

ispace your business



SUSTAINABILITY REPORT 2024

In creating and operating iSpace smart offices, we aim to develop a sustainable approach that integrates various methods to deliver unique serviced offices in the Middle East. Within the office sector, we strive to support the UAE in its mission to become one of the world's most sustainable nations by implementing environmentally friendly principles and innovative solutions in day-to-day operations. By 2024, iSpace has successfully launched three smart offices in the UAE, demonstrating that commercial real estate can achieve environmental, economic, and social efficiency while promoting sustainable development.

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COMPANY EXPANSION AND PROGRESS

ISPACE PROJECTS IN UAE

Location:
One Central Business Center
A world-class commercial district



iSpace phase 1
Level 3, The Offices 2



iSpace phase 2
Level 6, The Offices 5



iSpace phase 3
Level 2, The Offices 2



KEY ACHIEVEMENTS AND RESULTS



*3 serviced offices
located in business
center class A+
UAE, Dubai*



*100% of rentable
property leased*



*negotiations and
business trips to new
regions for iSpace
upcoming projects*



*16 tenant companies
from all over the world
working in various
business area*



*over 1000
trusted clients and
partners for 3 years*



*working opportunities:
new employees joined
team during
the 2024 year*

MEDIA PRESENCE AND PARTNERSHIP DEVELOPMENT

Online

- iSpace webinars four times a year
- publications in global newsletters and magazines: Forbes, MenaFN, Gulf News
- Publication of the iSpace real estate market overview report by the iSpace experts

Offline

- Participation in professional business events and exhibitions: MIPIM 2024, JLL annual event, Conference by Kommersant
- Partnership with global market experts: JLL, Knight Frank, CBRE, Savills

ESG sector:

- 0 fines for environmental law violations
- 0 complains related to labor rights and discrimination
- 0 incidents of corruption
- 0 incidents related to data leaks

AWARDS AND RECOGNITION

By taking small steps every day, we have become winners and finalists in the most prestigious awards

Winner:

Euromoney Real Estate Awards 2024

(The UAE's best workspace developer)

Arabian Property Awards

(Office development, developer website Dubai)

Smart Built Environment Awards

(Design and Construction of the Year)

Finalist:

World Realty Congress Awards 2024

(PropTech Company of the Year)

Smart Built Environment Awards

(Developer of the Year, Property Management Company of the Year, PropTech Company of the Year)

CORE ORGANIZATIONAL PRINCIPLES



CORPORATE STANDARDS



iSpace is international serviced offices operator following the high standards of management of office spaces. Based on the team long experience, successful international track record in office development and property management in different countries, we create and integrate corporate standards of serviced offices.

We place a strong emphasis on maintaining the quality and standards of the services we provide. Our office equipment is carefully selected, integrating advanced IT technologies. We foster daily collaboration with our contractors and partners. Most importantly, we dedicate a significant amount of time to developing strategies for effective communication with our residents. We organize our work to consider cultural differences, individual interests, and tailor our approach to each client, ensuring equality for all.

To be the leader in the office field we implement innovative design and technology solutions, create space absolutely corresponding to the client needs. We create office space in which every individual gets absolute comfortable experience.

CORE ORGANIZATIONAL PRINCIPLES

CORPORATE CULTURE AND TRANSPARENCY

The corporate culture at iSpace is a vital component of both sustainable development and our strategy, as discussed in the previous report. We promote business ethics and respect at every level of the company.

To establish long-term relationships with partners, contractors, clients, and employees, it is crucial to foster honest and transparent business practices, adhere to social responsibility principles, comply with Emirati laws and regulations

We keep to the principles of transparency and become more open with our partners



CORE ORGANIZATIONAL PRINCIPLES

ANTI CORRUPTION ACTIVITIES

In 2024 no incidents of
corruption were registered

iSpace consistently monitors information related to business activity rules and regulations, carefully reviewing assets and value transactions. The compliance process ensures thorough knowledge of clients and partners, including the source of funds, to prevent, detect and address any potential offenses throughout its operations.

The company maintains a zero-tolerance policy towards fraud, bribery or corruption in all its business activities and operations.

