

Maya Haddad

Ajman, United Arab Emirates | +971 52 757 2696 | maya.g.haddad@gmail.com | [LinkedIn Profile](#) | [Current Profile](#)

Profile

A multi-award-winning Sustainability/EHS and Operations Senior Management Professional with over a decade of experience pioneering and leading comprehensive programs from inception to execution. Excels at architecting and embedding robust operational frameworks for Sustainability, ESG (Environmental, Social, and Governance), and EHS that align with global standards and drive institutional recognition. Proven expertise in translating strategic vision into operational reality by drafting policies, implementing integrated management systems, and driving continuous improvement. A collaborative leader adept at managing complex projects, optimizing processes, and training cross-functional teams to foster a culture of safety, quality, and environmental stewardship. Demonstrated ability to enhance operational resilience, achieve compliance, and secure high-profile ratings for the institution through high-impact initiatives in climate action, zero-waste, and sustainable development.

Key Strengths:

- **Award-Winning Strategy Execution:** Proven track record of developing and leading initiatives that have garnered prestigious awards and high ratings in sustainability and institutional performance.
- **Operationalizing Strategy:** Transforming high-level sustainability and EHS goals into actionable plans, defined KPIs, and day-to-day operational procedures.
- **Systems Implementation & Management:** Building integrated management systems (ISO 9001, 14001, 45001, 22000) from the ground up to streamline operations, ensure compliance, and mitigate risk.
- **Process Optimization:** Analyzing operational workflows to identify and implement opportunities for efficiency gains, waste reduction, and resource conservation.
- **Stakeholder & Change Management:** Engaging with all levels of an organization and external partners to embed sustainability and safety principles into core operations and corporate culture.
- **Performance Monitoring & Reporting:** Establishing metrics, conducting audits, and generating comprehensive reports (e.g., GHG Protocol, GRI) to track progress and demonstrate operational value to stakeholders and ranking bodies (QS, THE).

Work Experience

SENIOR SUSTAINABILITY MANAGER | AJMAN UNIVERSITY | JANUARY 2023 – PRESENT

This role is mandated to oversee the university's sustainability and environmental health and safety (EHS) functions. This includes developing and implementing sustainability strategies, analyzing environmental impacts, and identifying opportunities to reduce waste and conserve resources. The role also involves engaging stakeholders, integrating sustainability and EHS into academic and operational practices, ensuring compliance with local and international regulations, conducting risk assessments, providing training, and managing incident reporting and investigations. Key duties and responsibilities include:

- Consistently exceeded all key performance indicators (KPIs) for the Office of Sustainability/EHS for four consecutive years, demonstrating a sustained track record of delivering exceptional results and surpassing strategic targets.

- Founded and established the University's inaugural Office of Sustainability, building the function from the ground up by securing buy-in, defining its mandate, and creating all foundational strategies, policies, and operational procedures.
- Conducted comprehensive analyses of business operations to quantify environmental impact, identifying and prioritizing key opportunities for waste reduction, resource conservation, and enhanced biodiversity protection.
- Led the end-to-end management of Sustainability and Corporate Social Responsibility (CSR) initiatives, from conception and planning through to execution, monitoring, and continuous improvement.
- Developed and implemented the official Climate and Sustainability Strategy, establishing a robust ESG (Environmental, Social, Governance) framework to guide university-wide decision-making and investments.
- Authored the framework for the university's annual sustainability report, ensuring compliance with leading international standards including the GHG Protocol, GRI, QS Sustainability Ranking, Times Higher Education, and UI Green Metrics.
- Forged strategic partnerships with internal and external stakeholders to plan and promote sustainability activities, significantly expanding the reach and impact of the university's green agenda.
- Orchestrated a targeted plan to achieve top-tier ratings and awards in sustainability (e.g., zero-carbon, zero-waste, food security, biodiversity conservation), enhancing the university's reputation and competitive positioning.
- Cultivated a pervasive culture of sustainability by initiating projects that integrated eco-conscious practices into daily university life, empowering students and staff to become active sustainability ambassadors.
- Pioneered the annual sustainability reporting framework, benchmarking performance against international standards (GHG Protocol, GRI, QS, THE) to track progress and enhance transparency.
- Embedding sustainability into the culture and traditions of the university community members.

ENVIRONMENTAL HEALTH AND SAFETY OFFICER | AJMAN UNIVERSITY | MAY 2019 - JANUARY 2023

- Key Achievement: Established the University's Office of Environmental Health and Safety from scratch, developing all foundational manuals, procedures, and the cross-functional EHS Committee. In 2023, the office was renamed into Sustainability.
- Ensured implementation and maintenance of the Environmental Health and Safety Management System (EHSMS) in compliance with UAE MOE and regulatory requirements.
- Conducted EHS risk assessments, implement mitigation strategies, and manage corrective actions.
- Developed and implemented emergency plans and procedures; coordinate evacuation exercises and toolbox talks.
- Identified training needs and conducted training sessions on health and safety best practices for employees and students.

