



# INTERCARE CSR REPORT 2025

## **BUILDING A SUSTAINABLE FUTURE**

We are dedicated to creating a future where innovation, responsibility, and sustainability drive every aspect of our operations. Through continuous efforts to reduce waste, lower carbon emissions, and promote environmentally conscious practices, we aim to make a lasting positive impact on our community and the planet. Together, we are committed to shaping a cleaner, greener, and more resilient world for generations to come.





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# Introduction to CSR.

## Environmental efforts

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One primary focus of corporate social responsibility is the environment. Businesses, regardless of size, have a large carbon footprint. Any steps they can take to reduce those footprints are considered both good for the company and society.

## Philanthropy

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Businesses can also practice social responsibility by donating money, products, or services to social causes. Larger companies tend to have a lot of resources that can benefit charities and local community programs

## Ethical labor practices

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By treating employees fairly and ethically, companies can also demonstrate their corporate social responsibility. This is especially true of businesses that operate in international locations with labor laws that differ from one country to another.

## Volunteering

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Attending volunteer events says a lot about a company's sincerity. By doing good deeds with the sheer intention to do better for society, companies can express their concern for specific issues and support certain organizations

# Our Stakeholders

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Intercare has a diverse group of stakeholders, including customers, employees, communities and suppliers. It is important to us that these groups play an active role in shaping our sustainability commitments and that their views are taken into consideration in all business decisions. As such, stakeholder engagement is a core aspect of our business strategy.

We have dedicated channels to facilitate regular stakeholder communication and feedback, enabling us to promptly address any queries or concerns from our customers, engage with our workforce and ensure that we stay connected with our communities and suppliers. We strive to create meaningful relationships with all our stakeholders to build a more sustainable and resilient future together.

01. —



## Customers

- Website and social media platforms
- Emails
- Dedicated telephone lines

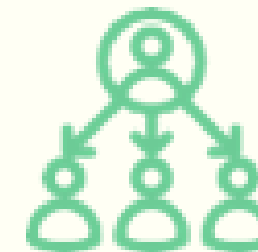
02. —



## Employees

- Regular contact through email
- Training sessions
- Newsletters

03. —



## Suppliers

- Meetings
- Joint initiatives



# Inspiring Young Minds: Paper Recycling



This **World Environment Day**, Intercare joined hands with **Waste & Recycling Magazine** and the students of **WISE Indian Academy Ajman** to turn environmental awareness into meaningful action. What began as a simple call to collect waste paper grew into a powerful movement of responsibility, teamwork, and sustainability.

Across classrooms and corridors, students participated with genuine enthusiasm, gathering notebooks, newspapers, and used sheets with a shared purpose. Their collective effort resulted in an impressive 2,085 kg of paper, demonstrating how small, everyday actions can create a significant environmental impact when embraced by many.

Their dedication reflects the spirit of young environmental leaders who inspire their peers through action, not words.

The event was further supported by representatives from the **Ajman Municipality & Planning Department**, whose presence reinforced the importance of nurturing sustainability at the grassroots level. Their encouragement highlighted that meaningful change begins early — and grows stronger when communities and institutions work together.



**SDG 12 – Responsible Consumption and Production:** Encouraging recycling habits among students promotes a more circular and sustainable approach to resource use.



**SDG 13 – Climate Action:** The CO<sub>2</sub> emissions prevented through the drive contribute to climate mitigation efforts at a local level.



**SDG 15 – Life on Land:** Recycling paper reduces the demand for virgin fiber, thereby helping to preserve forests and ecosystems.



