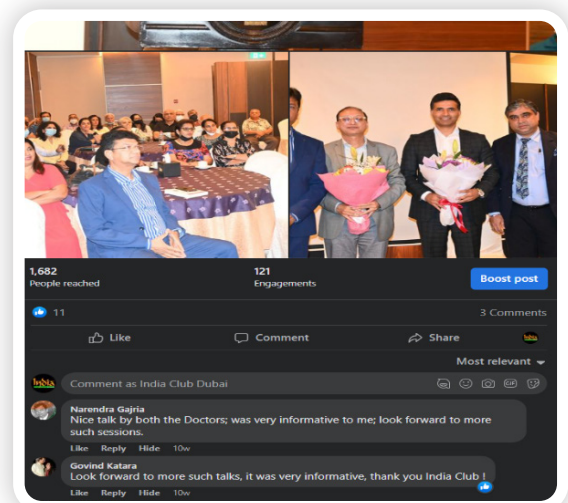
For the period under review, the findings are:

Food and Beverage

- 65 forms received.
- “Very Good” ratings : Quality of food 60, service: 60, value for money:61;Ambience: 52.

Sports and Leisure

- 48 forms received
- “Very Good” ratings : 29 (this is on an overall basis)



5. LIBRARY

	V. Good	Good	Average	Unsatisfactory
Variety of Book/News Papers/ Periodicals				
Attendant				
Assistance/Service/Response				
Entertainment				

Comments : _____

6. EVENTS

A) Social

	V. Good	Good	Average	Unsatisfactory
Quality of Programme				
Artistic				
F&B Arrangements				
Sound/Seating				
Value for Money				

Comments : _____

B) Sports


	V. Good	Good	Average	Unsatisfactory
Quality of the Tournament/ Sports Event				
General Arrangements				

Comments : _____

If you have any ideas or comments on how we might improve in future or if you have any suggestions then use this space to let us know.

Thank you for taking the time to complete this questionnaire.

Signature : _____



INDIA CLUB

CUSTOMER SERVICE FEEDBACK FORM (MEMBERSHIP)

CUSTOMER SERVICE FEEDBACK FORM - MEMBERSHIP

As part of our drive for improving the quality service, please spare a few moments to complete this form to help us make your next experience a better one.

Member's Name : _____

Membership No. : 2407

Scoring :
Please indicate your degree of satisfaction with the following:
Very Good / Good / Average / Unsatisfactory

Please tick the rating which most closely corresponds with your opinion

1. RECEPTION

	V. Good	Good	Average	Unsatisfactory
Booking System				
Information Rendering				
Assistance				
Staff Grooming				
Telephone Skills				

Comments : _____

2. SPORTS FACILITIES

	V. Good	Good	Average	Unsatisfactory
Booking System/ Availability				
Coaching				
Attendants				
Facilities / Infrastructure				

Comments : _____

3. OFFICE ASSISTANCE / ADMINISTRATION

	V. Good	Good	Average	Unsatisfactory
Information Rendering				
Staff Attitude / Efficiency				
Assistance				
Services				
Problem Solving				

Comments : _____

4. F & B OUTLETS

	V. Good	Good	Average	Unsatisfactory
Quality of Food				
Choice / Variety of Food				
Service				
Ambience				
Value for Money				

Comments : _____

Example of customer service feedback form

CUSTOMER SERVICE FEEDBACK FORM - SPORTS / LEISURE

As part of our drive for improving the quality service, please spare a few moments to complete this form to help us make your next experience a better one.

Member's Name : Shamshad Hossain

Membership No. : 5621

Scoring :
Please indicate your degree of satisfaction with the following:
Very Good / Good / Average / Unsatisfactory
Please tick the rating which most closely corresponds with your opinion

1. BADMINTON/ TENNIS/ COOL SPORTZ (INDOOR)/BOWLING ALLEY/SQUASH/ TABLE TENNIS/ BASKET BALL (PLEASE CIRCLE THE FACILITY)

	V. Good	Good	Average	Unsatisfactory
Booking System				
Availability				
Fighting				
Coaching				
Attendants				

Comments : _____

2. SWIMMING POOL

	V. Good	Good	Average	Unsatisfactory
Cleanliness of the pool				
Water Temperature				
Changing Rooms/ Bathrooms				
Pool Attendants				
Safety				
Coaching:				

Comments : _____

3. GYMNASIUM N/A

	V. Good	Good	Average	Unsatisfactory
Equipment				
Changing Rooms/ Bathrooms				
Gym Attendants				
Steam & Sauna				
Personal Training				
Ambience				

Comments : _____

4. LIBRARY

	V. Good	Good	Average	Unsatisfactory
Books/ Newspapers/ Periodicals				
Environment/ Atmosphere				
Attendants				

Comments : _____

5. HOUSE N/A

	V. Good	Good	Average	Unsatisfactory
Prizes				
Arrangements				
Service / Setting				
Announcer				

Comments : _____

6. KIDS PLAY AREA N/A

	V. Good	Good	Average	Unsatisfactory
Toys				
Attendant				
Facility				
Upkeep & Cleanless				

Comments : _____

If you have any ideas or comments on how we might improve in future or if you have any suggestions then use this space to let us know.

Thank you for taking the time complete this questionnaire.

