

# 2 OPERATIONAL EXCELLENCE

Aims to achieve agility through optimising operational processes and supply chain efficiency to ensure that we deliver our developments on time and within budget, and manage our assets and investments in an effective and efficient manner.



## STRATEGIC OBJECTIVES

- Ensure our projects are delivered on time, within budget and agreed quality.
- Maximise and unlock the potential of our assets.
- Optimise our processes and strengthen our value chain.
- Embed environment and quality in all aspects of the business.
- Drive value and synergy through investment.

## 2020 ACHIEVEMENTS

- Launched our In-Country Value (ICV) programme and workers welfare policy.
- Implemented process efficiency through Robotic Process Automation across the business.
- Established a dedicated function to oversee process improvements and implementation of excellence practices across the organisation.
- Adopted a new operating model to deliver on next phase of growth, aligned with Aldar's strategy and in line with Abu Dhabi's plans for investment and economic diversification.

## KEY OUTCOMES

- **88%** occupancy rate across our portfolio (retail, office and commercial) despite the impact of Covid-19.
- **AED 1.2bn** divestment value which includes energy, residential and hospitality assets.
- **1,282** development units handed over in 2020.
- **1.9bn** Achievement of development collections for 2020.
- **50%** of Aldar Academies students attending top 100 universities worldwide.
- **Outstanding** – Highest percentage of outstanding schools out of all private operators in the region.

## 2021 PLANS

- Introducing & integrating centre of excellence to drive agility and efficiency.
- Dedicating and implementing a delivery excellence engine for future pipeline of projects.
- Increase digitisation and robotic process automation across the business.