CORE ORGANIZATIONAL PRINCIPLES

INFORMATION SECURITY AND DATA PROTECTION

We base our operations on advanced IT programs, apps, and services with specialized software, encryption systems, and access control

WE PROVIDE:

Personal passwords
for the Flexy App

PIN and QR codes
for the smart locker

Face ID

Card access

SOCIAL RESPONSIBILITY

Client communication and profiles



iSpace concept is centered around the individual for whom the office with all the necessary facilities and comforts is designed. On a daily basis, we engage with tenants to better understand their expectations and concerns, and to gather feedback and suggestions regarding the quality of service, office management, and operations.

iSpace an international company that welcomes tenants from all over the world, including the USA, England, UAE, France, Russia, Italy, and more, representing a wide range of business types.

Through our smart Flexy app, tenants can create tickets to request various services, such as IT support, cleaning, office maintenance, etc. We address these issues promptly to ensure a comfortable and seamless working experience.

CLIENT PROFILE

Business service

IT

Investment

Real estate service

HR

Legal

Health

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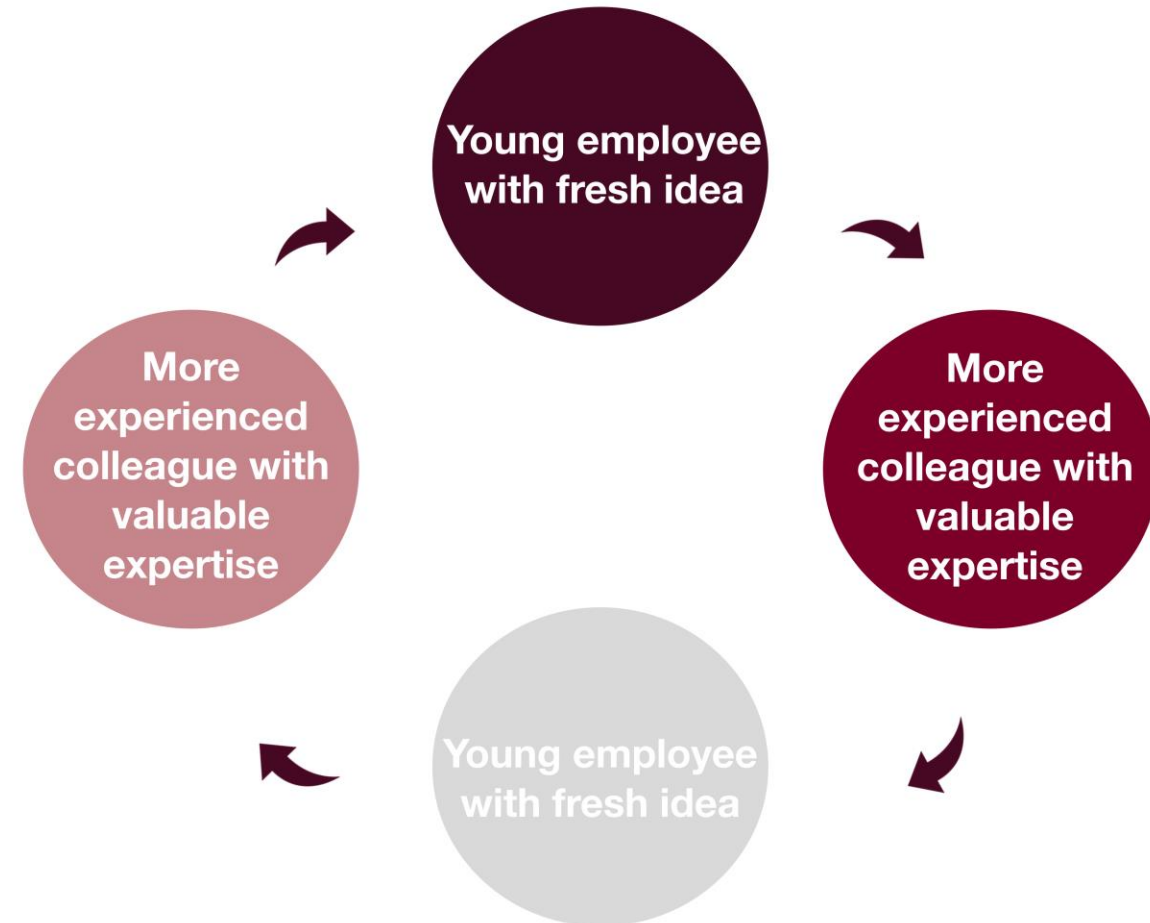


SOCIAL RESPONSIBILITY

Diversity and equity

We are committed to building a fair society, and the company ensures gender and age balance within its team by promoting inclusion and providing equal opportunities for all employees, regardless of gender or age. We prioritize recruiting individuals based on their skills and qualifications, striving to build a diverse and balanced workforce.

