

GLOBAL SUSTAINABILITY AWARD

MODEL – 01 - 2026



GLOBAL SUSTAINABILITY AWARD
جائزة الإستدامة العالمية



IP-DQG-2026



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Dubai Quality Group proudly launches the first cycle of the Global Sustainability Award, under the Patronage of H.H. Sheikh Ahmed Bin Saeed Al Maktoum. The award is a prestigious platform dedicated to recognizing organizations that demonstrate excellence in environmental stewardship, social responsibility, and governance. The award aims to inspire innovative approaches to sustainability, aligned with the UAE's vision for a greener, more resilient future.

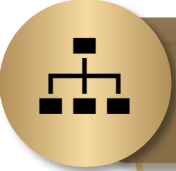




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AWARD OBJECTIVES

- Promote global best practices in sustainability and business resilience.

- Encourage innovations that support the UN Sustainable Development Goals (SDGs).

- Recognise measurable results that positively impact the environment, society, and governance.





BENEFITS FOR PARTICIPATION

- International recognition as a sustainability leader.
- Free innovation award awareness session.
- Professional assessment report (actual worth AED 100,000/-)
- Benchmarking against global sustainability standards.
- Opportunities for knowledge sharing and networking.
- Motivation for continuous improvement and innovation.





AWARD CATEGORIES

All private business units, government companies, and multinational companies can take an active participation in this Business Resilience Award and can win, subject to the score achieved in their submission model and score achieved in site visit assessment and may be awarded silver category, gold category and platinum category, accordingly to the overall score achieved.



PLATINUM

650+ points



GOLD

500-649 points



SILVER

350-499 points



BRONZE

200-349 points





AWARD ASSESSMENT PHASE

Receive applications



Desktop Assessment



Prepare and Conduct virtual site visits



Have consensus meeting, consolidate strengths and AFI's



Prepare Assessment Report (with the scores)