OFFICE MANAGER- OFFICE OF CHIEF OPERATING OFFICER | AJMAN UNIVERSITY |OCTOBER 2017 -DECEMBER 2022

- Supported the COO in the strategic oversight and operational management of all university support units, including Facilities, Procurement, Human Resources, IT, Medical Services, Finance, Budget and EHS.
- Streamlined operational workflows by editing, enhancing, and standardizing policies and procedures across all units under the COO's purview to improve efficiency and ensure consistency.
- Played a key role in institutional performance management by consolidating and analyzing the annual KPIs of all operating offices to ensure alignment with the COO's and the University's strategic objectives.
- Provided critical operational analysis by assisting in drafting executive reports, conducting in-depth research, benchmarking, and trend analysis to inform leadership decisions and strategic planning.
- Served as a quality control checkpoint for the COO, implementing rigorous checks on all university-wide communications, announcements, and critical safety measures to ensure clarity, accuracy, and compliance.
- Acted as a central operational liaison as an active member of key committees including the Operations Committee, HR Policies Taskforce, EHS Committee and ranking task forces (SACSCOC, THE, QS), facilitating cross-departmental collaboration.

LOGISTICS AND ADMINISTRATION MANAGER | EMIRATES AQUA TECHNOLOGIES CAVIAR FACTORY LLC-ABU DHABI | JUNE 2008- SEPTEMBER 2017

- Managed end-to-end operational aspects, handling cross-functional teams across procurement, inventory control, transportation, administration, IT, Human Resources, Public Relations, Housekeeping and Accounts to ensure seamless execution.
- Orchestrated the development and implementation of an Integrated Management System (IMS), consolidating Quality (ISO 9001), Food Safety (HACCP, ISO 22000), Environment (ISO 14001), and Occupational Health & Safety (OHSAS 18001) into a single, streamlined operational framework.
- Secured and maintained critical international export licenses by leading compliance efforts and implementing rigorous protocols to meet the exacting standards of the USDA, FDA, and EU Commission for perishable food products.
- Served as the designated Management Representative, acting as the primary interface with external auditors and certifying bodies, and leading all internal audit programs to ensure continuous operational compliance and system effectiveness.
- Drove operational performance by developing and monitoring key performance indicators (KPIs) for all managed departments, linking daily activities to strategic business objectives.
- Oversaw comprehensive administrative operations, including payroll processing and end-of-service benefits, ensuring accurate and compliant financial transactions for all staff.

Education

MASTERS OF BUSINESS ADMINISTRATION (MBA)| UNIVERSIDAD CATÓLICA DE MURCIA, SPAIN | EXPECTED GRADUATION: DECEMBER 2025

Thesis title: Impact of ESG standards on the operations of higher education institutions in the UAE

BACHELOR OF BUSINESS ADMINISTRATION (BBA) | AMERICAN UNIVERSITY OF BEIRUT, LEBANON | JUNE 2003

Graduated on the Dean's Honor List

Certifications & Training

- Sustainability Leadership Executive Education Course-Imperial College London (In Progress)
- NEBOSH International Diploma (In Progress)
- GRI Certified Sustainability Professional
- Lead Auditor: ISO 45001:2018 (Occupational Health & Safety)
- Internal Auditor: ISO 9001 (Quality), ISO 22000 (Food Safety), ISO 14001 (Environmental) and HACCP
- IOSH Managing Safely
- HABC Level 2 Risk Assessment
- IEMA Environmental Sustainability Skills for Managers
- Certified Fire Marshal (FM) & First Aider (FA) (Highfield, 2015 & 2021)
- Professional Certificates (LinkedIn): Managing Organizational Change, Navigating Environmental Sustainability, Creating a Healthy Work Environment, Diversity & Inclusion.

Core Competencies

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|---|--|-----------------------------------|
| • Sustainability Strategy & Reporting | • Effective Verbal and Written Communication | • Project Management |
| • UN Sustainable Development Goals (SDGs) | • Risk Assessment & Hazard Identification | • ISO Management Systems |
| • ESG Framework Development | • Incident Investigation & Corrective Action | • Policy & Procedure Development |
| • Climate Action & Net Zero Initiatives | • Emergency Planning & Drills | • Internal Auditing |
| • Stakeholder Engagement & CSR | • EHS Local & International Regulations | • Quality Control & KPI Alignment |

- GRI and GHG Protocol
- Fire Safety & First Aid
- Staff Training & Development

Languages & Technical skills

- Languages: English (IELTS Band 8, Advanced), Arabic (Native Speaker), French (Working Knowledge), Spanish (Beginner)
- Software: Highly proficient in MS Office (Word, Excel, PowerPoint, Outlook, Power Automate, SharePoint, Forms), Adobe Acrobat Pro, SAP, Oracle, Webpage Content Creation & Design, Artwork/ Multimedia Design.