**Forest Conservation:** Recycling 1 ton of paper saves ~17 trees.

- 2,085 kg  $\approx$  2.085 tons  $\rightarrow$  **~35 trees saved**



**Water Conservation:** Producing 1 ton of recycled paper saves ~26,500 liters of water compared to virgin paper.

- 2.085 tons  $\times$  26,500 L  $\rightarrow$  **~55,200 liters of water saved**



**Energy Savings:** Recycling 1 ton of paper saves ~4,000 kWh of energy.

- 2.085 tons  $\times$  4,000 kWh  $\rightarrow$  **~8,340 kWh of energy saved**



**Landfill Reduction:** Paper waste of 1 ton avoided saves ~3 cubic meters of landfill space.

- 2.085 tons  $\times$  3 m<sup>3</sup>  $\rightarrow$  **~6.3 m<sup>3</sup> of landfill space saved**

This initiative stands as a reminder of what can be achieved when students, educators, and organizations unite for a common cause. Intercare is proud to have contributed to this effort and remains committed to fostering environmental awareness and circular practices in the communities we serve.

The drive helped avoid approximately **960 kg** of CO<sub>2</sub> emissions







# Launch of Care EcoPods

**Care EcoPods** was created with a simple purpose: to make everyday laundry both effortless and environmentally conscious. Made with plant-based ingredients, these pods offer a gentle yet effective clean without relying on synthetic chemicals.

Care EcoPods is priced at an economical range, ensuring that sustainable choices are not a luxury, but an option available to a wider community. By empowering more households to shift toward greener habits, we hope to make sustainability a part of everyday living.

Every pod is crafted to dissolve quickly in both hot and cold water, reducing energy use. This simple efficiency supports homes in lowering their environmental footprint while enjoying a reliable clean.

The commitment to sustainability extends beyond the formula, our biodegradable and compostable packaging eliminates unnecessary plastic waste. Secure, moisture-resistant, and shelf-ready, it ensures the pods are safely stored while significantly reducing environmental impact.

Care EcoPods embody our belief that responsible choices can be practical, affordable, and beautifully simple. Through this product, we hope to inspire more conscious living while protecting the world we share.



**SDG 13 – Climate Action:** Quick dissolution in cold water reduces household energy use, helping lower overall carbon emissions.



**SDG 12 – Responsible Consumption and Production:** Plant-based ingredients and compostable packaging promote safer, cleaner, and sustainable consumption patterns.



**SDG 14 – Life Below Water:** A formula free from harsh chemicals helps minimize water pollution and protects marine ecosystems.



**SDG 15 – Life on Land:** Biodegradable packaging and reduced chemical runoff support healthier soils and terrestrial environments.







# Advancing Circular Hygiene Solutions: **Towel Master**

At Intercare, sustainability is not an afterthought — it is built directly into the way we design and deliver our hygiene solutions. Our Towel Master service model reflects this commitment, ensuring that essential hygiene products are supplied to customers with minimal environmental impact.

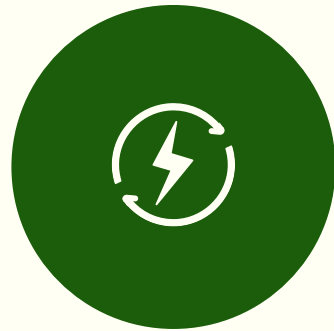
In 2025, we washed and reused **142,000 towel rolls** through our in-house laundry facility. Each cloth roll, measuring 35 metres, can be used for up to **175 hygienic wipes** before undergoing our professional laundering cycle.

Spoiled or soiled rolls are collected from client locations, processed with care, and restored for safe reuse, reducing the need for virgin materials and eliminating thousands of kilograms of waste.

By extending product life and shifting to a circular model, Intercare reduces pressure on forests, lowers energy consumption, and prevents thousands of kilograms of waste from reaching landfills. This initiative strengthens both environmental responsibility and operational efficiency, delivering cleaner hygiene outcomes with a cleaner footprint



# Towel Master: Driving Environmental Benefits



## Energy saving

~20,500 kWh energy saved



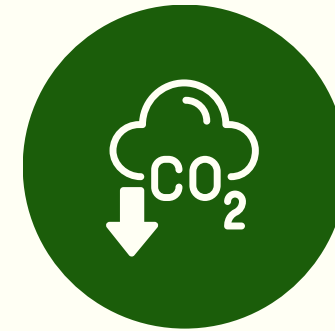
## Water saving

~410,000 L water saved



## Landfill

~241 cubic meters space saved



## Carbon Footprint

≈ 48 tonnes of CO<sub>2</sub> avoided



### SDG 9 – Industry, Innovation & Infrastructure:

A closed-loop laundering and reuse model showcases sustainable innovation in hygiene supply.