Present the summary to the Jury committee



Selection of the winners





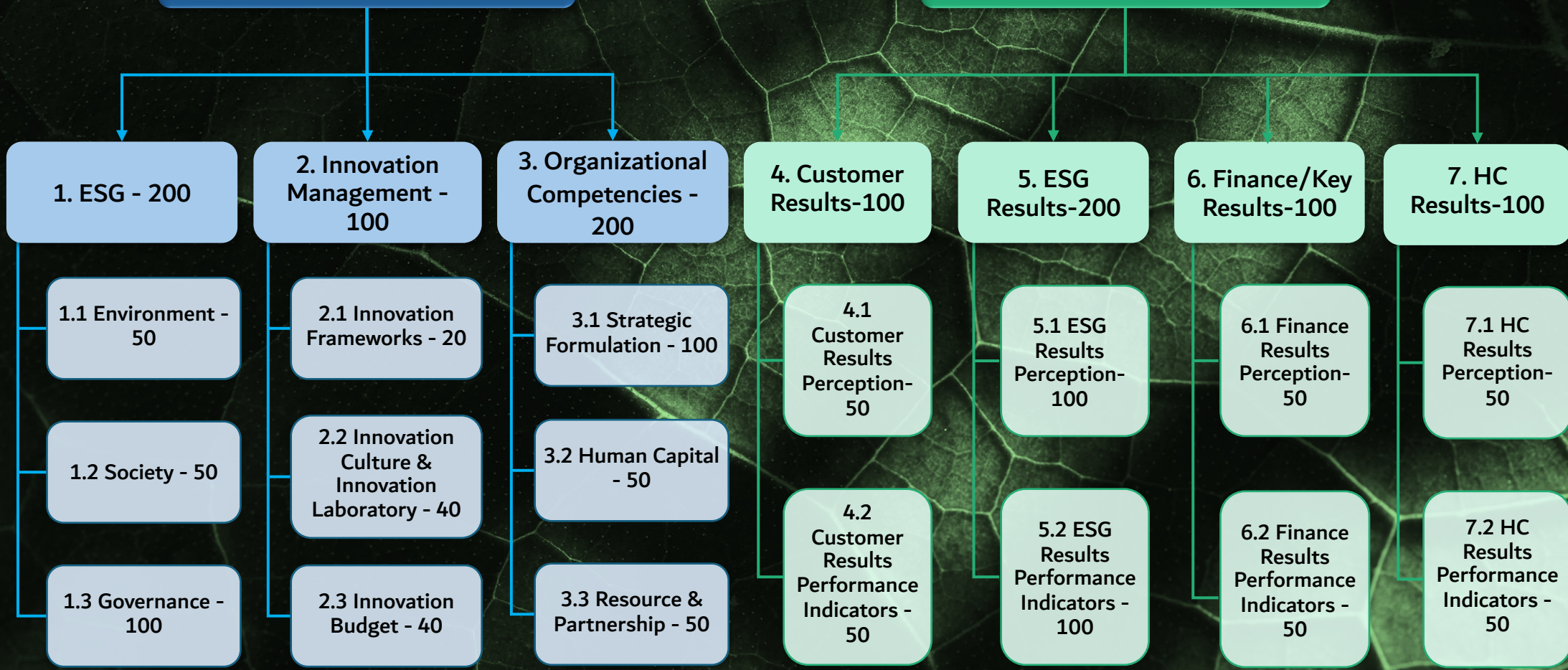
GLOBAL SUSTAINABILITY AWARD FRAMEWORK





Sustainability Enablers - 500

Sustainability Results - 500





SUSTAINABILITY ENABLERS

500 POINTS





SUSTAINABILITY ENABLERS - 500

- 1. Environment Society Governance (ESG)
- 2. Innovation Management
- 3. Organizational Competencies