Conferences and Projects

- Sustainability Workshop for school students at AU Winter Fest 2022, Ajman UAE (Presenter)
- Pre-COP27 Summit, online October 2022 (Presenter)
- COP27, Sharm Elsheikh Egypt November 2022(Delegate and presenter)
- Waste Management Challenges at the national workshop by UI Green Metric World University Rankings, Sharjah UAE November 2022(Presenter)
- World ESG Summit, Dubai UAE February 2023 (Presenter)
- Environmental Drawing Competition April 2023 (Jury member)
- Make it Sustainable Forum, Ajman UAE (Forum concept developer, organizer, and session moderator)
- Interschool Environmental Public Speaking Competition (Jury member)
- National Climate Adaptation Plan of the UAE by the Ministry of Climate Change and Environment (Workshop facilitator)
- The Circularity of Transport & Mobility Workshop (Roundtable Speaker)
- Arab Forum for Science Media and Communication (Communication for Sustainability) " Preparations for COP28", Uni of Sharjah UAE (Panelist)
- Networking event for Emirates Higher Education Safety Professionals Network, NYUAD UAE (Presenter)
- The Arab Green Summit, Dubai UAE (Master of Ceremonies)
- The UAE Industrial Symbiosis Symposium for the Circular Economy, online (Session moderator)
- Enhancing ESG performance: Measuring and Managing for Improved Business Resilience and Accountability, online (Panelist)
- SustainEd for COP28 Forum by Emirates Schools Establishment (Workshop presenter)
- COP28, UAE December 2023(Speaker and organizer of 8 sessions)
- HSE Expo 2024 (2 Sessions Moderator)
- ESG Framework in the UAE by Ministry of Climate Change and Environment, May 2024 (Workshop facilitator)
- "Sustainability Synergy: Integrating Resource Management and Renewable Innovation for a Circular Economy" HSE Expo April2025 (Session Moderator)

- Integrating Sustainability in Higher-Ed Curriculums Feb 2025 (Presenter)
- Introduction to Climate and Carbon Literacy, February 2025 (Presenter)
- Strategies for Carbon Footprint Reduction, March 2025 (Speaker)
- UCN Decarbonization Academy February 2025-ongoing (Co-founder and speaker)
- Green Entrepreneurship Program July 2024-ongoing (Co-founder and trainer)
- Greenpeace UAE Wellbeing Economy Awards April 2025 (Organizer and Speaker)
- 2nd Girls in ICT Hackathon for Climate Change April 2025 (Hackathon Judge)
- Reduction of Climate Change Effects: Understanding the Law and Future Trends, May 2025 (Speaker)
- Workshop on Biodiversity, water, land and food systems, Ajman May 2025 (Presenter)
- Khalifa University's Green Campus Competition, May 2025 (Judge)
- Times Higher Education Sustainable Development Congress, June 2025 (Session Moderator)
- Gulf Sustainability Awards, June 2025 (Judge)
- Global ESG Awards, August 2025 (Judge)
- Solar-powered hydroponic net-house on campus, 2023-ongoing (Founder)

Memberships & Affiliations

- **Head of Operations** | UAE Universities Climate Network | 2024 – Present
- **Arab Expert** | Environmental Center for Arab Towns | 2023 – Present
Provided specialized counsel on urban environmental initiatives for the Arab region.
- **Taskforce Member** | Emirates Council for Environmental & Municipal Work | 2022 – Present
Appointed by ministerial order from UAE Ministry of Climate Change & Environment to contribute to national strategies on awareness, transformative projects, and policy development.
- **Mentor** | International Society for Sustainability Professionals (ISSP) and Climate Bridges | 2023 – Present
Guide emerging sustainability professionals in career development and best practices.
- **Affiliate Member** | Institute of Environmental Management & Assessment (IEMA)
- **Member** | Emirates Green Building Council (EGBC)
- **Member** | Emirates Environmental Group (EEG)
- **Member** | Emirates Higher Education Safety Professionals Network (EHSPN)
- **Global Ambassador** | The Global Ambassadors of Sustainability
- **Member** | UN Higher Education Sustainability Initiative (HESI)
- **Founding Member** | Nature Positive Universities Alliance (with UNEP & University of Oxford)
- **Member** | Race to Zero Campaign (UNFCCC)
- **Working Group Member** | UNESCO's Greening Education Program
- **Member** | International Sustainable Campus Network (ISCN)
- **Educational Member** | The Alliance for Sustainability Leadership in Education (EAUC)
- **Signatory** | The SDG Accord

References

Available upon request.