



**Quality Products & Services for Sustainable and Healthy Living**

**ESG Sustainability Report 2022**



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# About this Report



Hily Holding P.J.S.C is pleased to introduce its 4<sup>th</sup> release of annual sustainability report for the year 2022, exhibiting our continuous Commitment to observing and reporting our Environmental, Social and Governance performance. This report highlights our Commitment to operating and growing in a sustainable manner whilst generating shared value to all our stakeholders.

## About this report

Scope of this report

Report highlights 2022

Message from The Chairmen

Messages from CFO

Forward from General Manager



GRI Accordance

This report has been prepared in accordance with GRI Standards (Core option).

**The report aligns with GRI Standards, United Nations Sustainable Development Goals (SDGs), UAE National Vision 2021.**

Comparable Data

**Most disclosures in this report cover historical data from 2019 to 2022, showcasing developments over time**

External Assurance

We chose not to appoint an external party to audit our nonfinancial data for this report. We followed an internal assurance process to give our stakeholders full confidence in the accuracy of the information reported.

For any inquiries of this report, please contact:  
Name: Wol Bol  
Title: Quality & Sustainability Manager  
Email Address: wol.bol@Foodcouae.com

## Message from the **Chairman**



**H.E. Ahmed Bin Ali Khalfan Al Dhaheri**  
**chairman**

Dear All,

It is my privilege to address you in this 2022 ESG Sustainability 4<sup>th</sup> Annual Report of Hily Holding PJSC. As a leading investment group in the UAE, **it is our responsibility to ensure that our operations align with our values and commitments towards sustainability, corporate governance, and environmental protection.**

At Hily Holding PJSC, we recognize the vital role that we play in promoting sustainable development and responsible business practices. We are committed to continuously improving our ESG performance and making a positive impact on the communities in which we operate.

In this report, we have highlighted our progress and achievements in implementing our ESG initiatives. From promoting sustainability in our operations to ensuring responsible governance and protecting the environment, we have made significant strides in these areas, and we are dedicated to continuing this progress.

We understand that **the future success of our business depends on our ability to adopt and maintain sustainable practices. Our ESG initiatives are crucial to this effort, and I am proud of the progress we have made in these areas.**

I would like to express my gratitude to our employees, partners, and Stakeholders who have supported and contributed to our ESG initiatives. With their dedication and commitment, we can work together to create a brighter and more sustainable future for all.

Finally, I would like to assure our shareholders that we will continue to prioritize ESG in all our operations and decision-making processes, and we remain committed to making a positive impact on the world we live in.



# Message from the CFO



**Mr. Mohamed Hafez**  
Chief Financial Officer

At Hily Holding PJSC, we understand the importance of financial sustainability and the role it plays in the long-term success of our business.

In this report, **we have demonstrated our commitment to ESG by showcasing our efforts and progress in implementing sustainable and responsible business practices.** Our diversified portfolio of businesses and our focus on ESG has allowed us to achieve financial stability, while also making a positive impact on all the interested parties.

We have implemented sustainable finance practices, such as responsible investment and risk management, to ensure that our operations align with our ESG commitments. Our focus on ESG has also allowed us to attract investment and partnerships that share our values, which has had a positive impact on our financial performance.

As we continue to grow and expand our business, it is our responsibility to ensure that our financial performance is sustainable and responsible. **Our ESG initiatives are a crucial part of this effort, and I am confident that our commitment to ESG will contribute to the long-term success of our business and our stakeholders.**

I would like to thank our employees, partners, and stakeholders for their support and dedication to our ESG initiatives. Together, we can create a brighter and more sustainable future for all.



# Scope of this Report

## Business Units

The report covers our operations in the United Arab Emirates (UAE) unless otherwise stated.

## Entities

The report covers the operations of Hily Holding, which includes majority shareholder or wholly owned assets referred to as 'subsidiaries'. Performance data relates to both the Group and subsidiaries, unless otherwise indicated.

## Monetary Values

All monetary values in this report are expressed in Arab Emirates Dirhams (AED), unless otherwise stated.

## Financial Performance

Financial Performance covers all Hily Holding PJSC and all its subsidiaries. For detailed information about our financial performance, please refer to our 2022 Annual Report

## Terminology

Use of 'the Group' in this report refers to Hily Holding PJSC, including all its subsidiaries in the UAE

## Year

The report covers our Environmental, Social, and Governance performance for the period from 1 January 2022 to 31 December 2022, unless otherwise indicated.



# Our Corporate Values

Incorporating ESG sustainability into our daily lives



**One Team**



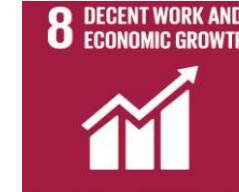
In Hily Holding, We believe in the power of collaboration and teamwork to achieve our goals. In line with our commitment to ESG sustainability, we ensure that all our team members are informed and educated on sustainable practices. We align with the United Nations Sustainable Development Goal (SDG) 17 to strengthen partnerships for sustainable development. Our sustainability reporting is based on the Global Reporting Initiative (GRI) standards, ensuring transparency and accountability. We support the UAE Vision 2021 to build a sustainable and diversified economy.



**Passion**



In Hily Holding, We are driven by passion and commitment to excellence. We harness this energy to support ESG sustainability by incorporating sustainable practices in all our business operations. Our commitment to SDG 12 ensures responsible consumption and production, minimizing waste and reducing our carbon footprint. We adhere to GRI standards, reporting our sustainability performance and progress to stakeholders. We support the UAE Vision 2021 to create a sustainable and eco-friendly environment.



**Trust**



In Hily Holding, We value the trust and confidence placed in us by our stakeholders. We earn and maintain this trust by adhering to sustainable practices and being accountable for our actions. Our commitment to SDG 8 ensures decent work and economic growth, fostering a safe and healthy work environment. We report our sustainability performance and progress using GRI standards, providing transparency to our stakeholders. We support the UAE Vision 2021 to create a sustainable and diverse economy.



**Good is not good enough**



In Hily Holding, We strive for excellence and continuously improve our processes and practices. In support of ESG sustainability, we are committed to reducing our environmental impact and promoting social responsibility. We align with SDG 13 to combat climate change and SDG 16 to promote peace, justice, and strong institutions. Our sustainability reporting is based on GRI standards, ensuring that we are accountable and transparent to our stakeholders. We support the UAE Vision 2021 to create a sustainable and resilient environment.



**Accountability**



In Hily Holding, We take responsibility for our actions and are accountable to our stakeholders. In line with our commitment to ESG sustainability, we measure and report our sustainability performance using GRI standards. We support SDG 5 to achieve gender equality and SDG 10 to reduce inequalities, ensuring fairness and inclusion. We support the UAE Vision 2021 to create a sustainable and inclusive society.



# 2022 was a major success in our compassionate response to



# Covid-19



Through our response protocol and clear communication, we were able to effectively manage the pandemic and maintain business operations while prioritizing the safety of our employees and customers. We remain committed to ensuring the well-being of all stakeholders and to contributing to the achievement of the SDGs, GRI standards, and UAE 2021 vision.

Our response to the pandemic was aligned with relevant SDGs, such as SDG 3 - Good Health and Well-being, and SDG 8 - Decent Work and Economic Growth. We also followed GRI standards for health and safety management, such as the GRI 403 standard on Occupational Health and Safety. Additionally, our response to Covid-19 was in line with the UAE 2021 vision, which prioritizes health and safety for all.

## 3 GOOD HEALTH AND WELL-BEING



## 8 DECENT WORK AND ECONOMIC GROWTH



To effectively manage the pandemic, clear communication was crucial. Our HR team utilized all available online and offline modes to communicate market conditions, risk assessments, and safety protocols. Email, banners, and other communication channels were used to regularly update employees on Covid-19 developments and the latest safety guidelines.



The Covid-19 pandemic presented unprecedented challenges for our business in 2022. However, we responded proactively with a comprehensive Covid-19 response protocol developed by our HR team. This response protocol was shared across all business units, and guidelines were set for worker safety. Our priority was to ensure the safety and well-being of our employees and customers.