Signature : _____

Example of sports feedback form



WE UNDERSTAND HOSPITALITY....
WE UNDERSTAND YOU

Dear Guest,
Smooth operations flow from total reliability. It is our constant endeavour to provide you with food and service of the highest quality. Kindly spare a few moments of your time and help us to make your experience more exquisite. Thank you and wish to see you again.

Management

NAME: <i>Lorraine</i>	MEMBERSHIP NO. <i>6179</i>
TEL. NO.: <i>0561310744</i>	MOBILE:
E-MAIL: <i>lorraine@daksada.com</i>	DATE OF VISIT: <i>24/08/2022</i>

Let's know the secret

	Very good	Good	Average	Unsatisfactory
Quality of Food	<input checked="" type="checkbox"/>			
Service	<input checked="" type="checkbox"/>			
Value for money	<input checked="" type="checkbox"/>			
Ambience	<input checked="" type="checkbox"/>			

REMARKS: *Must have more dessert options.
No need to add soup (as it should have been told as it got cold by the time we found it).*



WE UNDERSTAND HOSPITALITY....
WE UNDERSTAND YOU

Dear Guest,
Smooth operations flow from total reliability. It is our constant endeavour to provide you with food and service of the highest quality. Kindly spare a few moments of your time and help us to make your experience more exquisite. Thank you and wish to see you again.

Management

NAME: <i>ASHLEY COUTINHO</i>	MEMBERSHIP NO. <i>6185</i>
TEL. NO.: <i>056 6363481</i>	MOBILE:
E-MAIL: <i>srksupplies@gmail.com</i>	DATE OF VISIT: <i>20/8/22</i>

Let's know the secret

	Very good	Good	Average	Unsatisfactory
Quality of Food		<input checked="" type="checkbox"/>		
Service		<input checked="" type="checkbox"/>		
Value for money		<input checked="" type="checkbox"/>		
Ambience		<input checked="" type="checkbox"/>		

REMARKS: *Good service & friendly staff. Restaurant ambience was very nice.*

Example of F&B feedback form

Members speak

...This is the service culture created by the management team under the leadership of Mr. Bharat Chachara. Outstanding. Have consistently seen this kind of culture over the years since Mr. Bharat had led the CEO position. Salute.

Also Salute to Anthony, in addition to good man Lal saheb, Pyare Lal, Ms. Sandra & all others at reception, MNC & restaurant staff that I could not name. Outstanding attitude. Keep it up ladies & gents. You are doing a great job. Thanks for everything. Management team & Mr. Bharat. Keep going stronger in nurturing a committed team... with a strong service culture. All The Best

3.3 Governance

India Club is a not-for-profit organisation. The financial year is from 1April to 31March.

The governance framework of the Club is listed in its Constitution 2021 document and consists of :

- ➔ Government authority
 - Community Development Authority
- ➔ Boards
 - Founding Members headed by the Chairman
 - Board of Directors headed by the Chairman
- ➔ Committees
 - Chairman's Panel consisting of Chairman, Vice-Chairman, CEO
- ➔ Audit
 - External auditors
 - Internal checks including up-to-date ISO certification
- ➔ Policies
 - Human Resources Policy
 - Quality Policy





Details of Trustees, Board members, Vision, Mission and Quality Policy are published on the Website.

4. Focus on Sustainable Development Goals (SDGs)

Recognising the importance of focusing on the triple bottom line of **People, Planet and Profit**, India Club has chosen to focus on the following SDGs, as these are areas where the Club can contribute the most.

SDGs

Project Alignment

 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none">• Improved nutrition for members through F&B related training and constant enhancement of menus• Well-maintained sports facilities for children and adults• Regular events to ensure healthy lives and promote well being• Distribution of food to workers during Ramadan and at other times
 <p>4 QUALITY EDUCATION</p>	<ul style="list-style-type: none">• Ongoing programmes such as Gavel Club for broad-based learning opportunities for children• Training to staff to support ongoing learning opportunities
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none">• Ensuring women representation on the Board and on the staff• Providing some amenities such as Women's Day lunch for women staff• Holding programmes specifically for women to learn new skills or for entertainment
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none">• Decent work opportunities for staff and opportunities to advance in learning as well as job opportunities through training and job rotation.• Providing a feedback mechanism for staff• Providing Members Networking Centre as a forum for members to interact for work-related and social engagements
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none">• Ensuring resources are utilised responsibly and wastage is minimised through its policies related to reducing single-use plastic, reusing raw ingredients in food, recycling water for plants and similar actions
 <p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none">• Creating awareness and involvement in climate change issues through programmes and LED displays• Saving energy and water through various actions and communicating the need for this to employees and members

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



- Creating harmony and inclusiveness among communities through various cultural programmes and involvement in the local community
- Providing a feedback mechanism for members to communicate their concerns and responses
- Creating and sustaining an effective and accountable institution with strong governance practices

5. Way forward

India Club has prepared this report as a means of establishing an ESG framework that supports its activities. The purpose is to assess its performance towards the SDGs and adopt action plans for continuous improvement.

In addition to continuously enhancing the environmental sustainability of its operations, the Club plans to work towards enhancing engagement of its members and employees and increasing their awareness of sustainability related issues. The measures adopted in this phase include:

- ➔ Obtain and monitor regular feedback and suggestions from members as well as employees;
- ➔ Increase awareness through delivering sustainability related programmes and communication every quarter.

The Club plans to update this report after a period of 12 months.



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