

# Grievances

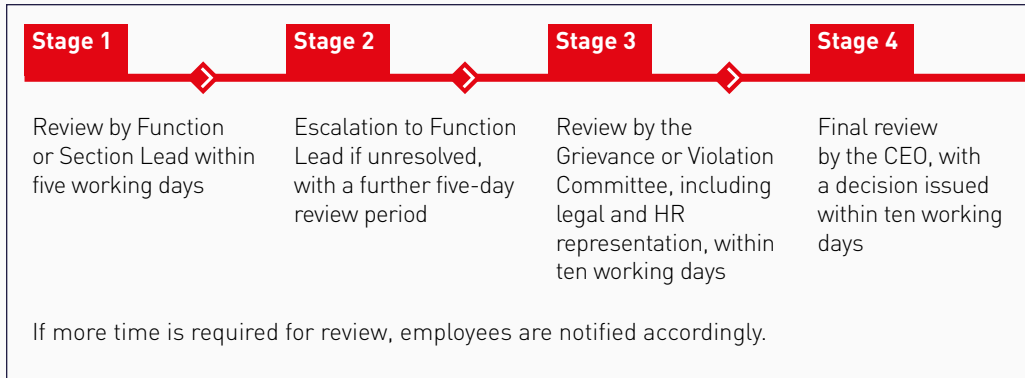
## Managing Grievances

DTC maintains clear and accessible grievance channels to support a fair and respectful working environment for employees and drivers. These mechanisms enable concerns to be raised promptly, reviewed objectively, and resolved before issues escalate.

Employees and drivers are encouraged to raise grievances relating to workplace treatment, conduct, or decisions. Cases are initially reviewed at line management level, with escalation to HR or senior management where required. All grievances are handled confidentially and must be submitted in writing within two weeks of the incident.

## Grievance System

DTC follows a structured four-stage grievance process with defined resolution timelines:



The AMAN platform serves as a confidential and reliable channel for receiving concerns from both internal stakeholders (drivers and employees) and external sources, ensuring that each submission is directed to the appropriate function for proper handling. All cases received through AMAN are assessed and routed accordingly, with Compliance overseeing every matter until

it reaches a complete and fully documented closure. This approach promotes consistency, strengthens accountability, and provides a seamless experience for all individuals raising concerns.

**AMAN grievance system**

# Community Impact

**DTC delivers CSR initiatives that are directly linked to its mobility services, focusing on safety, wellbeing, accessibility, and environmental awareness across the communities it serves.**

## Corporate Social Responsibility Framework

DTC integrates corporate social responsibility into its core operations, focusing on initiatives that are directly linked to its mobility services and operational footprint. CSR activities are guided by the Company's CSR Policy, which defines priority focus areas and targeted beneficiary groups, ensuring initiatives are relevant, measurable, and aligned with DTC's strategy.

The CSR function operates under the Marketing Department, with initiatives reviewed by the ESG Committee and approved by the CEO. During 2025, DTC further strengthened governance by introducing a dedicated annual CSR budget and a monthly reporting mechanism that tracks CSR and ESG initiatives and reports progress directly to management. Social media remains the primary channel for campaign delivery, engagement, and storytelling, supported by real-life stories of drivers, employees, and community members.

**Newly expanded CSR budget**

Community engagement is coordinated by the Head of Marketing, with the Customer Happiness function playing a complementary role in reviewing feedback and identifying areas where social initiatives can enhance customer and community outcomes.

## Community-Focused Initiatives in 2025

During the year, DTC expanded its community engagement activities, with a stronger emphasis on road safety, driver wellbeing, environmental awareness, and support for vulnerable groups.

### Key initiatives included:

#### Supporting Communities During Key Periods

- **Ramadan Iftar Campaign** (in partnership with Dubai Charity Association and Emirates Red Crescent), providing more than **2,000 iftar meals daily** to drivers throughout the month
- **Eid Fawalah distribution**, delivered in partnership with the Community Development Authority

#### Driver Wellbeing and Workforce Support

- **Cool Breeze initiative**, distributing approximately **1,000 cooling fans** to bike drivers and outdoor workers to support heat stress management
- Redesigned driver workshops with more interactive formats and mobile accessibility

#### Safety and Awareness Campaigns

- Road safety campaigns delivered in collaboration with the Dubai Airports and school supervisors
- Interactive road safety content, videos, and digital campaigns to increase public awareness
- Safety-focused education initiatives delivered in schools in coordination with the Roads and Transport Authority

#### Environmental and Health Awareness

- Environmental sustainability campaigns highlighting eco-friendly taxi services
- Health awareness initiatives delivered in collaboration with healthcare providers



#### Accessible Education and Community Mobility

DTC continues to play a key role in supporting access to education through its school bus services and the 'In Safe Hands' programme. In 2025, these services supported more than **35,000 students across 80 schools**, providing safe, reliable, and technology-enabled daily transportation.

**35** thousand students use DTC bus services

**16** CSR initiatives

#### Partnerships and Social Contributions

DTC's CSR initiatives are delivered through partnerships with public entities, NGOs, and community organisations, allowing the Company to scale impact and align efforts with national priorities. During 2025, partnerships included:

- Dubai Charity Association
- Emirates Red Crescent
- Dubai Women's Association (including support for mass wedding events)
- Community Development Authority
- Roads and Transport Authority

**AED 3.54** million in CSR contributions

In 2025, the CSR Committee approved **AED 3.54 million** in social contributions, primarily delivered through in-kind transport services, logistics support, and targeted community initiatives.

## Progress Since 2024

In 2025, DTC advanced its social performance by strengthening safety governance, expanding wellbeing support for drivers and employees, and moving toward more structured, impact-led community engagement.

### Safe and Inclusive Operations

- Continued delivery of inclusive mobility services for women, families, children, and People of Determination
- Workforce representing **50+ nationalities**, supported by non-discriminatory hiring, and formal grievance and whistleblowing mechanisms

**Key change:** Inclusion increasingly embedded through service design, training, and governance.

### Health, Safety, and Wellbeing

- Introduction and update of **10 HSE policies and procedures**, strengthening operational control and compliance
- Launch of a **new QHSE induction programme** and enhanced safety training coverage across workshops and drivers
- Introduction of digital incident reporting and expanded emergency preparedness testing

**Key change:** HSE management shifted toward more proactive monitoring, assurance, and prevention.

### Workforce Engagement and Stability

- 79% driver happiness**, supported by wellbeing programmes, financial assistance, housing support, and recognition initiatives
- Introduction of a **dedicated mental health and wellbeing programme** for drivers

**Key change:** Wellbeing and engagement became more structured and aligned with safety and service performance.

### Community Impact and Social Responsibility

- Introduction of a **dedicated annual CSR budget** and monthly management reporting
- AED 3.54 million** in approved CSR contributions delivered through **16 initiatives**
- Community support focused on driver wellbeing, road safety, and access to education, including services for **35,000 students across 80 schools**

**Key change:** CSR evolved from ad-hoc activities to a more policy-led and operationally aligned programme.

## 2025 Highlights

Stronger safety governance and digital reporting

Expanded driver wellbeing support

High driver satisfaction levels

More structured and measurable community engagement