

# Responsible Supply Chain

DTC manages its supply chain as an extension of its operational and sustainability strategy, focusing on efficiency, resilience, and responsible sourcing. Procurement, fuel management, maintenance, and fleet renewal are coordinated to reduce lifecycle costs, support environmental objectives, and ensure reliable service delivery at scale.

## Sustainable Procurement and Supplier Governance

Sustainability considerations are embedded into DTC's procurement processes, with a focus on reusable and recycled materials where feasible, supporting circular practices and reducing waste. All procurement activities are managed by the Procurement Department in line with the Procurement Policy, which governs sourcing decisions based on cost, quality, and sustainability requirements.

Supplier governance is reinforced through the rollout of a dedicated Supplier Code of Conduct, currently in its final stages of implementation. The Code is aligned with the United Nations Sustainable Development Goals and fully integrated with DTC's ESG evaluation framework. It sets clear expectations on ethical conduct, human rights, environmental responsibility, and labour standards across the supply chain.

Suppliers are appointed through competitive sourcing processes and must complete onboarding requirements, including non-disclosure agreements with mutual data protection obligations.

## Supplier Assessment and Oversight

Suppliers are assessed through a structured governance approach covering both initial due diligence prior to engagement and ongoing performance oversight throughout the contract lifecycle.

### Pre-Engagement Assessment

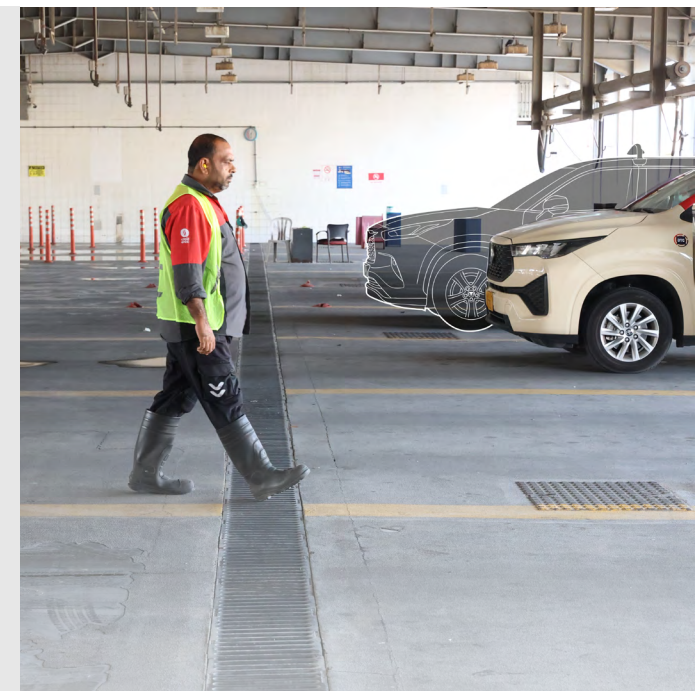
Suppliers undergo an appropriate level of review to confirm their legal standing, capability, financial soundness, and compliance with applicable regulatory and ethical requirements.

### Ongoing Performance Oversight

Supplier performance is monitored periodically to ensure delivery of agreed quality, service levels, commercial value, and compliance with contractual and governance requirements.

**Procurement Policy**

**Dedicated Supplier Code of Conduct**



**>95%** procurement budget spent on locally registered suppliers

### Fuel Management and Consumption Control

Fuel remains a critical operational input, managed through strategic partnerships with national energy providers. ENOC supplies petrol and diesel at preferential rates, complemented by other UAE-based suppliers across the Emirates.

All vehicles are equipped with RFID fuel tags, enabling accurate monitoring of consumption and cost control. Digital tools such as ENOC Link Fuel Delivery and vehicle identification systems reduce fuelling time and support real-time analysis of fuel usage, improving operational efficiency and oversight.

### Vehicle Maintenance Excellence

DTC’s in-house maintenance facilities are a core operational advantage, providing 24-hour recovery services and repair capacity for up to 500 vehicles per day. This capability supports predictive and preventive maintenance, reduces downtime, and extends vehicle lifecycles.

Routine maintenance is performed in accordance with manufacturer specifications and tracked through performance indicators. Failure analysis by brand and model informs procurement and replacement decisions, strengthening long-term fleet performance and cost efficiency. Third-party providers are engaged only for specialised repairs, with DTC leveraging fleet scale to negotiate favourable service terms.

### Fleet Renewal and Modernisation

Fleet renewal is managed in line with RTA contractual requirements and DTC’s sustainability objectives. Each year, 25–30 percent of the taxi and limousine fleet is replaced, resulting in full renewal approximately every four years for taxis and non-electric limousines, and every six years for electric vehicles. Buses operate on a 15-year replacement cycle, while delivery bikes are renewed every four years.

Replacement cycles prioritise electric and hybrid vehicles, accelerating emissions reduction and improving fleet efficiency. Most vehicles are sourced from Dubai-based suppliers, supporting local partnerships and ensuring regulatory compliance and consistent quality.

## Partnering for Reliable EV Maintenance

In 2025, Dubai Taxi Company (DTC) partnered with Electric Vehicle Services (EVS) to provide specialised end-to-end maintenance for its growing fleet of electric taxis and limousines. The collaboration ensures safe, efficient, and reliable operation across multiple EV brands, reinforcing DTC’s commitment to sustainable mobility and operational excellence.

Under the agreement, EVS will provide specialised maintenance for DTC’s electric fleet, including battery diagnostics, motor servicing, software updates, and thermal management to improve performance and extend vehicle lifespan. As the UAE’s first dedicated EV maintenance centre, EVS offers advanced diagnostics and certified expertise for electric vehicles.

The partnership strengthens the efficiency and reliability of DTC’s electric fleet while advancing Dubai’s Clean Energy Strategy 2050 and the UAE’s Net Zero 2050 goals.



**500** vehicle daily repair capacity

**4** Year cycle for taxi renewal

## Progress Since 2024

In 2025, DTC continued to strengthen its governance framework through targeted policy development, clearer internal controls, and deeper integration of ESG considerations into corporate governance practices.

### Governance and Policy Development

- Governance and ESG-related policies were reviewed and refined to improve consistency, clarity, and alignment across the organisation
- **100% independent, non-executive Board**, maintaining full oversight of ESG strategy, policies, and reporting
- Sustainability considerations continued to be embedded within corporate governance processes and decision-making

**Key change:** Governance maturity was enhanced through policy refinement rather than structural change.

### Business Ethics and Compliance

- Ethical standards continued to be reinforced through established codes, compliance policies, and reporting mechanisms
- Zero-tolerance principles related to ethical conduct remained fully embedded across operations

**Key change:** Ethics and compliance frameworks remained stable and consistently applied.

### Data Protection and Supply Chain Governance

- Data privacy and cybersecurity policies were further developed to support stronger information protection and compliance
- Supplier governance continued to mature through clearer expectations on ethical conduct, sustainability, and data protection
- **>95% of procurement spend directed to locally registered suppliers**, supporting local value creation and supply resilience

**Key change:** Incremental strengthening of data and supplier governance frameworks.

## 2025 Highlights

Continued evolution of governance and ESG policy frameworks

Stable, well-embedded ethics and compliance controls