### SDG 12 – Responsible Consumption & Production:

Reusing reduces waste, conserves resources, and promotes circular product lifecycles.



### SDG 13 – Climate Action:

Approximately 48 tonnes of CO<sub>2</sub> emissions avoided through reduced reliance on single-use disposables.



**SDG 15 – Life on Land:** Lower demand for virgin paper reduces pressure on forests and natural ecosystems.





# Driving Cleaner Cities Through Sustainable Fleet Solutions

At Intercare, our commitment to environmental sustainability extends beyond our products and services — it is embedded in the solutions we bring to cities across the UAE. By introducing advanced, low-emission and fully electric cleaning fleets, we support our partners in creating cleaner, healthier, and more sustainable urban environments.

We delivered **50 units** of street cleaning sweepers equipped with Euro 6E engines to the **Department of Municipalities & Transport (DMT) in Abu Dhabi**. These high-efficiency engines significantly **reduce harmful emissions and particulate matter, helping improve air quality across the entire city**. For a fast-growing urban hub like Abu Dhabi, this shift represents a meaningful step toward cleaner roads and healthier communities.

We also expanded our fully electric fleet portfolio with the introduction of the **100% electric sweeper**, now operating with **Beeah in Sharjah**. It delivers powerful performance with **zero fuel consumption and zero tailpipe emissions, reducing environmental impact** while maintaining operational excellence.

Our wider range of 100% electric equipment, including the Eco Wash, Street Washer, Waste Tipper, and smart waste collection units, continues to operate across the UAE, supporting municipalities and private organizations in meeting their sustainability goals.

These fleet upgrades are more than technological improvements, they represent a shift toward **sustainable urban mobility**. By replacing older diesel units with Euro 6E and 100% electric equipment, Intercare is helping accelerate the **UAE's transition to cleaner cities**, aligning with national climate goals and long-term environmental vision.



**SDG 3 – Good Health and Well-being:** Lower air pollution levels help reduce respiratory and cardiovascular health risks.



**SDG 7 – Affordable & Clean Energy:** Electric fleets promote cleaner energy usage and reduce dependency on fossil fuels.



**SDG 11 – Sustainable Cities & Communities:** Cleaner streets, lower emissions, and healthier air improve overall urban wellbeing.



**SDG 12 – Responsible Consumption & Production:** Efficient fleet supports lower environmental impact.





# #WearItPink: Breast Cancer Awareness



At Intercare, we proudly joined the **#WearItPink** campaign to raise awareness and show our support for those affected by **breast cancer**.

Wearing pink was more than a colour choice; it was a powerful symbol of compassion, unity, and solidarity. On the day of the campaign, our team came together, dressed in pink, celebrating survivors, honoring those currently fighting, and encouraging early detection through education and outreach.

Every pink outfit worn sent a visible message of hope, awareness, and community support.



## **SDG 3 – Good Health and Well-being:**

Promoting breast cancer awareness encourages early detection, preventive health measures, and access to healthcare resources



**SDG 4 – Quality Education:** Sharing knowledge about breast cancer risk factors, screening, and self-examination empowers individuals to make informed health choices



**SDG 5 – Gender Equality:** Supporting women's health initiatives ensures that female employees, community members, and survivors receive recognition, care, and equal access to health resources.



# Advocating Diversity and Inclusion



## 10 Nationalities

A culturally rich team that brings together varied experiences, perspectives, and strengths.



## 38% Female Office Staff

A **25% increase** rise from last year, highlighting our continuous efforts to expand women's representation across administrative, leadership, and operational functions.



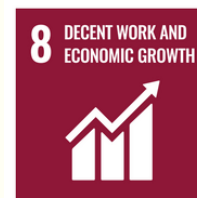
## 14% Local Workforce

A noteworthy **growth** from last year's **11%**, reinforcing our commitment to nurturing and empowering national talent in alignment with local employment guidelines.