200

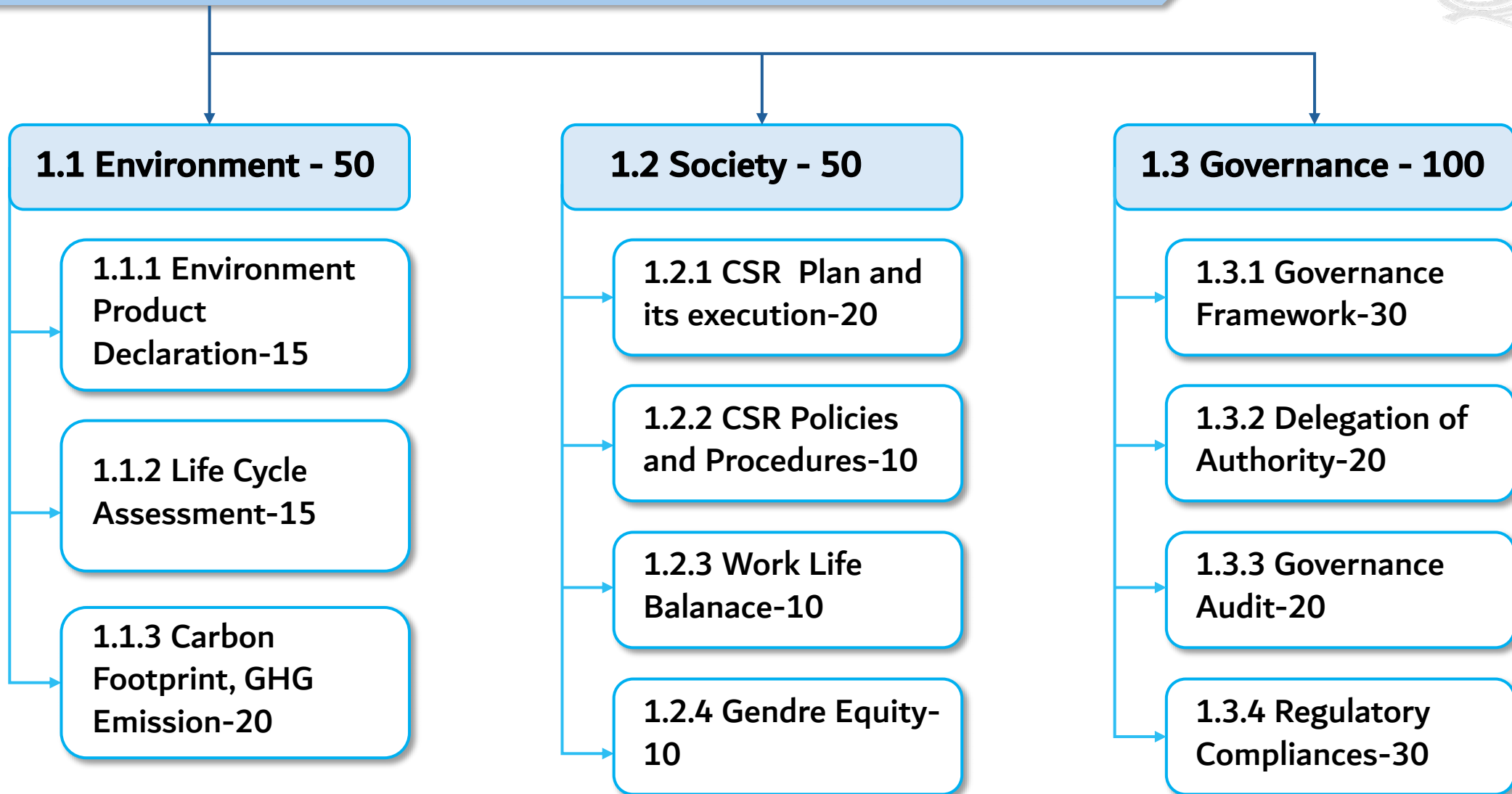
100

200





1. Environment Society Governance - ESG – 200 Points





1. Environment Society Governance - ESG – 200 Points



1.1 Environment

50 Points

1.1.1 Environment Product Declaration-15

A sustainable organization prepares environment product declaration(EPD) and places its key notes in public domain/social media channels.

1.1.2 Life Cycle Assessment-15

A sustainable organization conducts a comprehensive life cycle assessment of its products and takes an appropriate measures.

1.1.3 Carbon Footprint & GHS Emission-20

Carbon Footprint: A sustainable organization adopts all those technologies and methodologies to curtail the carbon footprint due its commercial/administrative activities.

GHS Emission: A sustainable organization ensures a consistent curtail in GHG emissions and implements all those tools technologies and methodologies to cut the GHG emission in the atmosphere.





1. Environment Society Governance - ESG – 200 Points



1.2 Society

50 Points

1.2.1 CSR Plan and its execution -20

A sustainable organization documents a structured and controlled CSR annual plan and ensures active participation in all CSR activities as planned.

1.2.2 CSR Policies and Procedures -10

A sustainable organization has a documented, structured and controlled CSR Policies and Procedures, like but not limited to CSR Policy, Volunteering Policy, CSR Procedure, etc.

1.2.3 Work Life Balance-10

A sustainable organization ensures to maintains a work-life balance for its workforce.

1.2.4 Gender Equality-10

A sustainable organization makes null distinction between genders, treats and offers equal opportunities for both genders.





1. Environment Society Governance - ESG – 200 Points



1.3 Governance

100 Points

1.3.1 Governance Framework-30

A sustainable organization maintains a documented structured controlled Governance Framework and ensures its effective communication to the relevant stakeholders.

1.3.2 Delegation of Authority-20

A sustainable organization ensures to follow a documented structured and controlled DOA for financial and administrative functions.

1.3.3 Governance Audit-20

A sustainable organization facilitates third party audit for its financial functions and presents the key outcomes of the audit in board meetings.