We firmly believe and see in our own practice that age diversity creates an opportunity to merge experience with innovative ideas, steering the company development in an effective and successful direction. Young employees bring new perspectives, while their more experienced colleagues offer valuable industry insights and a deep understanding of the company operations.



SOCIAL RESPONSIBILITY

Corporate sport

We are actively working to enhance employees' physical health by offering activities tailored to various interests. On weekly basis we organize practices for Padel, Football, and Tennis.

We are also exploring partnerships with wellness clubs offering yoga and Reformer Pilates classes. For iSpace partners and residents, we provide discounts on tennis lessons with Alexander Ostrovsky Academy in Dubai.

Additionally, employees have access to a fitness center located on the ground floor of the business center.



Corporate culture

To foster long-term and sustainable growth, iSpace focuses on team-building activities that help unite the team, making work life more engaging and productive.

To maintain team spirit, the company organizes a variety of events for both employees and tenants. iSpace hosts corporate events and participates in city sports events and marathons, providing opportunities for employees to interact with colleagues and strengthen personal bonds. These include events like iSpace Games, the New Year party, Dubai Run, and other competitive activities.



SOCIAL RESPONSIBILITY

Employees engagement

The iSpace team is most valuable asset. Without the dedication of our staff, we wouldn't be able to deliver exceptional service to our customers. Every team member plays a crucial role in creating long-term value for the company.

Employee feedback plays a key role in making informed human resource decisions and enhancing the work environment. iSpace is always open to fresh ideas, suggestions, and reports from employees.



Since 2024 the company has been committed to fostering a policy that encourages employee engagement and loyalty. This includes cultivating a feedback culture, organizing educational programs, and hosting a variety of events for employees.

ENVIRONMENT RESPONSIBILITY

OFFICE ENVIRONMENTAL ACTIVITIES

In creating and managing offices, we are committed to three core pillars: the environment, social responsibility, and corporate governance. In 2024, we implemented measures to reduce our environmental footprint while maintaining high standards. These small but very effective measures help to contribute to environmental sustainability.

During the winter months we set the AC thermostat to 24°C, as each degree increase in the set temperature can save up to 5% on AC energy consumption. To maintain efficiency, we clean the AC filters thoroughly every quarter preventing airflow blockages and extending the lifespan of the devices while reducing energy use.

We use a smart thermostat to better control the room temperature and AC operation duration. This will in turn reduce AC consumption.

In all our offices we install advanced lighting control systems that optimize operations, enhance efficiency, and contribute to energy savings. These systems include timers and motion detectors to manage lighting, as well as dimmers to adjust brightness and reduce energy usage where applicable.

ENVIRONMENT RESPONSIBILITY

Eco-awareness

Events participation

Every year, we participate in WETEX organized by DEWA which supports Dubai's vision for a sustainable future.

This major sustainability and clean energy technology exhibition features over 130 specialized sessions, including water seminars, the Future Energy Landscape Forum, the Green Mobility Zone, the Health and Safety Hub, and more. Next year, we plan to actively participate in international sustainability awards.

Office practices

We are also actively working towards paperless operations by reducing paper consumption through digital documentation and communication. Our goal for 2025 is to minimize paper use and rely more on advanced digital solutions for day-to-day operations.

Employee and tenant well-being is our top priority which is why we conduct annual indoor air quality testing in our offices.

Online awareness

Employee and tenant well-being is our top priority which is why we conduct annual indoor air quality testing in our offices.

Also iSpace developed its in-house Flexy ecosystem-app.

