

# ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORT

2022- 2023



**STAR SERVICES L.L.C**  
النجم للخدمات ذ.م.م

[www.starservicesuae.com](http://www.starservicesuae.com)

# Message from our **EXECUTIVE DIRECTOR**

---



**SAEED MUSALLAM AL QUBAISI**

Executive Director

---

At **Star Services**, we recognize the critical importance of sustainable business practices and the need to align our operations with the principles of ESG. We are committed to conducting our business in an ethical, responsible, and sustainable manner, while also considering the long-term interests of our stakeholders, the environment, and society.

Our ESG report is a comprehensive overview of our efforts and achievements in environmental stewardship, social responsibility, and corporate governance. It highlights our commitment to transparency and accountability in all aspects of our operations. We have dedicated significant resources to measuring and improving our ESG performance, and we are proud to share the outcomes with you. Our report demonstrates the progress we have made and the ongoing commitment to continuous improvement.

At Star Services, we firmly believe that sustainable business practices are not only essential for the well-being of our planet and communities but also integral to the long-term success of our organization. We remain committed to upholding the highest standards of ESG and integrating them into our business strategies.

# Table of Contents

- ▶ **Executive Summary**
- ▶ **Introduction**
- ▶ **Sustainability Vision and Commitment**
- ▶ **Key highlights from this report include**
- ▶ **Environmental Initiatives**
  - a) Energy Efficiency
  - b) Waste Management
  - c) Sustainable Procurement
  - d) Carbon Offsetting
- ▶ **Social Initiatives**
  - a) Employee Well-being
  - b) Diversity and Inclusion
  - c) Community Engagement
  - d) Ethical Conduct
- ▶ **Governance Practices**
  - a) Diversity
  - b) Transparency and Accountability
  - c) Risk Management
  - d) Stakeholder Engagement
  - e) Ethical Business Practices
  - f) Skills Development and Training
  - g) Value Creation
- ▶ **Performance Indicators:**
  - 1) Environmental Performance Indicators
  - 2) Social Performance Indicators
  - 3) Economic Performance Indicators
- ▶ **Alignment with Sustainable Development Goals Introduction**
  - Key Initiatives and Achievements
  - Goal 5: Gender Equality
  - Goal 8: Decent Work and Economic Growth
  - Goal 10: Reduced Inequalities
  - Goal 17: Partnerships for the Goals
- ▶ **Awards and Recognition**
- ▶ **Conclusion**

# Executive Summary

---

This ESG report provides an overview of Star Services' environmental, social, and governance practices. As a leading Company, we recognize the importance of ESG considerations in driving sustainable business practices and creating long-term value for our stakeholders. This report highlights our efforts to minimize environmental impact, promote social responsibility, and maintain strong governance practices. Our commitment to sustainability and responsible business practices is integral to our mission of fostering social and economic well-being. Strong governance is fundamental to our operations, and we maintain transparent and ethical business practices.

Our leadership team is committed to upholding the highest standards of integrity, accountability, and risk management. The commitment to diversity and inclusion will be strengthened through the implementation of initiatives that enhance representation, promote equality, and foster a culture of inclusion. We will reinforce our governance practices by regularly reviewing and updating policies to align with evolving best practices and industry standards. We will continue to integrate sustainable practices into our business operations and explore innovative solutions to further reduce our environmental impact. We have established robust corporate governance frameworks and policies that guide decision-making, promote transparency, and ensure compliance with applicable laws and regulations. Our commitment to corporate governance extends to our relationships with clients, suppliers, and stakeholders, fostering trust and long-term partnerships. We remain dedicated to transparency and continuous improvement in our ESG performance, leveraging our expertise in human resource management to drive positive change and contribute to a more sustainable future.



# Introduction

**Star Services** is a Company that provides talent acquisition, training, and organizational development services to a wide range of clients. With a team of dedicated professionals, we help organizations build inclusive and sustainable workplaces, while supporting the career growth and well-being of individuals. We offer comprehensive range of human resources services, including but not limited to recruitment, talent acquisition, employee onboarding, payroll management, benefits administration, performance management, training and development, HR compliance, and employee relations. The company focuses on supporting clients across various industries and business sizes. Our reporting and disclosures are

based on the set operational boundaries. Our operational boundaries are limited to the registered offices and direct resources attached to the same in the current reporting year. We will expand our boundaries in the coming year and will be reporting throughout our value chain going forward. We have included sustainable procurement practices into our business and we also disclose on Scope 3 emissions showing our determination towards reducing negative impacts in our value chain resulting into climate change. We are striving to translate our ESG values into action throughout our value chain.