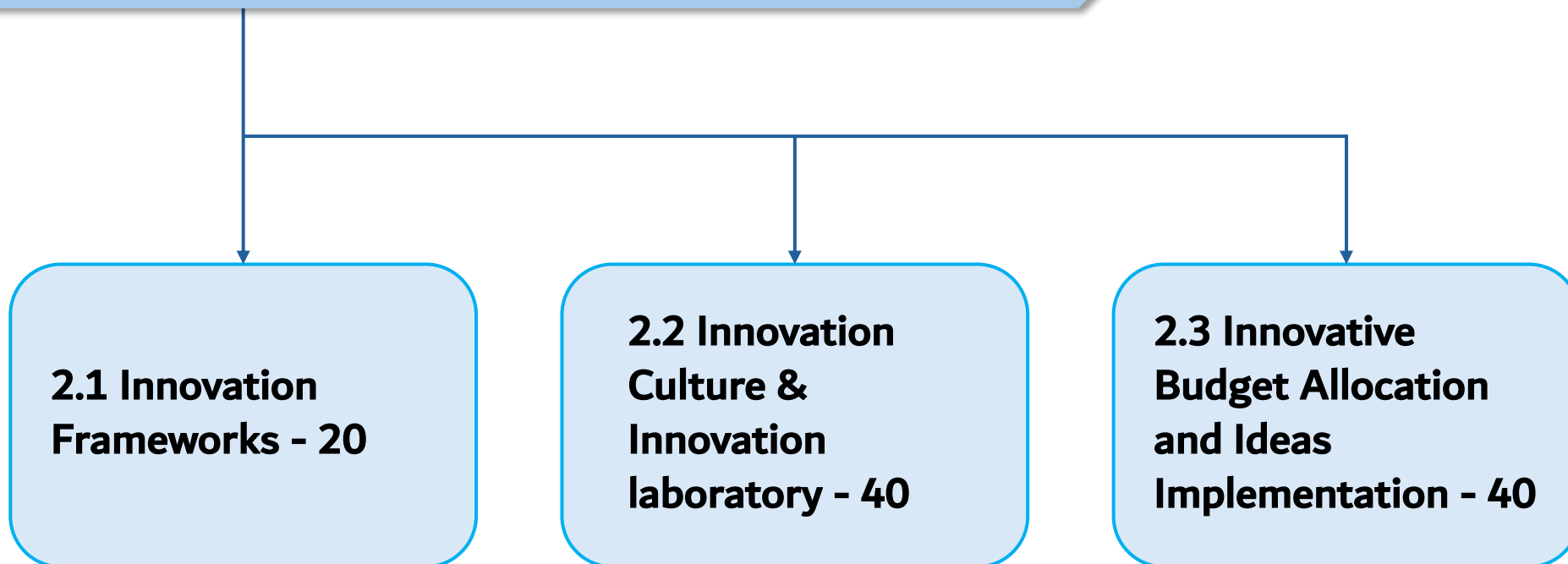
1.3.4 Regulatory Compliances-30

A sustainable organization ensures to comply with the relevant regulatory requirement and statutory requirement, and other requirement and keeps the updated version of those requirement in its record control.





2. INNOVATION MANAGEMENT - 100 POINTS





2. INNOVATION MANAGEMENT - 100 POINTS

2.1 Innovation Frameworks - 20

A sustainable organization ensures that there is a documented structured and controlled innovation framework with defined roles and responsibilities for the key stakeholders to address overall sustainability across the organization, and it is effectively communicated to the relevant stakeholders.

2.2 Innovation Culture & Innovation laboratory - 40

A sustainable organization leads the innovation & nurtures and harnesses the innovation culture to address overall sustainability. An Innovation framework is in place, and it runs an innovation laboratory to achieve operational excellence and an overall sustainability.

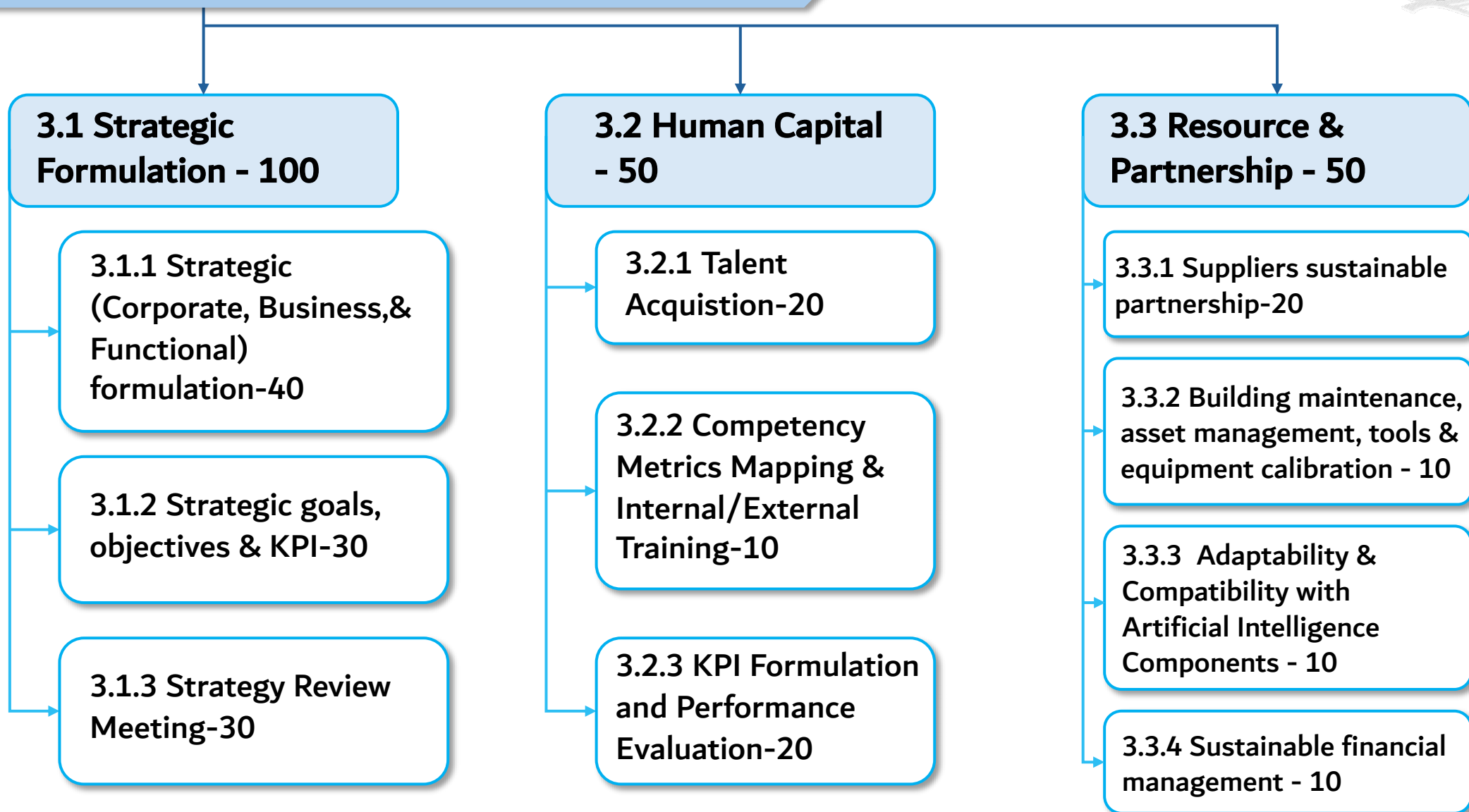
2.3 Innovative Budget Allocation and Ideas Implementation - 40