# 2022 Highlights



**Maintaining Ethical,  
Responsible &  
Profitable Business**

**146.251 Million AED**  
in Revenue

**843 Million AED**  
investment

**0(Zero) in**  
**bribery or**  
**corruption**  
**cases**

**95%**  
Of Customers are  
satisfied with Quality  
of our products

UN SDG	UAE Vision 2021 Pillar: United in Responsibility	GRI Standard	Hily Holding Compliance
<p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>The UAE National Vision 2021 aims to promote a culture of social responsibility and ethical behavior among individuals and organizations in the UAE. This includes adhering to the highest ethical standards and ensuring compliance with laws and regulations.</p>	<p>GRI STANDARDS GSSB GRI 205: ANTI-CORRUPTION 2016 <b>GRI 205</b></p>	<p>In terms of maintaining an ethical, responsible, and profitable business, Hily Holding P.J.S.C have focused on adhering to the highest ethical standards and ensuring compliance with all laws and regulations and maintaining clean records with zero bribery or corruption cases. We have continued to prioritize the safety and well-being of our employees, customers, and stakeholders with 95% satisfaction, and have made efforts to ensure a fair and inclusive workplace. Additionally, we have achieved profitability while maintaining a commitment to social responsibility and sustainability.</p>



# 2022 Highlights



## Fostering Divers, Healthy & Safe Communities

**95%**  
Employees Satisfaction

**11%**  
increase of our newly hired female employees

**23**  
Different nationalities work at Hily Holding

**515**  
Hours of training in health, safety and environmental protection

**0(Zero)**  
Occupational injury

**0(Zero)**  
Vehicles Collision

UN SDG	UAE Vision 2021 Pillar: Cohesive Society and Preserved Identity	GRI Standard	Hily Holding Compliance
<p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<p>The UAE National Vision 2021 aims to build a cohesive and inclusive society that values diversity and promotes the well-being of all its members. This includes promoting good health and well-being, ensuring equal opportunities for all, and creating safe and secure communities.</p>	<p><b>GRI 403</b></p>	<p>Hily Holding’s commitment to fostering diverse, healthy, and safe communities has been a key priority this past year. We have made efforts to support the communities in which we operate, including promoting gender equality with growth of 8% increase in female hire, reducing inequality as we grow to 23% of different nationalities of employees, which is an investments in community development. We have also prioritized the health and safety of our employees and customers, implementing measures to prevent injuries or accidents and maintaining records of zero percent cases.</p>
<p><b>5</b> GENDER EQUALITY</p>		<p><b>GRI 405</b></p>	
<p><b>10</b> REDUCED INEQUALITIES</p>			



# 2022 Highlights



## Innovation and Reengineering Product Quality & Sustainability

Virginia healthy Meal-On-The-Go  
introduced

<1.2 Customer complaints  
per a million-product sold

100% Suppliers evaluation  
and screening for Quality, health, safety and environmental compliance

16.4 Million AED  
Ready for sale Products

7 New SKUs  
introduced

### UN SDG

### UAE Vision 2021

Pillar: Competitive Knowledge Economy

### GRI Standard

### Hily Holding Compliance

**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



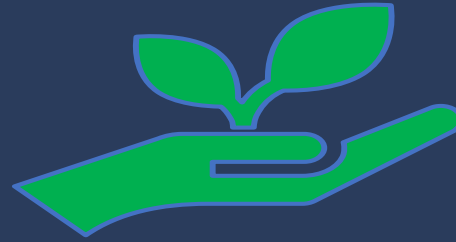
The UAE National Vision 2021 aims to develop a knowledge-based economy that is driven by innovation and creativity. This includes promoting research and development, enhancing the quality and sustainability of products and services, and embracing new technologies and practices.



Innovation and reengineering have been key areas of focus for Hily Holding in the past year. We have invested in research and development, seeking to improve the quality and sustainability of our products. Through these efforts, Hily Holding have introduced new products such as Virginia healthy on the go meal, to the market and enhanced the quality and sustainability of our existing offerings. We have also reengineered our operations to improve efficiency, reduce waste, and minimize our environmental impact with 7 new SKUs introduced in 2022



# 2022 Highlights







## Preserving And Protecting The Environment

**12%**  
Decrease in electricity Consumption

**8%**  
Decrease in GHG emission

**103**  
Tones of Recycled Waste

**15%**  
landfilled waste from total waste

UN SDG	UAE Vision 2021	GRI Standard	Hily Holding Compliance
<p><b>13</b> CLIMATE ACTION</p>  <p><b>14</b> LIFE BELOW WATER</p>  <p><b>15</b> LIFE ON LAND</p> 	<p>Pillar: Sustainable Environment and Infrastructure</p> <p>The UAE National Vision 2021 aims to preserve and protect the environment for future generations by promoting sustainable practices and reducing the country's carbon footprint. This includes conserving water, minimizing waste, and investing in renewable energy and sustainable infrastructure.</p>		<p>Hily Holding is committed to preserving and protecting the environment. We have implemented sustainable practices throughout our operations, including reducing our carbon footprint by 8%, conserving water by 16%, and minimized landfill waste by 11%. We have also made investments in renewable energy starting with efficient lighting in our offices and have sought to improve the sustainability of our supply chain.</p>

# Forwarding by the **General Manager**

I am thrilled to address you in this 2022 ESG Sustainability 4th Annual Report of Hily Holding PJSC. As an innovation-driven organization, we understand that creating sustainable solutions, responsible business practices, and efficient supply chains are critical components of our success.

At Hily Holding PJSC, we are committed to incorporating these values into all of our operations, ensuring that we create a positive impact on our stakeholders and the communities we serve.

In this report, we have highlighted our progress and achievements in implementing our ESG initiatives in marketing, innovation, supply chain, and quality. We have focused on developing innovative solutions that promote sustainability, reduce our carbon footprint, and increase our efficiency, all while maintaining the highest quality standards.

**We recognize the importance of ESG initiatives in driving long-term growth and ensuring the resilience of our business.** That is why we remain dedicated to continuously improving our ESG performance and making a positive impact on the world around us.

I would like to take this opportunity to thank our employees, partners, and stakeholders who have supported and contributed to our ESG initiatives. Their commitment and dedication have been instrumental in achieving our goals, and we are committed to working with them to create a brighter and more sustainable future for all.

Finally, I would like to assure our shareholders that we will continue to prioritize ESG in all our operations and decision-making processes. **We understand that our success is linked to our ability to operate sustainably and responsibly, and we remain committed to creating long-term value for all our stakeholders.**

Thank you for your continued support.



**Mr. Waseem Al-Halabi**  
**General Manager**



# Our Company

At a glance

Who are we

What we do

Where we Operate

Our value Chain

Our Strategy

Business Review



**HILY**  
**HOLDING** P.J.S.C.  
هيلي القابضة ش.م.ع.

## A National entity with expanding leading brands

Hily Holding P.J.S.C, formerly known as Foodco Holding P.J.S.C, was established in 2006 as a natural evolution of Abu Dhabi National Foodstuff Company's (Foodco LLC) growth and increased diversity. Foodco LLC, an esteemed and well-regarded firm established in Abu Dhabi in 1979 as a public shareholding entity, is under the patronage of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, the President of U.A.E. The holding company, Hily Holding P.J.S.C, comprises five subsidiary companies, namely Foodco LLC, Sense Gourmet, Dana Plaza, 5PL logistics solution and Oasis. These subsidiaries function as standalone entities under the holding company.

As a public shareholding entity, Hily Holding, the core foundation of the group, has laid the groundwork for the company's success. The company benefits from a strategic location, strong financial backing, a solid infrastructure, and a progressive approach that have allowed it to flourish and pave the way for further growth and development.

### HILY HOLDING هيلي القابضة ش.م.ع. Our Brands

**5.5 Million**

Kg of purest and finest rice sole annually

**#1 Quality**

Grain of rice imported consistently every year

**#1 Voted**

Consumer choice of the year 2022

**#1 Winner**

Product of the year 2022

**19 Brands**

In Expanding portfolio

**60+ Suppliers**

With international footprint

**300+ Employees**

Across UAE

UN (SDG)	RSI	Hily Holding Compliance
 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p>Economic</p>  <p><b>GRI 200</b></p>	<p>To ensure transparency and accountability in our sustainability reporting, we have adopted the Global Reporting Initiative (GRI) Standards. Specifically, we are using GRI 200: Economic Performance to report on our financial highlights. By adopting this widely recognized reporting standard, we aim to provide our stakeholders with a comprehensive understanding of our financial performance and sustainability efforts.</p>

### HILY HOLDING هيلي القابضة ش.م.ع. Financial Highlights

## A great year with 18.45% revenue growth

**76.915**

**Net profit**  
(AED million)  
Net profit attributable to shareholders

**146.251**

**Net revenue**  
(AED Million)

**945.510**

**Total Assets**  
(AED Million)

**592.726**

**Shareholder's Equity**  
(AED Million)





# Creating value through our BRANDS

Our company's diverse portfolio of essential and trusted brands includes premium quality rice imports, high quality canned tuna, vegetable oil, biodegradable garbage bags, pasta products, and high-quality facial tissues. Our commitment to sustainability is reflected in our support for several United Nations Sustainable Development Goals (SDGs) such as SDG 2, 3, 12, and 14, as well as adherence to Global Reporting Initiative (GRI) Standards such as GRI 102, 204, 301, 302, 303, 304, 305, and 306. In addition, our sustainability efforts align with the UAE National Vision 2021 pillars of Sustainable Environment and Infrastructure, and Cohesive Society and Preserved Identity. **We continuously strive to maintain the highest product quality, offer multiple premium brands, and provide excellent customer care, as reflected in our recent recognition as the Product of the Year 2022 and the Super Brand of the Year 2022, as result by end of 2022 we were at 95% customers satisfaction with our healthy products.**