**We provide**  
premium consulting  
service for your business



# Sustainability Vision & Commitment

Our vision is to be a leading example of sustainability within the HR consulting industry. We are committed to the following principles:

- **Environmental Responsibility:** Minimizing our environmental impact through resource conservation, pollution prevention, and the use of renewable energy.
- **Social Responsibility:** Promoting diversity, inclusion, and employee well-being, while actively engaging with communities and contributing to their development.
- **Economic Responsibility:** Creating long-term value for our clients,

**employees, and shareholders through ethical business practices, continuous learning, and innovation.**

This ESG Report highlights our initiatives and progress made during the reporting period of April 1, 2022, to March 31, 2023. Our sustainability efforts focus on environmental stewardship, social responsibility, and economic value creation. We have implemented various initiatives to reduce our environmental footprint, foster an inclusive workplace culture, and engage with our communities.

# Key highlights from this report include:

---

- Achieved 70% reduction in energy consumption through energy-efficient practices.
- Implemented a comprehensive waste management system, 1.8 tons of total waste was segregated and recycled by handing over to the local trusted government body for waste treatment.
- Strengthened diversity and inclusion efforts resulting into successful compliance with Emiratization and multiple nationalities.
- Launched employee well-being programs, including mental health support and flexible work arrangements.
- Engaged in community outreach programs, volunteering over 1000 hours and donating to local organizations.
- Conducted ethical business practices training for employees and suppliers, promoting fair and transparent operations.



**At Star Services, we recognize that sustainability is integral to our long-term success and the well-being of our stakeholders. This Report aims to transparently communicate our sustainability initiatives, performance, and future goals. By integrating sustainable practices into our operations, we strive to create a positive impact on the environment, society, and economy.**

# Environmental Initiatives



## Energy Efficiency

We have implemented energy-efficient measures within our offices, including the use of LED lighting, smart thermostats, and energy-efficient equipment. These efforts have resulted in a significant reduction in our carbon footprint.

- Conducted an energy audit to identify opportunities for improvement.
- Implemented energy-efficient measures, such as LED lighting and motion sensors.
- Promoted remote work and virtual meetings to reduce transportation-related emissions.
- Achieved 2/3rd reduction in energy usage related emissions in the last quarter.

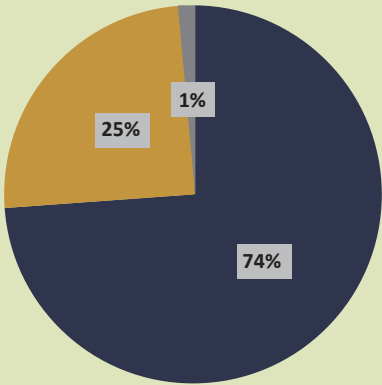
## GHG Emission Summary

| GHS Emissions           | Values in Kg of CO2 emissions |
|-------------------------|-------------------------------|
| Total Scope 1 Emissions | 73105.71771                   |
| Total Scope 2 Emissions | 24761.1                       |
| Total Scope 3 Emissions | 839.9896071                   |
| Total GHG Emissions     | 98706.80732                   |

or

Total GHG Emissions 98.7 Tonne of CO2 emissions

Values in Kg of CO2 emissions



Total Scope 1 Emissions Total Scope 2 Emissions Total Scope 3 Emissions



## Waste Management

We have adopted a comprehensive waste management program that focuses on waste reduction, recycling, and responsible disposal. We actively encourage employees to minimize waste generation and participate in recycling initiatives.

- Implemented a comprehensive waste management system, including recycling and composting.
- Encouraged employees to minimize paper usage through digital processes and double-sided printing.
- Partnered with waste management vendors to ensure responsible disposal and recycling practices.
- Achieved 20% reduction in overall waste generation through recycling and waste diversion efforts.



## Sustainable Procurement

We prioritize working with suppliers who share our commitment to sustainability. We assess suppliers based on their environmental performance, ethical sourcing practices, and adherence to relevant regulations.

- Collaborated with suppliers to prioritize environmentally friendly products and services.
- Established procurement guidelines that favor suppliers with sustainable practices.
- Encouraged the use of recycled and biodegradable materials in office supplies and promotional items.
- Conducted periodic supplier evaluations based on sustainability criteria.