A sustainable organization allocates a dedicated budget to support its innovative laboratory function and implements breakthrough innovative ideas to achieve an overall sustainability.





3. ORG COMPETENCIES - 200 Points





3. ORG COMPETENCIES - 200 Points

3.1 Strategic Formulation

100 Points

3.1.1 Strategic (Corporate, Business,& Functional) formulation-40

A sustainable organization aligns its strategic goals and objectives with the Mission Vision Values(MVV) to address an overall sustainability. A sustainable organization conducts PESTLE analysis/maps on BCG metrics to ascertain its current position in the contemporary market and the strategic decision to be taken to overcome those oddness.

3.1.2 Strategic goals, objectives & KPI-30

A sustainable organization documents overall strategic goals and objectives supported by the KPI/dashboard to address an overall sustainability across the organization.

3.1.3 Strategy Review Meeting-30

A sustainable organization must conduct strategic review meeting on regular basis to ensure the status of strategic goals and objectives completion status and allocate the required resources if needed to expedite the processes to address an overall sustainability of the organization.





3. ORG COMPETENCIES - 200 Points

3.2 Human Capital

50 Points

3.2.1-Talent Acquisition-20

A sustainable organization ensures right talent acquisition process, recruit right talent, trains , empowers and engages them and let them feel right onboarding and offboarding experiences envisaging an overall sustainability.

3.2.2 Competency Metrics Mapping and Internal/External Training-10

A sustainable organization ensures to map all competency metrics relevant to all key positions and train the workforce to meet those competencies in an allocated timeframe envisaging an overall sustainability

3.2.3 KPI Formulation and Performance Evaluation-20

A sustainable organization monitors the workforce performance based on a documented performance dashboard , and engage, empower, and reward accordingly without making a biased approaches towards a particular gender/ religion/race/culture envisaging an overall sustainability.





3. ORG COMPETENCIES - 200 Points

3.3 Resource & Partnership

50 Points

3.3.1-Suppliers sustainable partnership-20

A sustainable organization ensures that its valued partners and suppliers are managed to ensure a sustainable relationship.

3.3.2 Building maintenance, asset management, tools and equipment calibration-10

A sustainable organization ensures that Buildings, Equipment's, Materials and Natural Resources are managed in a sustainable way.

3.3.3 Adaptability and Compatibility with Artificial Intelligence Components-10

A sustainable organization ensures that the latest technologies, AI components are used to support overall Mission Vision Values of the organization and hence it's an overall strategy envisaging an overall sustainability.

3.3.4 Sustainable financial management-10

A sustainable organization ensures a transparent, ethical , and governed financial functions with a multiple layers of audits and compliances to ensure sustainable key financial parameters envisaging an overall sustainability.