### SDG 5 – Gender Equality:

Expanded representation of women across key roles and enhanced opportunities for career advancement.



### SDG 8 – Decent Work and

**Economic Growth:** Stable employment, long-term engagement, and skills development remain central to our HR practices.



### SDG 10 – Reduced

**Inequalities:** A multicultural workforce and equal-opportunity policies ensure fairness across nationalities, genders, and backgrounds.



### SDG 16 – Peace, Justice &

**Strong Institutions:** Ethical, transparent, and inclusive workplace systems uphold trust and integrity across the organization.



# Enhancing Growth and Development Employee Training Programs

Man-hours of Training in 2025  
**1,146**

At Intercare, we are committed to creating a workplace where every employee feels safe, respected, and empowered to grow. Our zero-tolerance approach to discrimination is reinforced from the first day of onboarding, supported by a clear Code of Conduct that guides ethical behavior across all roles and departments

**Zero**  
Incidents of discrimination  
reported in 2025

At Intercare, we are committed to creating a workplace where every employee feels safe, respected, and empowered to grow. Our zero-tolerance approach to discrimination is reinforced from the first day of onboarding, supported by a clear Code of Conduct that guides ethical behavior across all roles and departments

We ensure employees can voice concerns without fear. Our non-retaliation policy and confidential grievance channels protect everyone, promoting fairness, transparency, and trust. By ensuring every concern is heard and addressed, we reinforce a workplace where people feel valued and supported.

Our people are at the heart of Intercare. Along with competitive benefits, we support employees during personal milestones, offer internal mobility when possible, and work to foster a sense of belonging across our teams.

To help employees reach their full potential, we provide a range of training programs across the organization, including Sales Training, Fire & Safety Training, Induction Training, Security & Safety Training, and Operations & Safety Training. These sessions strengthen skills, improve performance, and build confidence. Training is offered in multiple formats, including workshops, online training, classroom sessions and onsite training.



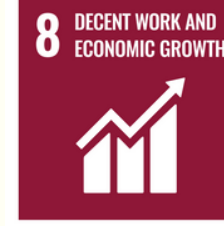
**SDG 3 – Good Health and Well-being:** Safety trainings and well-being support create a healthier workplace.



**SDG 4 – Quality Education:** Continuous learning, upskilling, and structured training opportunities strengthen employee development.



**SDG 5 – Gender Equality:** A zero-discrimination culture ensures equal opportunities for all employees.



**SDG 8 – Decent Work and Economic Growth:** Fair practices, inclusive policies, and skill development promote a productive and empowered workforce.



**SDG 9 – Industry, Innovation and Infrastructure:** The upcoming LMS enhances digital learning infrastructure and access.



**SDG 12 – Responsible Consumption and Production:** Ethical conduct and responsible workplace practices support sustainable operations.





# #AccelerateActionForGenderEquality



## Celebrating International Women's Day 2025

At Intercare, we marked International Women's Day 2025 with a morning dedicated to reflection, connection, and empowerment — celebrating the remarkable women who contribute to our organization every day.

This year's global theme, **#AccelerateActionForGenderEquality**, inspired us to bring our women together for an engaging and heartfelt session focused on what it truly means to be Heard, Seen, and Respected. Rather than seeking external validation, the conversation centered on cultivating self-empowerment, recognizing inner strength, honoring personal journeys, and embracing one's own voice.

Through shared stories and meaningful dialogue, our team explored how genuine empowerment begins from within. When women feel supported to express themselves freely, lead confidently, and uplift one another, the pathway to gender equality becomes stronger and more attainable.

The event was a reminder that progress is built through awareness, unity, and action. Together, we rise, stronger, more connected, and more committed to accelerating gender equality across Intercare and beyond.



**SDG 5 – Gender Equality:** Empowering women to be heard, seen, and respected strengthens gender equality and supports women's leadership across the organisation.