To encourage sustainable practices among our partners and residents, we regularly publish reports and update information on the sustainability page of our official website <https://ispaceproperties.ae/sustainability/>

ENVIRONMENT RESPONSIBILITY

ISPACE AS A PART OF DWTC SUSTAINABLE COMMUNITY

iSpace is part of the larger One Central community actively contributing to efforts aimed at reducing waste and diverting it from landfills to help create a greener planet. Facility staff ensures that waste and refuse are properly disposed of in the designated receptacles the garbage rooms of One Central as well as within our offices.

DWTC and iSpace initiatives



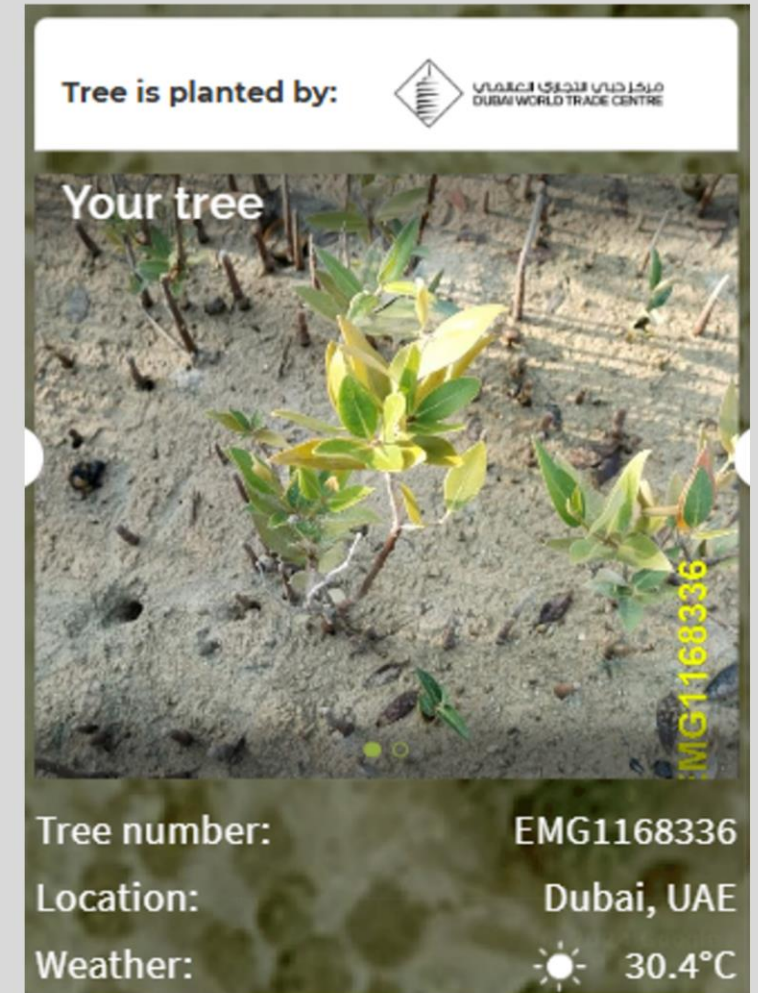
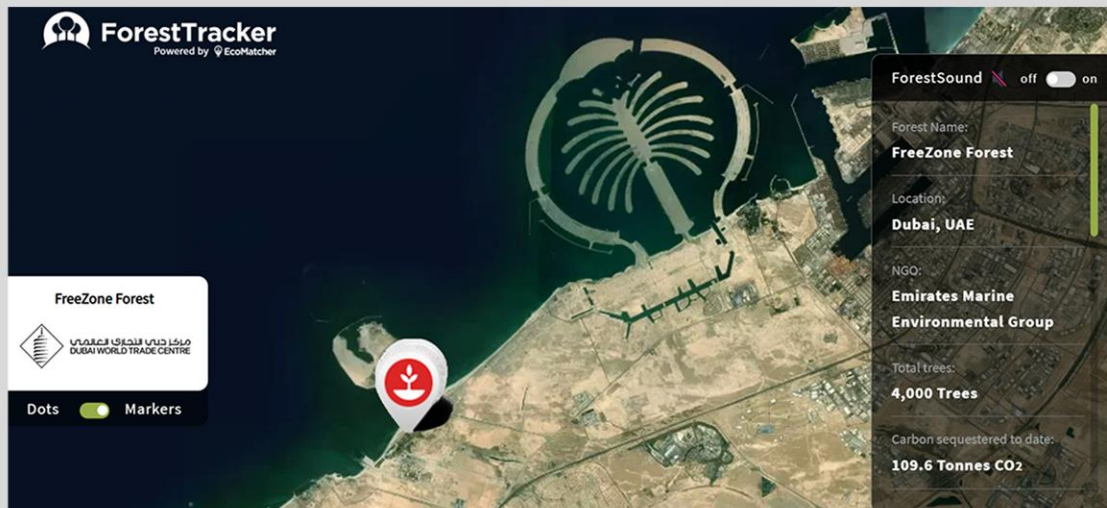
ENVIRONMENT RESPONSIBILITY