SUSTAINABILITY RESULTS

500 POINTS





SUSTAINABILITY RESULTS (500 POINTS)

4. Customer Results

100

5. ESG Results

200

6. Finance / Key Results

100

6. Human Capital Results

100





4. Customer Results – 100 Points - Actual data, Target data and Benchmarked data of the last 3-5 years

4.1 Customer Perception

50 Points

Scope & Relevance-

A comprehensive set of results that captures the reflection of the performance of the organization in terms of its business sustainability business resilience and business continuity that is essential to meet the needs and expectations of the relevant stakeholders.

Integrity- Sustainability results are collected on the desired reliable, sources are reliable, and data have integrity.

Segmentation- Sustainability Results have been segmented to the relevant possible segments to cite a meaningful information.

Just for illustration, not mandatorily.

- a. Customer Net Promoting Score(NPS)
- b. Customer complaint
- c. Customer focus group
- d. Customer Meetings





4. Customer Results – 100 Points – Actual data, Target data and Benchmarked data of the last 3-5 years

4.2 Performance Indicator

50 Points

Trend- Positive trends over at least 3-5 years. In case the trend is not positive , please cite the relevant justification.

Target- Relevant targets are set and are consistently achieved for the key results, in line with the business resilience plan/business continuity plan

Comparison- Relevant external comparisons are made and are favorable for the key results, in line with business resilience and business continuity plan

Confidence- There is confidence that performance levels will be sustainable in future too.

Just for illustration, not mandatorily.

- a. No of recommendation
- b. Retention rate
- c. No of appreciations
- d. Total number of customers
- e. No of customers joined each year





5. ESG Results - 200 - Actual data, Target data and Benchmarked data of the last 3-5 years

5.1 Sustainability Perception

100 Points

Scope & Relevance-

A comprehensive set of results that captures the reflection of the ESG of the organization in terms of its business resilience and business , business ethics that is essential to meet the needs and expectations of the relevant stakeholders .

Integrity- ESG Results are collected on the desired time, sources are reliable, and data have integrity.

Segmentation- ESG results have been segmented to the relevant possible segments to cite a meaningful information.

Just for illustration, not mandatorily.

- a. BCP Test Drills- Cyber attack, Power failure
- b. Training hours for BCP, ISMS
- c. No of financial (Non -government sector)
- d. Regulatory violation





5. ESG Results - 200 - Actual data, Target data and Benchmarked data of the last 3-5 years

5.2 Performance Indicator

100 Points

Trend- Positive trends over at least 3-5 years. In case the trend is not positive, cite the relevant justification.

Target- Relevant targets are set and are consistently achieved for the key results, in line with the business resilience plan/business continuity plan

Comparison- Relevant external comparisons are made and are favorable for the key results, in line with business resilience and business continuity plan

Confidence- There is confidence that performance levels will be sustainable in future too.

Just for illustration, not mandatorily.

- | | |
|--|---|
| a. Carbon foot-print, GHG Emission, Net zero | d. A curtail in takt time, cycle time, change over time and lead time |
| b. Board Packs, Governance audit outcomes | e. Supplier retention, client retention |
| c. LTI/LTRIF, MTI/MTRIF | f. Volunteered hours |
| | g. joined each year |





6. Financial Results – 200 Points - Actual data, Target data and Benchmarked data of the last 3-5 years

6.1 Finance Perception - Generic BU

50 Points

Scope & Relevance: A comprehensive set of results that captures the reflection of the operational performance of the organization in terms of its business resilience and business continuity that is essential to meet the needs and expectations of the relevant stakeholders.

Integrity: Sustainability Results are collected on the desired time, sources are reliable, and data have integrity.

Segmentation: Resilience Results have been segmented

Just for illustration, not mandatorily:

- Current Ratio(Current asset/Current liabilities), Debt Equity Ratio(Total debt/Total shareholder equity)
- Working Capital(Current asset-current liabilities), Return on Investment(Net Profit/Cost of the investment)
- Return on asset Ratio(Net income/Average Total Asset), Increased debt to asset Ratio(Total liabilities/Asset)
- Return on Equity(Net income/Shareholder's equity), Direct cost(Direct material + Direct labor cost)
- Cash Ratio(Cash or equivalent/cash liabilities), Debt Ratio(Total Liabilities/Total Asset)
- Asset Turnover Ratio(Net sales/Average Total Asset)





6. Financial Results – 200 Points - Actual data, Target data and Benchmarked data of the last 3-5 years

6.2-Performance Indicator - Generic BU

Just for illustration, not mandatorily.

50 Points

Trend- Positive trends over at least 3-5 years. In case the trend is not positive , cite the relevant justification.