## UN SDGs



## UAE National vision 2021

**Pillar:** Sustainable Environment and Infrastructure

**Pillar:** Cohesive Society and Preserved Identity

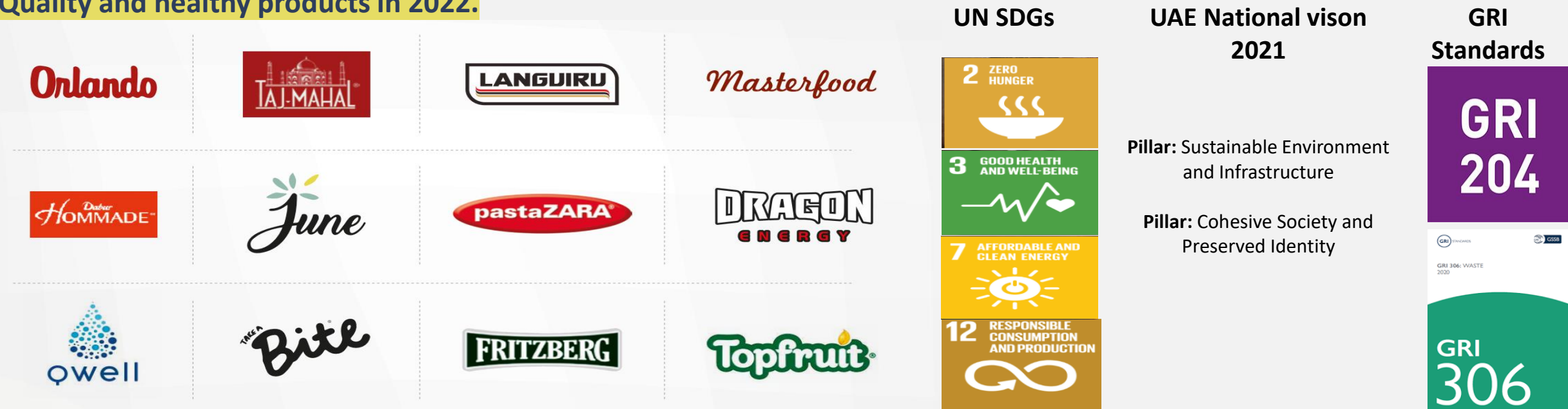
## GRI Standar

**GRI 204**



# Creating value through our BRANDS

Hily Holding offers a range of products that reflect our commitment to sustainability, including energy drinks, collagen waters, vine leaves, healthy snacks, and ready-to-eat meals. Our sustainability efforts align with several United Nations Sustainable Development Goals (SDGs), such as SDG 2, 3, 7, 12, and 13. We also adhere to Global Reporting Initiative (GRI) Standards such as GRI 102, 201, 301, 303, and 305. Our sustainability practices are aligned with the UAE National Vision 2021 pillars of Sustainable Environment and Infrastructure, and Cohesive Society and Preserved Identity. **We are proud to offer products that prioritize quality, innovation, and sustainability, and we remain committed to minimizing our environmental impact while delivering the highest value to our customers, as a result we achieved 18% increase in Quality and healthy products in 2022.**





# Optimizing Values into all Operations

In 2022, our company implemented several initiatives to optimize value throughout our value chain. In our supply chain management, we prioritized environmentally conscious practices, such as sourcing from local and sustainable suppliers, and we also continued to promote transparency and ethical practices throughout our supply chain. These efforts align with United Nations Sustainable Development Goals (SDGs) such as SDG 12 and 13 and Global Reporting Initiative (GRI) Standards such as GRI 204 and 308.

We also implemented several initiatives to improve our warehousing and logistics management, including the use of technology to improve efficiency and minimize waste. These initiatives align with SDGs such as SDG 9 and GRI Standards such as GRI 301 and 302. By optimizing our logistics management, we were able to reduce our carbon footprint and minimize our environmental impact.

Furthermore, we continued to prioritize the health and safety of our employees, customers, and stakeholders throughout our operations. Our health and safety initiatives align with SDGs such as SDG 3 and GRI Standards such as GRI 403 and 404. We implemented training programs and provided our employees with the necessary resources to maintain a safe and healthy work environment.

Overall, our initiatives in 2022 reflect our commitment to optimizing value throughout our value chain, promoting sustainability, and aligning with the UAE National Vision 2021 pillars of Sustainable Environment and Infrastructure, and Cohesive Society and Preserved Identity

## Value Chain Model

### Plan



#### Sales & Business Development

- Market Demand
- Products
- Distribution

### Source



#### Procurement

- Sourcing
- Buying
- Supplier's evaluation

### Storage



#### Operations

- Warehousing
- Operations Excellence
- Assets Maintenance

### Deliver



#### Logistics

- Fleet
- Distribution

# Sustainability at Hily Holding P.J.S.C

**Our Sustainability Vision**

**Our Sustainability vision and strategy**

**Listening to Stakeholders**

**Alignment with Sustainability Guidelines and Framework**

**Our Priorities on Sustainability Topics**

**Committed to Quality for Sustainable living**

**Operations Excellence**

**Ours Strategy Business Review**

## Forwarding by Quality & Sustainability Manager

It is my pleasure to present to you the 2022 sustainability report for Hily Holding. As the Quality and ESG Sustainability Manager, I am proud to share with you our progress and accomplishments in these areas over the past year. At Hily Holding, we remain committed to prioritizing environmental, social, and governance (ESG) initiatives in our operations. In 2022, we have continued to focus on measuring and reporting our sustainability performance using internationally recognized frameworks. We have also strengthened our management systems to ensure that ESG issues are integrated into our business decisions and practices.

In addition, we have made significant strides in innovation and quality re-engineering. We recognize that sustainability requires ongoing innovation and improvement, and as such, we have implemented several initiatives to reduce our environmental footprint while also improving the quality of our products and services. We have also established a culture of continuous improvement across the organization to ensure that we remain at the forefront of sustainable business practices.

Lastly, our commitment to health, safety, and environmental (HSE) management remains a top priority. We have continued to implement robust HSE policies and procedures to ensure the safety and wellbeing of our employees, customers, and communities. We also recognize the importance of protecting the environment, and we are committed to minimizing our impact on the planet.

As we look towards the future, we remain dedicated to our ESG, innovation, and HSE initiatives. We recognize that our sustainability journey is ongoing and we will continue to set ambitious targets and strive for excellence in all that we do.

Thank you for your continued support and partnership as we work together to create a more sustainable future.



