

# OPERATIONAL EXCELLENCE

**We aim 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.



## KEY OUTCOMES/ 2021 ACHIEVEMENTS

- **13%** efficiency improvement due to the shift in **operating model** compared to 2020.
- **93% occupancy** achieved in our commercial, residential and retail portfolio.
- **1,700 units** handed over across **6 communities**.
- **53,000 units managed** via the ASTECO acquisition, becoming the largest estate manager in the UAE.

## 2022 PLANS

- Introducing **value add services** and **products** to our current projects.
- Adjusting our **operating model** to unlock **more value, synergies** and align with our **growth plans**.
- **Ramping up digital services investments** and operating model across the portfolio.
- Introducing and implementing **world-class frameworks** that enables **efficiency** and **agility**.