Target- Relevant targets are set and are consistently achieved for the key results, in line with the business resilience plan/business continuity plan

Comparison- Relevant external comparisons are made and are favorable for the key results, in line with business resilience and business continuity plan

Confidence- There is confidence that performance levels will be sustainable in future too.

Just for illustration, not mandatorily.

- a. Net profit, Gross profit, Net Revenue, Gross Revenue
- b. Sales revenue, Overhead cost, Sales Quantity
- c. Manpower cost to net profit, Manpower cost to sales turn over





6.1-Financial Perception for Government Organization

Operational efficiency, Economic Stability, Financial Integrity, Public Perception

6.2- Financial Performance Indicator for Government Organization

Just for illustration, not mandatorily.

- a. Budget Utilization Rate= $(\text{Actual Expenditure}/\text{Actual Budget}) \times 100$, Cost/Capita= $(\text{Total Expenditure}/\text{Population served}) \times 100$
- b. Grant Dependency Ratio= $(\text{Grants/aid received}/\text{Total Revenue}) \times 100$
- c. Cost Recovery Ratio= $(\text{Revenue generated from services}/\text{Total services cost}) \times 100$
- d. Fiscal deficit/surplus= Total revenue-total expenditure
- e. Revenue(Tax, Social Contribution, Grants)
- f. Expenses(Compensation of employees, Use of goods and services, Consumption of fixed capital, interests, subsidies, grants, social benefits)
- g. Net Operating Balance
- h. Net/Gross investment in non-financial assets(Fixed assets, Inventories, valuables, non-produced assets)
- i. Expenditure
- j. Net acquisition of financial assets





7. HC Results – 100 Points - Actual data, Target data and Benchmarked data of the last 3-5 years

7.1 HC Perception

50 Points

Scope & Relevance: A comprehensive set of results that captures the reflection of the operational performance of the organization in terms of its business resilience and business continuity that is essential to meet the needs and expectations of the relevant stakeholders.

Integrity: Sustainability Results are collected on the desired time, sources are reliable, and data have integrity.

Segmentation: Resilience Results have been segmented

Just for illustration, not mandatorily.

- | | |
|-------------------------------------|--|
| a. Employee satisfaction ratings | d. No of internal trainings and external trainings |
| b. Rewards and recognition programs | e. No of engagement programs |
| c. Performance evaluation | f. No of promotions |





7. HC Results – 100 Points – Actual data, Target data and Benchmarked data of the last 3-5 years

7.2 Performance Indicator

50 Points

Trend: Positive trends over at least 3-5 years. In case the trend is not positive, cite the relevant justification.

Target: Relevant targets are set and are consistently achieved for the key results, in line with the business resilience plan/business continuity plan.

Comparison: Relevant external comparisons are made and are favorable for the key results, in line with business resilience and business continuity plan.

Confidence- There is confidence that performance levels will be sustainable in future too.

Just for illustration, not mandatorily.

- a. Employee turn over rate
- b. Employee retention rate



ENABLERS SCORECARD



PDCA	Guidance	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Sound	The approaches have a clear rationale, based on the relevant stakeholder needs, and are process-based.				
Integrated	The approaches support strategy and are linked to other relevant approaches.				
Do		Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Implemented	The approaches are implemented in relevant areas, in a timely manner.				
Structured	The execution is structured and enables flexibility and organisational agility.				
Check		Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Measurement	The effectiveness & efficiency of the approaches and their deployment are appropriately measured.				
Learning & Creativity	Learning & creativity is used to generate opportunities for improvement or innovation.				
Improvement & Innovation	Outputs from measurement, learning & creativity are used to evaluate, prioritise & implement improvements & innovations.				
Act		Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Audit & Compliances	The entire process has been audited as per the established criteria, correction and corrective measures have been adopted.				
Scale		25%	50%	75%	100%
Overall Score					



RESULT SCORECARD



Relevance & Usability	Guidance	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Scope & Relevance	A coherent set of results, including key results, are identified that demonstrate the performance of the organization in terms of its strategy, objectives, and the needs and expectations of the relevant stakeholders.				
Integrity	Results are timely, reliable & accurate.				
Segmentation	Results are appropriately segmented to provide meaningful insights.				
Performance	Guidance	Limited ability to demonstrate	Able to demonstrate	Fully able to demonstrate	Recognised as Global Role Model
Trends	Positive trends or sustained good performance over at least 3 years.				
Targets	Relevant targets are set and consistently achieved for the key results, in line with the strategic goals.				
Comparisons	Relevant external comparisons are made and are favourable for the key results, in line with the strategic goals.				
Impact	There is confidence that performance levels will be sustained into the future, based on established cause & effect relationships.				
Scale		25%	50%	75%	100%
Overall Score					