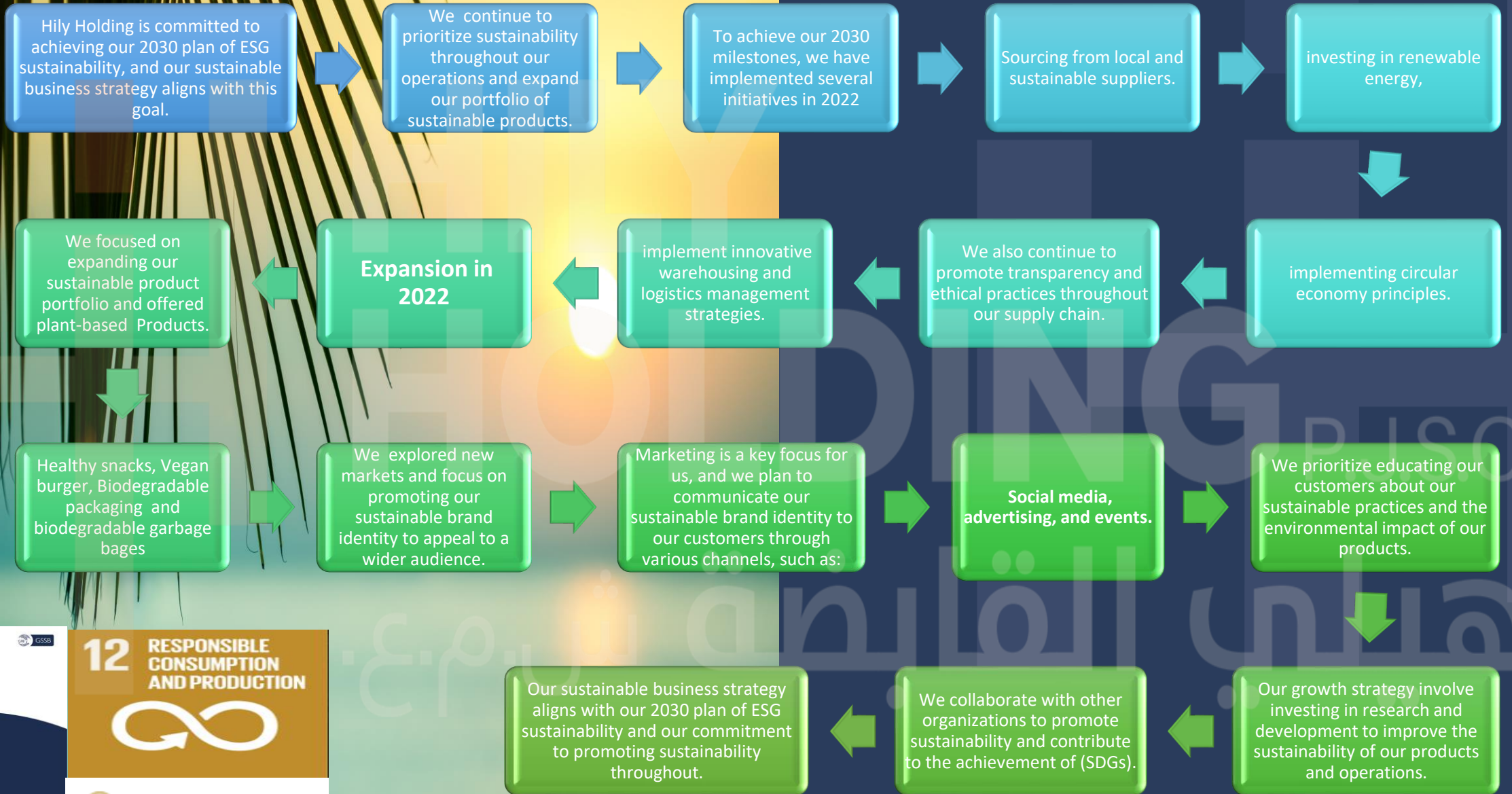
**Wol Bol**

**Quality & Sustainability Manager**



# Our Vision & Sustainability Strategy

# 2022 Milestones



GRI STANDARDS  
GRI 101: FOUNDATION 2016

CSRB

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**

**GRI 101**

Sustainable Environment and Infrastructure

# Listening to Our Stakeholders

## Customers:

At Hily Holding, We listen to our customers through various channels, such as customer feedback forms and social media platforms. By understanding their needs and expectations, we can provide them with better products and services. This aligns with SDG 8 - Decent Work and Economic Growth, GRI 413 - Local Communities, and UAE Vision 2021 - World-Class Healthcare and Education.



UN SDG

GRI

UAE 2021 vision

8 DECENT WORK AND ECONOMIC GROWTH



GRI 413: LOCAL COMMUNITIES 2016

GRI 413



World-Class Healthcare



VISION

MISSION

To become the GCC consumer's first choice for quality, wellness and nutritious food products.

To provide 'Good Taste of Life' for our consumers by consistently delivering quality, nutritive, high value food products, while creating value for our Stakeholders and Employees alike.

The Good Taste of Life

excellence Since 1979



Our customers needed healthy and highest quality products, we introduced nutritious brown rice, highest quality of Sherazade royal and Virginia Meal-on-the-Go, as a result we achieved **95% customer's satisfaction** and revenue growth in our SKUs, our marketing team ensured brand awareness with **availability 24/7** and social media presence to directly communicate with customers

Shehrazade Indian Basmati Rice 5kg  
 Brand: Shehrazade  
 ★★★★★ 10 ratings  
 Amazon's Choice for "basmati rice 5kg"  
 AED 61.58  
 All prices include VAT.  
 10% discount with Citibank (code CB10OCT). Discount by Amazon. 1 Applicable Promotion  
 Cash on Delivery | Delivered by Amazon | Secure transaction  
 Brand: Shehrazade  
 Item package quantity: 1  
 Package weight: 5.08 Kilograms  
 Units: 5000 gram  
 About this item  
 • Shehrazade Royal Rice is a specific variant of rice: 1121 extra long slender pearly white grain  
 Basmati rice with authentic aroma. This rice lives in its name with its beautiful lenthu chana

COOKING STORIES by Shehrazade  
 Chef Leyla Fathallah X Cooking Stories by Shehrazade: Eid Mubarak (Arabic)  
 20 390 visualizações 02/05/2022 The Ramadan edition of Cooking Stories by Shehrazade has come to an end, leaving us with beautiful memories and delicious recipes: ...mais  
 59 Não gosto Partilhar Transferir Guardar



## Forwarding By Department of Human Capital & Development



We recognize the importance of our employees in driving our business forward, and we are committed to providing them with a supportive and sustainable work environment.

In this report, we have demonstrated our commitment to ESG by showcasing our efforts to promote diversity and inclusion in our workplace, provide our employees with ongoing training and development opportunities, and ensure a safe and healthy work environment.

We understand that a strong and engaged workforce is key to our long-term success, and we are dedicated to attracting and retaining the best talent in our industry. Our focus on ESG extends to our recruitment processes, where we prioritize diversity and equal opportunity, and to our employee development programs, where we provide our employees with the tools and resources they need to grow and succeed.

We are proud of the progress we have made in these areas, and we are dedicated to continuing this progress in the future. Our employees are our most valuable asset, and we are committed to providing them with the support and opportunities they need to succeed.

I would like to express my gratitude to our employees for their dedication and hard work, and to our stakeholders for their continued support. Together, we can create a brighter and more sustainable future for all.



**Fadi Sarris**

**Director of Human Capital and Development Department**





# Listening to **Our Stakeholders**

## Employees:

At Hily Holding, We regularly conduct employee engagement surveys to gather feedback and suggestions from our workforce. By addressing their concerns and improving their work environment, we can increase employee satisfaction and retention. This aligns with SDG 3 - Good Health and Well-being, GRI 401 - Employment, and UAE Vision 2021 - Cohesive Society and Preserved Identity.

**Inclusive communication has been activated, encouraging new voices and welcoming new joiners is a culture we are proud of**



UN SDG



ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

GRI

GRI 401

UAE 2021 vision



United in Responsibility

Cohesive Society and Preserved Identity



We celebrate together as a family, work as a team and communicate as friends



We increased employee's satisfaction by 15% this year due to intensive engagement and development activities





# Listening to **Our Stakeholders**

## Suppliers:

At Hily Holding, We engage with our suppliers to ensure that they share our commitment to sustainability and ethical business practices. By working together, we can optimize our supply chain and reduce our environmental footprint. This aligns with SDG 12 - Responsible Consumption and Production, GRI 308 - Supplier Environmental Assessment, and UAE Vision 2021 - Sustainable Environment and Infrastructure.

**We strategically screened and evaluated 100% of our suppliers to ensure sustainable business sustainable business practices and ethical conducts**

**OUR PRODUCTS ARE CAREFULLY SELECTED FROM VARIOUS REGIONS OF THE World**

**GRI 308** SUPPLIER ENVIRONMENTAL ASSESSMENT

**UAE 2021 vision**  
Sustainable Environment and Infrastructure

**UN SDG 12** RESPONSIBLE CONSUMPTION AND PRODUCTION

**ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS**

**SUPPLY CHAIN NETWORK**

**excellence Since 2006**

**We stay connected with our national and international suppliers to ensure sustainable consumption and smooth production patterns with continuous availability of strategic stocks**

NORTH AMERICA | SOUTH AMERICA | EUROPE | MIDDLE EAST | ASIA | AUSTRALIA

## Investors:

At Hily Holding, We communicate with our investors through annual reports, sustainability reports, and investor meetings. By being transparent and disclosing our sustainability performance, we can increase their confidence in our business and attract more sustainable investment. This aligns with SDG 9 - Industry, Innovation, and Infrastructure, GRI 201 - Economic Performance, and UAE Vision 2021 - Sustainable Economic Growth..



**BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION AND FOSTER INNOVATION**

**2022 We have sustained timely business review, timely reporting and timely communication with our investors**



# Listening to Our Stakeholders

## Community:

We engage with the local community through various initiatives, such as volunteering and corporate social responsibility projects. By being a responsible corporate citizen, we can build trust and strengthen our relationships with the community. This aligns with SDG 11 - Sustainable Cities and Communities, GRI 413 - Local Communities, and UAE Vision 2021 - Social Cohesion and Sustainable Environment

At Hily Holding, 2022 was a year we went extra miles to make sure we support the community during post pandemic, we ensured being engaged with our communities and working with local organizations to help in everyway possible.



**MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE**

UN SDG

**NUMBER OF COUNTRIES WITH LOCAL DISASTER RISK REDUCTION STRATEGIES NEARLY DOUBLED BETWEEN 2015 AND 2021 (51 TO 98 COUNTRIES)**

LEAVING NO ONE BEHIND WILL REQUIRE AN INTENSIFIED FOCUS ON 1 BILLION SLUM DWELLERS



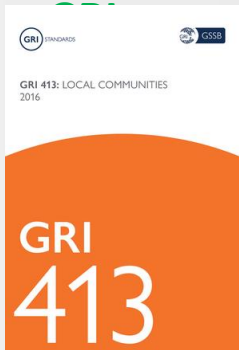
## UAE 2021 vision

## COHESIVE SOCIETY AND PRESERVED IDENTITY

The UAE Vision 2021 National Agenda strives to preserve a cohesive society proud of its identity and sense of belonging

Thus, it promotes an inclusive environment that integrates all segments of society while preserving the UAE's unique culture, heritage and traditions and reinforces social and family cohesion.

Furthermore, the National Agenda aims for the UAE to be among the best in the world in the Human Development Index and to be the happiest of all nations so that its citizens feel proud to belong to the UAE. The National Agenda also sets an ambitious plan to increase the UAE's achievements and medals won in international and Olympic games.