ISPACE SUSTAINABLE WORLD

iSpace as valued member of the DWTC community is enrolled in DWTC 'For a Better World' initiative.

In partnership with leading global social enterprise EcoMatcher, a Certified B Corporation, which supports active reforestation and biodiversity programmes around the world, a tree has been planted in FreeZone Forest.

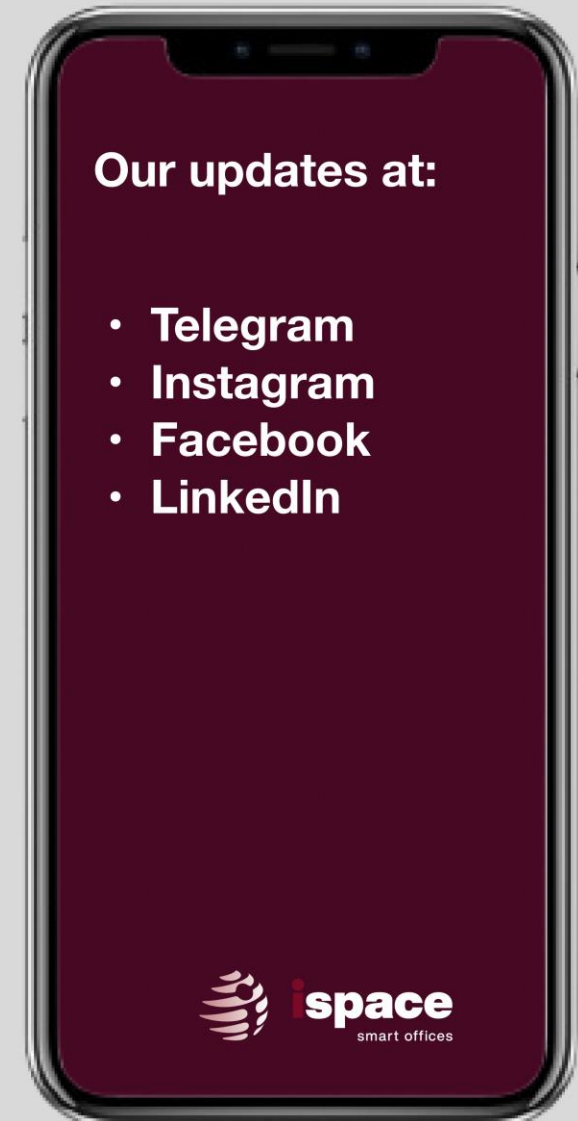
TreeTracker shows the precise location of the tree planted, comprehensive information about your trees, monitoring report, the farmer who is taking care of it, and much more.



CORPORATE GOVERNANCE AND COOPERATION

We are committed to transparent business practices and encourage these practices among market participants.

Openness in the market is a crucial aspect of the larger business world. It helps build a reputation that takes time to establish and maintain. We consistently uphold transparency in our operations by publishing annual sustainability and real estate reports, hosting webinars, and using other communication channels to share our experiences with other companies and market players. Additionally, we actively participate in global exhibitions. The company always adheres to strict compliance with both international and local laws and regulations.



GLOSSARY

DEWA — Dubai Electricity and Water Authority

DWTCA — Dubai World Trade Centre Authority

ESG — Environmental, social, governance

HR — Human resources

HVAC — Heating, ventilation, and air conditioning

IT — Information technology

LEED — Leadership in Energy and Environmental Design

UN SDGs — United Nations Sustainable Development Goals

UAE — United Arab Emirates

WETEX — Water, Energy, Technology, and Environment Exhibition

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your opinion is very important to us



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