## Carbon Offsetting

We recognize the impact of business travel on carbon emissions. To mitigate this, we participate in carbon offset programs and encourage the use of virtual meetings and remote work options to minimize travel-related emissions.



# Social Initiatives



## Employee Well-being

We prioritize the health, safety, and well-being of our employees. We provide a safe working environment, offer flexible work arrangements, and promote work-life balance. Additionally, we provide opportunities for professional development and career advancement to foster employee growth and satisfaction.

- Launched employee well-being programs, including mental health support and stress management resources.
- Implemented flexible work arrangements, allowing employees to maintain work-life balance.
- Conducted regular employee surveys to assess well-being and job satisfaction.
- Provided professional development opportunities to enhance skills and career growth.

## Diversity & Inclusion

We believe in creating a diverse and inclusive workforce that embraces individuals from various backgrounds, experiences, and perspectives. We have implemented policies and programs to promote diversity, prevent discrimination, and ensure equal opportunities for all employees.

- Developed a diversity and inclusion strategy with measurable goals and objectives.
- Implemented unconscious bias training for all employees involved in the hiring process.
- Strengthened recruitment efforts to attract talent from underrepresented groups.
- Implementation of Diversity and inclusion initiatives leading to the prioritization of Emiratization and multiple nationalities





## Community Engagement

We actively engage with the communities in which we operate. Our employees are encouraged to participate in volunteer programs, charitable initiatives, and skill sharing activities to contribute positively to society.

- Encouraged employees to engage in community service and volunteer activities.
- Donated to local charities and nonprofit organizations supporting education and environmental causes.
- Participated in skills-based volunteering, offering HR consulting services to nonprofit clients.
- Logged over 1,000 volunteer hours and contributed financially to support community initiatives.



## Ethical Conduct

We maintain the highest standards of ethical conduct and integrity in all aspects of our business.

Our employees are expected to adhere to a code of ethics that guides their professional behavior and ensures fairness, honesty, and respect in all interactions.



# Governance Practices



## Diversity

We believe that the diverse perspectives at top management level enhance decision-making and governance effectiveness and that's why we have 20% top management comprised of women.

## Transparency and Accountability

We are committed to transparent reporting and maintain clear communication channels with our stakeholders. We regularly publish relevant information regarding our ESG performance, goals, and progress.



## Risk Management

We have implemented robust risk management practices to identify, assess, and mitigate risks that could impact our operations, stakeholders, and reputation. We conduct regular risk assessments and take proactive measures to address emerging risks.

## Stakeholder Engagement

We engage with our stakeholders, including clients, employees, investors, and communities, to understand their expectations, concerns, and feedback. We incorporate their input into our decision-making processes and strive to address their needs effectively.







## Ethical Business Practices

- Conducted training sessions on ethical business practices for employees and suppliers.
- Established a code of conduct that emphasizes integrity, transparency, and fair business dealings.
- Conducted due diligence on potential clients to ensure alignment with our values and ethical standards.
- Regularly reviewed and updated our policies to address emerging ethical challenges.

## Skills Development and Training

- Prioritized employee development through ongoing training and skills enhancement programs.
- Supported employees in pursuing relevant certifications and professional memberships.
- Encouraged knowledge sharing and collaboration among team members.
- Invested in technology and tools to improve productivity and service quality.



## Value Creation

- Collaborated with clients to provide tailored HR solutions that drive organizational success.
- Monitored client satisfaction through feedback surveys and client reviews.
- Strengthened long-term partnerships with clients by delivering value-added services.
- Conducted regular financial analysis to ensure sustainable profitability and growth.

**We provide**  
premium consulting  
service for your Business

# Performance Indicators



## Environmental Performance Indicators

- Energy consumption: 11370 kWh of electricity usage was reduced.
- Waste generation: 0.36 tonne of total waste was reduced in operating activities.



## Social Performance Indicators

- Every 2 employee out of 10 are women setting higher standards for geographical and cultural benchmarks.
- Employee well-being: Measured through regular surveys, resulting in increased overall satisfaction.



## Economic Performance Indicators

- Client satisfaction: Monitored through feedback surveys, consistently achieving high ratings.
- Financial performance: Maintained sustainable profitability and growth through effective cost management.

Star Services is committed to integrating sustainability into all aspects of our operations. We strive to make a positive impact on the environment, society, and economy through our environmental initiatives, social responsibility, and ethical business practices. By setting ambitious goals and continuously evaluating our performance, we aim to lead by example and inspire positive change within our industry and beyond.