**SDG 8 – Decent Work & Economic Growth:** Creating safe, inclusive, and supportive spaces for women promotes equal opportunity, workplace wellbeing, and professional growth.



**SDG 10 – Reduced Inequalities:** Celebrating diversity and fostering self-empowerment contributes to reducing inequalities and ensures that all voices are valued and represented.





# Building Trust Through Responsible Tax Practices

As Intercare continues to grow alongside the UAE's evolving economic landscape, we recognize that our role extends far beyond our business operations. The introduction of the UAE Corporate Tax marked an important moment for the nation, and for us, it became an opportunity to reaffirm what we stand for: fairness, integrity, and shared prosperity.

Rather than viewing tax compliance as an obligation, we embraced it as a commitment to the communities that rely on the public systems we collectively support. Every step—from updating our internal processes to training our teams—was guided by a simple belief: doing business responsibly means contributing to the foundations that allow society to thrive.

Throughout the year, our finance and compliance teams worked diligently to build stronger systems that ensure clarity, transparency, and accuracy in every financial declaration we make. We collaborated with experts, strengthened our reporting practices, and fostered an internal culture where accountability is not just a policy but a shared value.

This journey has reshaped the way we view our financial responsibilities. It has reinforced our belief that ethical conduct strengthens trust, empowers communities, and creates stability that benefits everyone—employees, partners, customers, and the wider nation. In embracing corporate tax compliance, we are proud to play our part in supporting the UAE's vision for sustainable economic growth and resilient institutions.



**SDG 8 – Decent Work and Economic Growth:** Our responsible tax practices contribute to a stable economy that supports public services and inclusive growth



**SDG 16 – Peace, Justice, and Strong Institutions:** Transparent reporting and ethical governance strengthen trust with regulators and the communities we serve.



**SDG 17 – Partnerships for the Goals:** By collaborating with authorities and compliance partners, we help advance shared goals for sustainable national development.





# Digitalized SOP: Advancing Efficiency, Accessibility, and Sustainability

At Intercare, we are committed to building smarter, faster, and more sustainable ways of working. As part of this commitment, we have digitalized our Standard Operating Procedures (SOPs), transforming them into a fully accessible, centralized, and paperless system.

Digital SOPs now allow our teams to access up-to-date information anytime, anywhere—reducing errors, improving consistency, and ensuring seamless alignment across departments. This shift not only enhances operational excellence but also minimizes paper consumption, reinforcing our efforts toward environmental responsibility.

By embracing digital workflows, we are fostering a culture of transparency, accountability, and continuous improvement, while ensuring that every employee has the tools they need to perform safely, accurately, and efficiently.



**SDG 13 – Climate Action:** Lower paper demand and reduced printing contribute to lower carbon emissions and support climate-positive practices.



**SDG 12 – Responsible Consumption and Production:** Reducing paper use through digital documentation promotes responsible resource consumption and reduces waste.



**SDG 9 – Industry, Innovation and Infrastructure:** Digitalizing SOPs strengthens internal systems, drives process innovation, and enhances operational reliability.



**SDG 4 – Quality Education:** Providing employees with easy access to structured, updated learning materials supports continuous learning and upskilling



**STANDARD  
OPERATING  
PROCEDURE**



# Sustainable Supply Chain

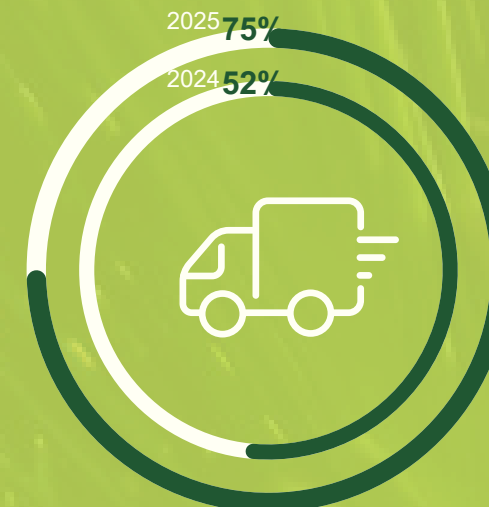
At Intercare, we recognise that a sustainable supply chain is fundamental to building an ethical, resilient, and future-ready organisation. As a leading provider of hygiene, cleaning, and facility solutions, our operations depend on a diverse network of suppliers whose practices directly influence our environmental and social footprint. This gives us a unique opportunity to drive meaningful change beyond our own operations.