RESULT SCORECARD

Results:

- Relevance and usability
- Scope & Relevance
- Integrity
- Segmentation

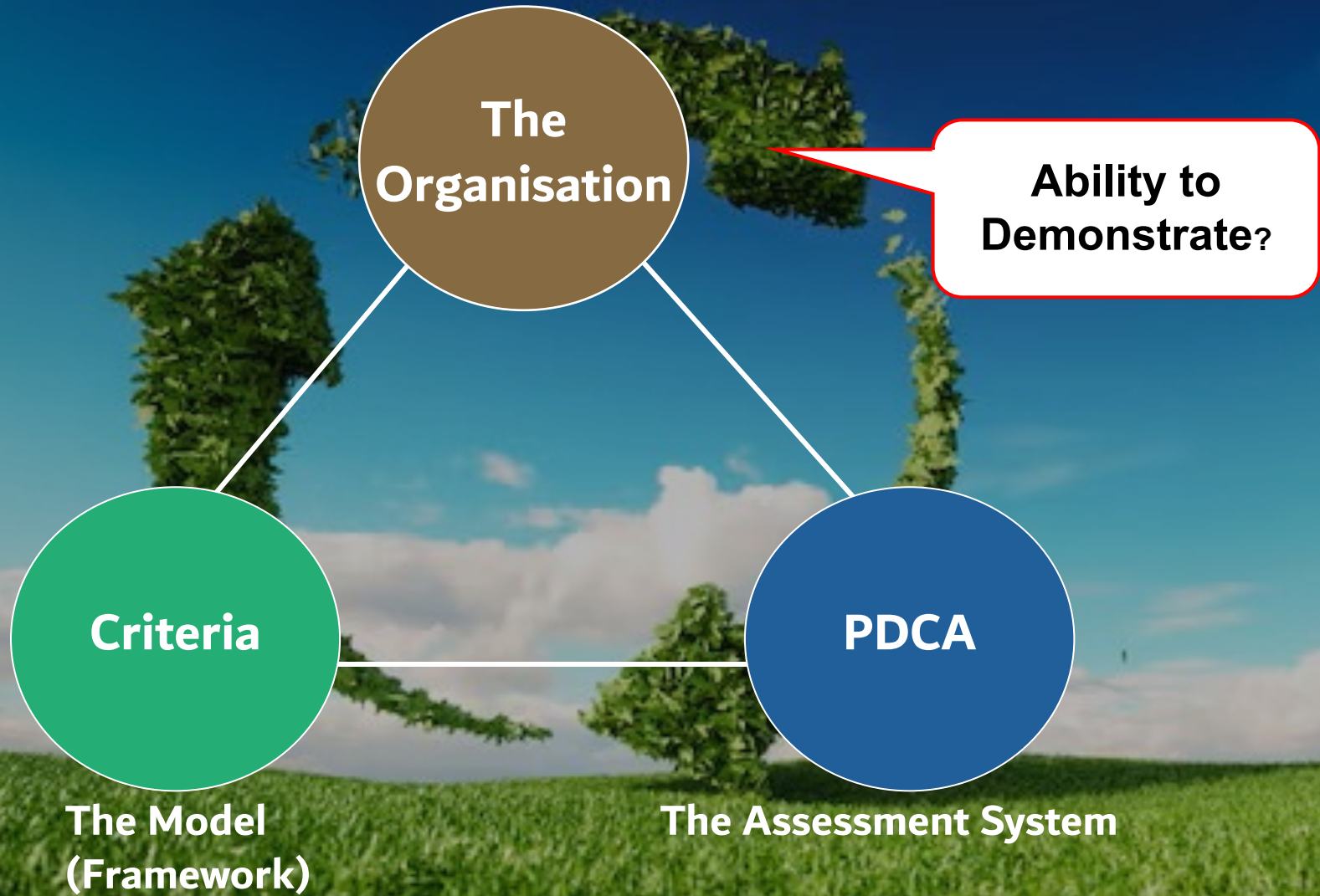
**RELEVANCE &
USABILITY**

Performance:

- Trends
- Targets
- Comparisons
- Impact

PERFORMANCE





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