# Alignment with Sustainable Development Goals

This Sustainable Development Goals (SDG) chapter highlights the alignment and efforts of Star Services, a leading human resource provider company, towards contributing to the achievement of the United Nations' Sustainable Development Goals. Our mission is to promote social and economic well-being through effective human resource management and sustainable business practices. This chapter provides an overview of our progress and initiatives aligned with the SDGs.

SDG Alignment: Star Services recognizes the interconnectedness of the SDGs and acknowledges their role in fostering sustainable development. Our activities and initiatives primarily contribute to the following SDGs:

**Goal 5: Gender Equality**

**Goal 8: Decent Work and Economic Growth**

**Goal 10: Reduced Inequalities**

**Goal 17: Partnerships for the Goals**



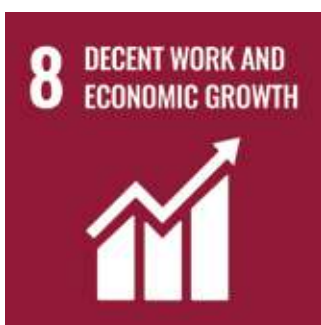


# Key Initiatives & Achievements:



## Goal 5: Gender Equality

- Star Services is committed to promoting gender equality and empowering women within our organization. Currently, women constitute 20% of our workforce.
- We have implemented diversity and inclusion policies to ensure equal opportunities for all employees, regardless of gender or background.
- Our company actively supports initiatives that empower women in the communities where we operate, such as mentorship programs and scholarships.



## Goal 8: Decent Work & Economic Growth

- We prioritize providing decent work opportunities by ensuring fair wages, reasonable working hours, and safe working conditions for our employees.
- Star Services encourages professional development through training programs, leadership development, and career advancement opportunities.
- We actively engage with our clients to understand their needs and provide suitable employment opportunities that contribute to local economic growth.





## Goal 10: Reduced Inequalities

- Star Services is committed to reducing inequalities within our workforce and the broader community.
- We proactively recruit individuals from marginalized and disadvantaged groups, including persons with disabilities and individuals from underrepresented communities.
- We collaborate with nonprofit organizations and government agencies to support programs that address social inequalities, such as skills training and job placement for disadvantaged groups.



## Goal 17: Partnerships for the Goals

- Star Services recognizes that achieving the SDGs requires collaboration and partnerships.
- We actively engage with industry associations, government bodies, and NGOs to share best practices, advocate for sustainable human resource management, and drive collective action towards the SDGs.
- Our partnerships enable us to leverage resources and expertise to create greater impact in promoting sustainable development.
- Future Commitments and Roadmap Star Services remains committed to the SDGs and will continue to integrate sustainability into our core business practices. Going forward, we will focus on the following:
- Expanding our community engagement programs to address social inequalities and support local economic development.
- Enhancing our monitoring and reporting systems to track and measure the impact of our initiatives on the SDGs.
- Exploring opportunities to further collaborate with stakeholders to advance sustainable human resource management practices.



# Awards & Recognition



2021

Awarded OSHEQ Excellence certificate by ITM O&M Company Limited for observing safe work and achieving 10 million working hours without Lost Time Accident.



2022

Awarded certificate of appreciation by ADNOC Logistics and Services for providing effective services throughout during year 2022 and in facilitating the contract hires recruitment



2023

Awarded certificate of appreciation by Arabian Power Company for our remarkable contribution in successful completion of AC/ITM Winter outage 2022-23.



# Conclusion:



Star Services firmly believes that sustainable development is crucial for the well-being of people, society, and the planet. Through our commitment to the SDGs, we strive to create a positive impact by promoting gender equality, decent work, reduced inequalities, and partnerships for sustainable development. We remain dedicated to continuous improvement and transparency in our sustainability efforts and look forward to contributing to the achievement of the SDGs in partnership with stakeholders across sectors.

At Star Services, we are committed to being an industry leader in ESG practices. We recognize that our business activities have an impact on the environment, society, and our stakeholders, and we are dedicated to minimizing negative impacts while maximizing positive contributions. This ESG report reflects our ongoing efforts to integrate sustainability into our operations and create shared value for all our stakeholders.



**STAR SERVICES L.L.C**  
النجم للخدمات ذ.م.م

Tel: +971 2 6424 888 | Fax: +971 2 6423 600  
543 Sultan Bin Zayed  
The First St. - Al Danah - Zone 1 - Abu Dhabi  
United Arab Emirates

[www.starservicesuae.com](http://www.starservicesuae.com)