# Our Priorities on Sustainability Materiality Topics

As we operate in a dynamic and evolving business environment, it is important to identify and prioritize the sustainability topics that are relevant to our business and stakeholders. Conducting a materiality assessment allows us to evaluate the most pressing environmental, social, governance, health, and economic issues we should address in our operations.

In 2022, we conducted a review of our 18 material topics from 2021, considering industry peers, international guidelines and frameworks, and market analysis. After receiving internal feedback and external input, we updated our matrix to reflect the evolving concerns of our industry.

Our revised matrix highlights the importance of reducing greenhouse gas emissions and promoting energy efficiency in our operations. We recognize the urgent need to mitigate climate change and have set targets to reduce our carbon footprint. Additionally, we have emphasized the importance of promoting diversity, equity, and inclusion throughout our organization and supply chain. We are committed to promoting fair and ethical labor practices and ensuring the health and safety of our employees and stakeholders.

Aligned with the UAE Vision 2021 and the SDGs, our materiality assessment demonstrates our commitment to sustainable development and responsible business practices. We will continue to monitor and evaluate our material topics, addressing the most pressing issues and driving positive impact in our operations and communities.

## Material Grading

	Rank	Material
High Materiality	1	Product Quality & Safety
	2	Corporate Governance & business ethical practices
	3	Food waste reduction
	4	Financial performance
	5	Workplace health and safety
	6	Employees Development and retention
	7	Innovation and circular economy
Materiality	6	Workplace Diversity and equal opportunity
	7	Operational Management
	8	Responsible Marketing and Customer Satisfaction
	9	Responsible Supply Chain
	10	Water Stewardship
	11	Human Rights
Important	12	Food Security
	14	Employees Engagement and Well-being
	15	Healthy Products
	16	Climate change
	17	Environmental Impact
	18	Community Distribution and Investment
	19	Biodiversity and Environmental Impact
	20	Equality and inclusion and justice for all

# Our Sustainability Framework

Our sustainability framework at Hily Holding is designed to integrate sustainability into our core business operations, in order to create long-term value for all stakeholders. Our framework is based on four pillars demonstrated below

Our sustainability framework is aligned with the SDGs, the GRI Standards, and the UAE Vision 2021 for sustainable development, and we are committed to continuously improving our sustainability performance and reporting on our progress.

## Maintaining Ethical, Responsible, and Profitable Business



- We are committed to maintaining the highest ethical and responsible business practices, while delivering sustainable profitability.
- We uphold ethical principles in all our dealings with stakeholders, foster a culture of transparency and accountability, and ensure responsible governance.
- We are aligning with SDGs 8, 12, 16, and the GRI Standards on Ethical Behavior and Anti-Corruption

## Fostering Diverse, Healthy, and Safe Communities



- We believe in fostering diverse, healthy, and safe communities that are resilient, inclusive, and socially responsible.
- We promote diversity and inclusion within our workforce, provide a safe and healthy work environment, and engage with local communities to address their concerns.
- We are aligning with SDGs 3, 4, 5, 8, 10, and 11, and the GRI Standards on Diversity and Equal Opportunity, Occupational Health and Safety, and Community Engagement.

## Innovation and Reengineering Product Quality and Sustainability



- We are committed to innovation and reengineering our product quality and sustainability to meet evolving customer demands and emerging industry trends.
- We invest in sustainable technologies, reduce our environmental footprint, and improve our product quality and safety standards.
- We will align with SDGs 7, 9, 12, 13, and the GRI Standards on Energy, Innovation, and Product and Service Labeling.

## Preserving and Protecting the Environment



- We recognize the importance of preserving and protecting the environment for future generations.
- We adopt sustainable practices, reduce our carbon footprint, minimize waste and pollution, and engage in conservation efforts.
- We will align with SDGs 6, 7, 12, 13, 14, and 15, and the GRI Standards on Water and Effluents, Climate Change, and Biodiversity.



# Maintaining Ethical, Responsible, and Profitable Business



At Hily Holding, We are committed to maintaining the highest ethical and responsible business practices, while delivering sustainable profitability. We uphold ethical principles in all our dealings with stakeholders, foster a culture of transparency and accountability, and ensure responsible governance. We are aligning with SDGs 8, 12, 16, and the GRI Standards on Ethical Behavior and Anti-Corruption

## Material Topics

- Our Finance Performance
- Corporate Governance
- Risk Management and Internal Controls
- Ethical Business Conduct
- Supporting Human rights
- Our Customers
- Responsible Marketing

## UAE National vision 2021 Pillars

- United in Responsibility
- Competitive Knowledge Economy

**8**  
Goals  
**Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**

**12**  
Goals  
**Ensure sustainable consumption and production patterns**

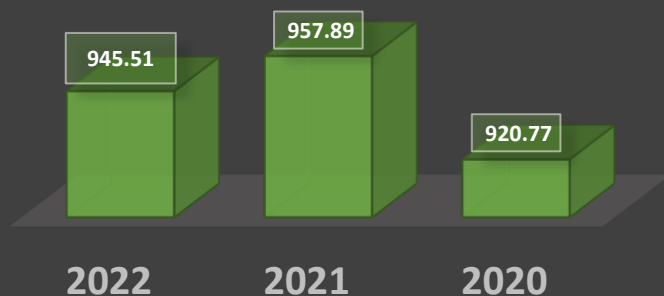
**16**  
**Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels**



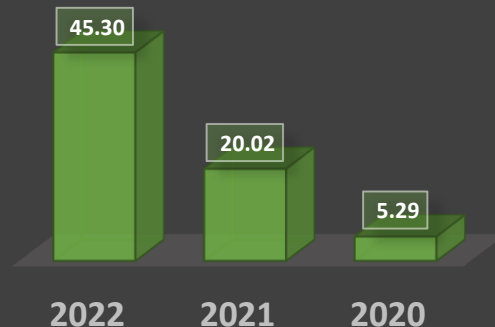
# Key performance indicator

Net Revenue	Net Profit	Cash from operations	Capital Expenditure	Group Headcount
<b>146.251 M</b>	<b>76.915 M</b>	<b>137. M</b>	<b>6.204 M</b>	<b>300+</b>

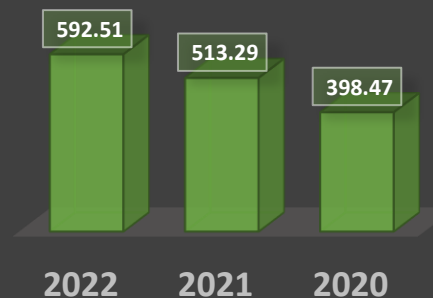
TOTAL ASSET (IN MILLIONS AED)



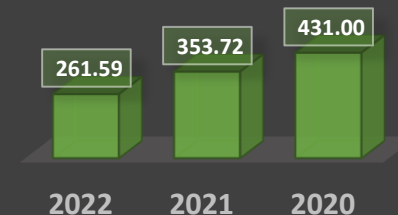
CASH (IN MILLIONS AED)



EQUITY (IN MILLIONS AED)



BANK BORROWING (IN MILLIONS AED)





# Expansion overview

Hily Holding's vision of establishing itself as an investment leader in the GCC region is strongly supported by a disciplined expansion plan. This plan involves integrating and scaling businesses units and subsidiaries to enhance our existing core businesses, while also venturing into new categories and markets. Thanks to our robust balance sheet and favorable reputation in the market, we are well-positioned to leverage inorganic opportunities and explore new avenues of growth.

At Hily Holding, our success in diversifying our business portfolio and achieving growth is a direct result of our strategic approach to expanding into markets and categories that demonstrate strong fundamentals and benefit from attractive consumer trends. Our expansion strategy is well-defined, with specific criteria that any business unit and subsidiaries of Hily Holding must meet in order to align with our ongoing strategy for 2027. Central to this strategy is the requirement that any new business is accretive to our earnings and complements our operating model, ensuring a seamless integration and alignment with our core values and mission.

We assess the growth prospects of our businesses and invest in them to foster their development and enable them to reach their full potential. This cooperative approach fosters close relationships with the teams of various units and subsidiaries, providing significant advantages during the integration process and preserving an enterprising culture.

The year 2022 marked a significant milestone for Hily Holding, as we experienced notable growth across all business units and subsidiaries. This strong momentum is expected to bring us benefits in the years to come.

## Foodco National Foodstuff

Abu Dhabi National Foodstuff Company was established by an Emiri Decree on January 31, 1979 under the patronage of crown prince H.H. Shaikh Khalifa Bin Zayed Al Nahyan. In July 2006; result of business growth a new company Abu Dhabi National Foodstuff LLC was incorporated to take over Company's exclusive food storage and distribution business. The restructuring plans in the first quarter of 2019, resulted in the formation of Foodco National Foodstuff PJSC with the merger of two entities under the group; Abu Dhabi National Foodstuff LLC and Sense Gourmet. Foodco National Foodstuff PJSC is the arm of FMCG business from the mother group. The Company's Head Office is located in Al Mina Zayed, Abu Dhabi.