Our commitment to responsible sourcing is guided by the Intercare Supplier Code of Conduct, which defines our expectations on labour standards, ethical conduct, environmental responsibility, and transparent reporting.

One of the most important shifts we made this year is our strong transition toward local procurement.

**In 2024, only 52%** of our procurement spending was local.

In **2025**, this **increased dramatically to 75%**, reflecting our dedication to strengthening UAE-based partnerships, reducing transport-related emissions, and supporting national economic development.



% SPENDING ON LOCAL SUPPLIERS

All new suppliers undergo screening based on environmental and social criteria to ensure alignment with Intercare's sustainability objectives. We prioritise partners who demonstrate responsible operations, high product quality, and strong ethical standards.

Through active communication and ongoing engagement, we work collaboratively with suppliers to maintain transparency and continuously improve performance across the value chain.



## SDG 17 – Partnerships for the Goals:

Stronger collaboration with local and international suppliers supports shared accountability and long-term sustainable development.



## SDG 8 – Decent Work & Economic

**Growth:** Prioritizing local suppliers strengthens the UAE economy and promotes ethically responsible labour practices.



## SDG 9 – Industry, Innovation &

**Infrastructure:** Supplier screening reinforce sustainable business systems and encourage operational innovation.



## SDG 12 – Responsible Consumption &

**Production:** Local sourcing minimize environmental impact across the supply chain.





# Protecting Our Stakeholders Privacy

At Intercare, trust is the foundation of every relationship we build. As we continue to grow in a rapidly digitalizing world, protecting the privacy of our customers, employees, and partners has become more vital than ever. We ensure that every interaction—whether online, on our platforms, or through internal systems—is supported by strong data governance and secure digital practices.

Our Privacy & Data Protection Policy guides the way we collect, use, and safeguard information. It reflects our commitment to transparency, responsible handling of personal data, and ensuring stakeholders are always aware of their rights and choices. Through this framework, we aim not only to comply with regulations but to exceed expectations in building a secure digital environment.

Behind these efforts is our dedicated IT Department, who oversee all aspects of cybersecurity and data protection. From maintaining secure systems and networks to delivering continuous awareness sessions, they ensure that every employee understands the importance of safeguarding sensitive information. Regular audits, vulnerability checks, multi-factor authentication, and controlled access systems form the backbone of our security infrastructure.

Thanks to these proactive measures, we are proud to report zero incidents of data breaches or cyber-attacks during this reporting period—a testament to our disciplined approach and the strong culture of responsibility we uphold across the organization.

Zero 

incidents of data breaches, losses, cyber-attacks or attempted cyber-attacks within the organization during this reporting period



## **SDG 9 – Industry, Innovation & Infrastructure:**

Strengthened digital systems and secure information infrastructures ensure reliability and resilience across business operations



## **SDG 16 – Peace, Justice & Strong**

**Institutions:** Transparent data practices, strict access controls, and zero reported breaches reinforce ethical governance and stakeholder trust.



# THANK YOU!

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As we reflect on 2025, our sustainability journey demonstrates that responsible business practices and growth can go hand in hand.

Through initiatives spanning waste reduction, resource efficiency, local sourcing, employee development, and innovative eco-friendly products, we have made tangible contributions toward environmental conservation, social responsibility, and economic resilience. Our efforts, from the Towel Master program to digital transformation and local manufacturing, underscore a holistic approach to building a sustainable future.

We remain committed to continuously improving our operations, expanding our positive impact, and inspiring others to embrace sustainability.

Together, we are shaping a cleaner, greener, and more resilient world for generations to come.