Segment	Footprint	2022 Revenue	Relational
FMCG	UAE & GCC	49.88 M	Category (investment)





# Abu Dhabi National Foodstuff

Abu Dhabi National Foodstuff LLC is an innovative FMCG company established in Abu Dhabi in 1979 as a public shareholding entity under the patronage of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, the President of the UAE. Originally set as a food wholesaler and distributor under the name of Abu Dhabi National Foodstuff Company, the company initially aimed to source high quality foodstuff, making it available to a wide market at competitive prices.

Driven by population growth, a buoyant economy and the rapid expansion of markets across the UAE, the GCC and the Middle East, the region witnessed investments worth billions of dollars in the food import and export sector. As business flourished, Foodco cemented its position as a leading importer and exporter of quality foodstuff throughout the Arabian Gulf, and went on to diversify into complementary areas of business including packaging and retailing.

Following a major restructuring in 2003 and the establishment of standalone companies leading the complementary areas of business, Abu Dhabi National Foodstuff LLC was able to return to its original focus. The company boasts a diverse portfolio of products covering a wide range of fast-moving consumer goods, including rice of all varieties, sugar, edible oil, Italian pasta, canned food, tuna, olives, olive oil, tea, evaporated milk, saffron, frozen chicken and meats, frozen vegetables, household aluminum foil and facial tissues.

Abu Dhabi National Foodstuff LLC prides itself on its adoption of best practices and commitment to quality, and currently holds ISO 9001:2008 certification. Supported by more than 200 staff, the company operates out of a 13,000 square meter complex in Abu Dhabi, with plans to relocate to new purpose-built premises in Mafraq in 2013.

Segment	Footprint	2022 Revenue	Relational
FMCG	UAE & GCC	40.78 M	Category - FMCG





Contact us : 600 522 526  
Email : customerservice@foodcouae.com  
www.fnfuae.com

2,500 square meters of Cold Storage and 25,000 square meters of temperature - controlled Warehousing at Mina



### WAREHOUSING



1,700 square meters of Cold Storage & 6,000 square meters of Temperature - controlled Storage at Mafraq Warehouses.



SPL / FOODCO owns a fleet of Trucks to serve the current business  
1 ton | 3 / 4 tons | 10/10 tons | 40 tons



**TRANSPORTATION**

Additional trucks will be added for increased business. All trucks are well-maintained and clean.

*The Good Taste of Life*



# 5PL logistics solution LLC

5PL Logistics Solutions was established in 2015 to cater to Abu Dhabi's growing need for a holistic supply chain provider, offering end-to-end solutions to companies interested in expanding their activities into the emirate, as well as providing the services of an 'Integrated Business Zone'. This holistic approach combining an unwavering focus on the end result and innovation with the integration of smart technologies unheard of in the industry, ensures the growth and success of our customers, greatly increasing their competitive advantage.

5PL Logistics Solutions boasts a unique model that combines the best of supply chain and business management solutions, with a high-tech temperature-controlled facility, a fleet of state-of-the-art vehicles and real-time information delivery in addition to a modern business center with ready-to-occupy office spaces. We believe that our people and our facility, with 11,000 m2 of temperature-controlled storage ranging from -18°C to 23°C and plans to add an additional 35,000 m2 ranging from -22°C to +24 °C, are our biggest assets.

Segment	Footprint	2022 Revenue	Relational
Manufacturing	UAE & GCC	16.41 M	Category (Logistics and warehousing)



**YOUR 3PL PARTNER IN WAREHOUSING & LOGISTICS**

- WAREHOUSE – DRY / TEMPERATURE CONTROLLED / CHILLED / FROZEN
- WAREHOUSE FACILITIES IN MULTIPLE LOCATIONS – ABU DHABI, MEENA & MAFRAG – DUBAI – AL AIN
- DISTRIBUTION & TRANSPORTATION
- E-COMMERCE DELIVERY SUPPORT SERVICES
- FREIGHT FORWARDING & CUSTOMS BROKERAGE SERVICES (AIR, SEA & LAND)
- BUSINESS CENTRE / OFFICE SPACE
- TAILORED LOGISTIC SOLUTIONS
- CONTRACT LOGISTICS

**YOUR 3PL PARTNER IN WAREHOUSING & LOGISTICS**

**MEENA**  
Port Zayed, Abu Dhabi  
Phone : +971 2 6731000

**DUBAI**  
Al Quoz - Dubai  
Phone : +971 4 3385109

**AL AIN**  
Sanaya - Al Ain  
Phone : +971 3 7215565

**5PL LOGISTICS SOLUTIONS**  
Plot No. 426, Mafraq, PO Box 39248  
Abu Dhabi, United Arab Emirates  
Tel. : + 971 2 582 4006  
Email : contactus@5plsolutions.com  
Web : www.5plsolutions.com

**OUR VALUED CUSTOMERS**

**EFT**      **EasyEgg**  
FACTORY

Hily Holding Sustainability Report 2022



# Dana Plaza Real Estate

Headquartered in Abu Dhabi, Dana Plaza Real Estate is a privately owned real estate management, development and investment company known for its portfolio of the most notable addresses and commercial locations. Founded and led by Hily Holding (previously known as Foodco Holding), Dana Plaza Real Estate is highly specialized in identifying, managing and acquiring commercial properties in prime geographical areas with strong growth potential.

Dana Plaza Real Estate was initially established as a division charged with meeting the real estate requirements of Foodco LLC. Being a diverse team of experts, not only in real estate, but also entrepreneurship, management, and technology, the group wanted to capitalize on its expertise to build a comprehensive real estate investment and development company, which led to growing its activities in the real estate investment and business development sector into a fully-fledged entity that runs a successful operation in real estate investments extending beyond the borders of its mother company.

Segment	Footprint	2022 Revenue	Relational
Real Estate Management	UAE	35.25 M	Category (Real Estate management)





# Corporate Governance

At Hily Holding PJSC, we operate with a steadfast commitment to responsible conduct, guided by our unwavering principles of good governance. Our corporate governance framework serves as the bedrock of our operations, enabling us to uphold the highest standards of ethics and integrity. We firmly believe that a strong foundation of good corporate governance and business ethics is essential for our company to effectively compete and unlock its full potential.

Aligned with ESG standards and Abu Dhabi's 2021 vision, we recognize that robust corporate governance practices are integral to creating sustainable value for our stakeholders, encompassing not only our shareholders, but also our employees, customers, suppliers, and the wider community. We are deeply committed to engaging with all of our stakeholders in a transparent and collaborative manner, nurturing enduring relationships and promoting mutual understanding.

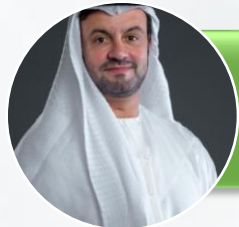
Our Board of Directors is entrusted with the responsibility of providing oversight and guidance, ensuring that the company is managed with an unwavering commitment to integrity and the highest ethical standards. Meanwhile, our management team is fully dedicated to creating sustainable value through sound business fundamentals, corporate social responsibility, and environmental stewardship. By prioritizing these critical areas, we are confident in our ability to remain competitive and realize our full potential.

We continually review and refine our corporate governance systems and procedures, ensuring they remain aligned with the latest standards and best practices. Our comprehensive annual corporate governance report, approved by the Securities and Commodities Authority (SCA) and shared on the Abu Dhabi Exchange (ADX) website, provides a transparent and comprehensive overview of our governance practices and procedures. It is also easily accessible to all stakeholders via our Group's website and annual report.

References: ESG standards, Abu Dhabi 2021 vision, Securities and Commodities Authority (SCA), Abu Dhabi Exchange (ADX) website.

## BOARD OF DIRECTORS

At Hily Holding PJSC, our Board of Directors plays a critical role in guiding and overseeing our operations. Our Board is comprised of highly experienced individuals who possess deep expertise in their respective fields and are committed to upholding the highest standards of ethics and integrity. Under their oversight, we are able to maintain our unwavering commitment to good governance, sustainability, and stakeholder engagement. The current board consists of five members. The majority are non-executive directors and two-thirds are independent members. The independent members have signed the declaration of independence form prepared by the Securities and Commodities Authority.



Chairmen

Ahmed Bin Ali Khalfan Al Dhaheeri



Vice Chairmen

Rashed Darwish Ahmed Saif Al Ketbi



Member

Dr. Mohamed Ali Khamis Mohamed Al Hosani



Member

Mohamed Saeed Abdallah Mosalam Al Qubaisi



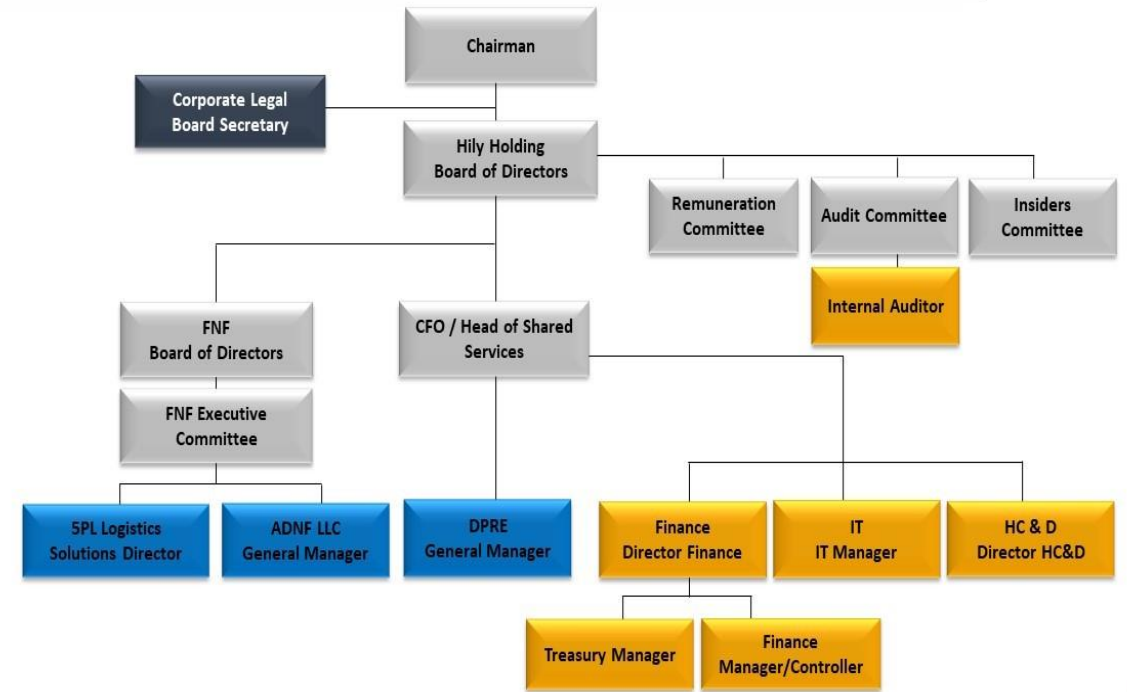
Member

Mohamed Ali Khalfan Al Mutawa Al Dhaheeri

## GOVERNANCE STRUCTURE

Hily Holding PJSC is a company that is deeply committed to conducting business with the utmost integrity and in accordance with the highest standards of ethics. This commitment is reflected in our robust corporate governance structure, which serves as the foundation of our operations. Our corporate governance framework enables us to uphold the principles of good governance, maintain the highest standards of ethics and integrity, and ensure that we create sustainable value for our stakeholders. In this brief, we will provide an overview of our corporate governance structure, highlighting our commitment to ESG standards, Abu Dhabi 2021 vision, and our adherence to the latest standards and best practices.

### HILY HOLDING PJSC



# Risk Management process at Hily Holding

Hily Holding risk management process involves identifying, assessing, and mitigating risks to an organization's operations, finances, reputation, and stakeholders. This process requires establishing the context of risk management, conducting risk assessments, selecting appropriate risk treatment options, monitoring and reviewing risk management activities, communicating and consulting with stakeholders, and embedding risk management into the organization's culture and processes. The process is guided by principles outlined in risk management standard and is closely linked to global sustainability frameworks such as the United Nations Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards. Effective risk management helps our organization to identify and address potential threats, opportunities, and challenges, and build resilience to navigate the complex and dynamic business environment.

**Establish context:** We First identify stakeholders and set the context for risk assessment and management. (GRI 102-11, SDG 17)

**Risk assessment:** We then identify, analyze, and evaluate risks to determine their likelihood and potential impact. (GRI 102-15, SDG 13)

**Risk treatment:** We then select and implement appropriate risk treatment options to mitigate or manage identified risks. (GRI 102-17, SDG 8)

**Monitor and review:** We monitor and review the effectiveness of risk management activities, identify changes in risk exposure, and adapt risk treatment as necessary. (GRI 102-18, SDG 16)

**Communication and consultation:** We communicate and consult with stakeholders throughout the risk management process to ensure transparency and accountability. (GRI 102-40, SDG 5)

**Embedding risk management:** We integrate risk management into the organization's governance, culture, and processes to ensure ongoing effectiveness. (GRI 102-12, SDG 10)

## Business continuity

Hily Holding has demonstrated its commitment to business continuity by adhering to the local UAE standard NCEMA 7000. Our proactive measures to ensure compliance with the standard have enabled us to successfully navigate the COVID-19 pandemic in 2022. Our business continuity plan prioritizes the safety and wellbeing of our employees, customers, and stakeholders while maintaining the continuity of our operations. We have implemented various measures, such as remote work arrangements, physical distancing, regular disinfection, and health screening to prevent the spread of the virus. We have also established contingency plans to address potential disruptions to our supply chain, financial stability, and operational capacity. Our focus on business continuity has allowed us to maintain our operations, sustain our revenue streams, and continue to contribute to the UAE economy.

## Ethical Business Conduct

Ethical business conduct is an essential aspect of corporate social responsibility, and it is central to our values at Hily Holding. We believe that ethical conduct is fundamental to building trust with our stakeholders, maintaining our reputation, and creating sustainable value. Our commitment to ethical conduct is reflected in our code of conduct, which outlines our expectations for behavior and decision-making. We adhere to international standards, such as the United Nations Global Compact, and relevant laws and regulations, including anti-corruption laws. We ensure that all our employees, partners, and suppliers are informed and educated on our ethical standards and expectations. We have established reporting mechanisms for ethical breaches or concerns, and we investigate and address such incidents promptly and fairly. Our focus on ethical conduct has earned us recognition as a trusted and responsible business partner, and it has enabled us to build strong relationships with our stakeholders.

**This year and as always, we are always ensuring zero bribery case**



## Risk Management & Internal Controls

Effective risk management and internal controls are essential components of Hily Holding PJSC's corporate governance framework. As a responsible corporate citizen, we recognize the importance of mitigating risks and ensuring compliance with relevant laws and regulations. Our risk management and internal control systems are designed to identify, assess, and manage risks across the organization proactively.

To achieve this, we have established a comprehensive set of policies, procedures, and controls that are in line with international best practices and comply with local laws and regulations. We regularly review and enhance these controls to ensure that they remain effective and aligned with our business objectives and values.

Our internal control system is an integral part of our corporate governance framework, providing reasonable assurance that our operations are efficient, effective, and compliant with applicable laws and regulations. The system encompasses various components, including risk assessment, control activities, information and communication, and monitoring activities. We have implemented appropriate internal controls to safeguard our assets, maintain accurate financial reporting, and ensure compliance with laws and regulations.

We are committed to ensuring that our risk management and internal control systems are continuously improving to mitigate risks and support our long-term sustainability objectives. Our risk management and internal control systems are reviewed regularly to ensure they align with the latest ESG reporting standards, international accounting principles, and securities exchange regulations. As a result, we can provide our stakeholders with transparent and reliable reporting and demonstrate our commitment to responsible corporate governance.



We are in compliance with the latest ESG reporting standards, international accounting principles, and securities exchange regulations, ensuring transparency, reliability, and sustainability in our operations

## Nomination & Remuneration Committee

Our Nomination & Remuneration Committee operates in compliance with the UAE Commercial Companies Law, the SCA regulations, and the ADX listing rules. We ensure that our Nomination & Remuneration Committee follows the Corporate Governance Code issued by the SCA and that our executive remuneration policies are aligned with the Principles of Responsible Investment (PRI) and the Sustainability Accounting Standards Board (SASB) standards.



## ANTI- MONEY LAUNDERING AND COMBATING THE FINANCING OF TERRORISM AND ILLEGAL ORGANISATIONS

Hily Holding PJSC is fully compliant with the Federal Decree-law No. (20) of 2018 on Anti-Money Laundering and Combating the Financing of Terrorism and Financing of Illegal Organizations. We have registered on the 'GOAML' portal, which is mandatory for all Relevant Persons, including Designated Non-Financial Businesses (DNFBPs), such as Foodco Holding Company and Danaplaza Company.

As a DNFBP, we have implemented robust customer due diligence (CDD) procedures to identify and verify our customers' identity. We have established an internal supervision system to monitor and report any suspicious transactions to our Compliance Officer, who is responsible for reporting such activities directly to the Financial Intelligence Unit (FIU) of the UAE Central Bank through the approved electronic system or any means approved by the FIU.

Our Compliance Officer is well-versed in the regulatory requirements and has been trained to carry out their tasks effectively. They are responsible for overseeing our compliance with the anti-money laundering and counter-terrorism financing regulations, ensuring that our risk management and internal control systems are adequate, and addressing any issues that arise.

We have also identified high-risk jurisdictions and implemented additional measures to mitigate the associated risks. We believe that our compliance with these regulations demonstrates our commitment to responsible corporate citizenship and sustainable business practices. We are committed to continuously reviewing and enhancing our risk management and internal control systems to ensure they comply with the latest regulations and ESG reporting standards.



**The External Auditor KPGM**



Our external auditor KPMG operates in compliance with International Standards on Auditing (ISA) and the United Arab Emirates' laws and regulations, including the Securities and Commodities Authority (SCA) regulations. We ensure that our external auditor has the necessary resources and expertise to conduct high-quality audits that are in compliance with international accounting principles and provide transparency and reliability to our financial reporting

**Audit Committee**

Our Audit Committee operates in compliance with the UAE Commercial Companies Law, the SCA regulations, and the Abu Dhabi Securities Exchange (ADX) listing rules. In addition, our Audit Committee follows the International Framework for Assurance Engagements issued by the International Auditing and Assurance Standards Board (IAASB). We ensure that our Audit Committee has the necessary resources and expertise to oversee our financial reporting, internal controls, and risk management practices.

**We are in compliance with the latest ESG reporting standards, international accounting principles, and securities exchange regulations, ensuring transparency, reliability, and sustainability in our operations**



**Insiders' Trading Follow-up & Supervision Committee**

Our Insiders' Trading Follow-up & Supervision Committee operates in compliance with the UAE Commercial Companies Law, the SCA regulations, and the ADX listing rules. We ensure that our Committee follows the guidelines issued by the SCA and the Dubai Financial Services Authority (DFSA) on the prevention of insider trading and that our insider trading policies are aligned with the ESG reporting standards issued by the Global Reporting Initiative (GRI)

**Internal Control System**

Our Internal Control System operates in compliance with the UAE Commercial Companies Law, the SCA regulations, and the ADX listing rules. We ensure that our internal controls are in line with the International Framework for Internal Control issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO). We also follow the sustainability reporting guidelines issued by the GRI, which include reporting on our internal control system and risk management practices.



# Information Technology Risk Management System

Our IT management system involves managing the IT infrastructure, applications, and services that support our organization's operations

Our system includes identifying IT risks, assessing their likelihood and impact, and implementing appropriate controls to manage and mitigate them.

Our IT management system aligns with global standards to ensure the confidentiality, integrity, and availability of information assets.

Our system includes implementing access controls, encryption, data backup, and disaster recovery measures to ensure business continuity in case of IT incidents

Our IT management system supports the achievement of the United Nations Sustainable Development Goals (SDGs), particularly SDG 9 on industry, innovation, and infrastructure, and SDG 12 on responsible consumption and production.

Our IT management system is reported on in accordance with the Global Reporting Initiative (GRI) standards, which emphasize the importance of managing risks related to information security and data privacy (GRI 417).

Our Effective IT management system enhances the reliability and efficiency of operations, contributes to the sustainable development of the organization and stakeholders, and protects the reputation of the organization.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



## Forward by Group IT Manager

Hily Holding recognizes the importance of IT risk management in ensuring the security and reliability of our information systems. Our currently running applications are critical components of our operations, and we have implemented measures to manage the associated IT risks. Our IT risk management approach involves identifying potential risks, assessing their likelihood and potential impact, and implementing appropriate risk mitigation measures. We adhere to global standards, to ensure the confidentiality, integrity, and availability of our information assets. We have implemented access controls, encryption, data backup, and disaster recovery measures to ensure business continuity in case of IT incidents. Our IT risk management strategy aligns with the United Nations Sustainable Development Goals (SDGs) related to digital transformation and innovation (SDG 9) and responsible consumption and production (SDG 12). We also report on our IT risk management practices in accordance with the Global Reporting Initiative (GRI) standards, which emphasize the importance of managing risks related to information security and data privacy (GRI 417). By managing IT risks effectively, we can enhance the reliability and efficiency of our operations, contribute to the sustainable development of our business and stakeholders, and protect our reputation.

0 in 2022

Total incident of Customer's data being compromised.



Huiam Abdalla  
Group IT Manager

## Supporting Human Rights

At Hily Holding, we are committed to upholding the human rights of all individuals associated with our operations. We have implemented various policies and procedures to ensure the protection of our employees and other stakeholders, including codes of ethics and conduct, anti-harassment policies, and compliance with the UAE labour law. Our suppliers are also required to adhere to our management code of conduct.

In addition to these policies, we provide training to our operations staff to ensure they are equipped with the necessary knowledge and skills to comply with our human rights standards. We are aligned with the SDGs and UAE 2021 Vision and strive to ensure that our operations are consistent with these goals.

During the COVID-19 pandemic in 2022, we continued to prioritize the protection of human rights by implementing measures to ensure the health and safety of our employees, including the provision of personal protective equipment and remote work options. We also recognized and rewarded employees who demonstrated exceptional commitment to health and safety practices during this challenging time.

Furthermore, we prioritize personal health and safety on the road by providing our drivers with training and support to ensure safe driving practices. We are committed to managing key risks associated with our warehousing and FMCG food and non-food operations and have established an HSE committee to oversee our health and safety practices.

## Our Customers and Operational Excellence

At Hily Holding, we prioritize customer satisfaction and work tirelessly to ensure that our customers are provided with high-quality products and services. Our commitment to quality is reflected in our exceptional track record of customer satisfaction, which reached 95% in 2022.

We achieved this impressive rating through various initiatives, including excellent warehousing facilities that enable us to maintain the quality of our products. Our focus on ensuring the highest quality rice and FMCG products further enhances our customers' experience.

Our customer care team ensures that we are responsive to customers' needs, addressing any concerns or questions they may have. We value open communication with our customers, and our efforts to improve communication channels have contributed to our high satisfaction rates. Our commitment to customer satisfaction extends beyond the provision of quality products and services. We also adhere to the highest ethical standards, ensuring that our customers' rights are protected at all times. Our codes of ethics and conduct, as well as compliance with UAE labour laws, ensure that our employees provide services that meet the highest standards of customer satisfaction.

Through our commitment to customer satisfaction and high ethical standards, we align with the UAE 2021 vision and SDGs, which promote sustainable development and ethical business practices.



# Supporting Human Rights, Decent Work and Economic Growth, Gender Equality

Hily Holding PJSC is committed to aligning our business operations with the UAE's 2021 National Vision, as well as the United Nations' Sustainable Development Goals (SDGs) 3, 5, and 8. In 2022, we made significant progress in implementing our policies and achieving our sustainability goals.



Under SDG 3, we have implemented several initiatives to promote the health and well-being of our employees, customers, and the community. We have established a comprehensive workplace health and safety program, including regular training and awareness sessions, to ensure a safe and healthy work environment. We have also introduced several health and wellness programs, including access to health clinics, healthy eating options, and fitness programs for our employees.



In line with SDG 5, we are committed to promoting gender equality and empowering women in our workforce. We have implemented policies to ensure equal pay and opportunities for all our employees, regardless of gender. We have also launched several initiatives to support the professional development of women, including mentoring and leadership programs.



In support of SDG 8, we are committed to promoting sustainable economic growth and decent work for all. We have implemented responsible business practices, including ethical sourcing, fair labor practices, and environmental stewardship. We have also invested in training and development programs for our employees to ensure they have the necessary skills to succeed in their roles and contribute to our growth.



We are proud of our progress in 2022 and remain committed to our sustainability goals. We will continue to review and enhance our policies and practices to ensure they align with the UAE's 2021 National Vision and the SDGs. We believe that our commitment to responsible business practices and sustainable development will help us achieve long-term success and contribute to the prosperity of our stakeholders and the wider community.



# Hily Holding Culture of Supporting Human Right, Decent Work and Economic Growth, Gender Equality

Treat others with dignity and respect at all times

Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive or unwelcome.

Foster teamwork and employee participation, encouraging the representation of different employee perspectives

Seek out insights from employees with different experiences, perspectives and backgrounds

Support flexible work arrangements for co-workers with different needs, abilities and/or obligations

Confront the decisions or behaviors of others that are based on conscious or unconscious biases

Be open-minded and listen when given constructive feedback regarding others' perception of your conduct.





# Responsible Marketing

At Hily Holding, we believe in responsible marketing practices that prioritize ethical considerations and social responsibility. Our marketing efforts are guided by our commitment to sustainable development and are aligned with the SDGs and UAE 2021 Vision.

We aim to create marketing campaigns that are truthful, transparent, and respectful of all individuals and communities.

We strive to avoid any marketing practices that could be deemed harmful or offensive, including misrepresentation, false advertising, or discriminatory messaging.

To ensure compliance with our responsible marketing practices, we have developed a code of conduct that all employees and third-party partners must follow. We also conduct regular training sessions to raise awareness of the importance of ethical marketing practices.

Our efforts have been recognized by our customers, who have reported high levels of satisfaction with our marketing campaigns. We believe that responsible marketing is not only the right thing to do, but it is also good for our business and the communities we serve.

# Some of Our Key Partners



## Encouraging customer feedback and engagement

We actively sought out customer feedback in 2022 and encouraged engagement through social media and other channels. This helped us understand our customers' needs and preferences better and improve our products and services accordingly.



## Supporting responsible sourcing and production

We made a concerted effort in 2022 to support responsible sourcing and production practices. This included sourcing products from suppliers who use sustainable and ethical production methods and supporting local producers and artisans.



## Avoiding offensive or discriminatory content

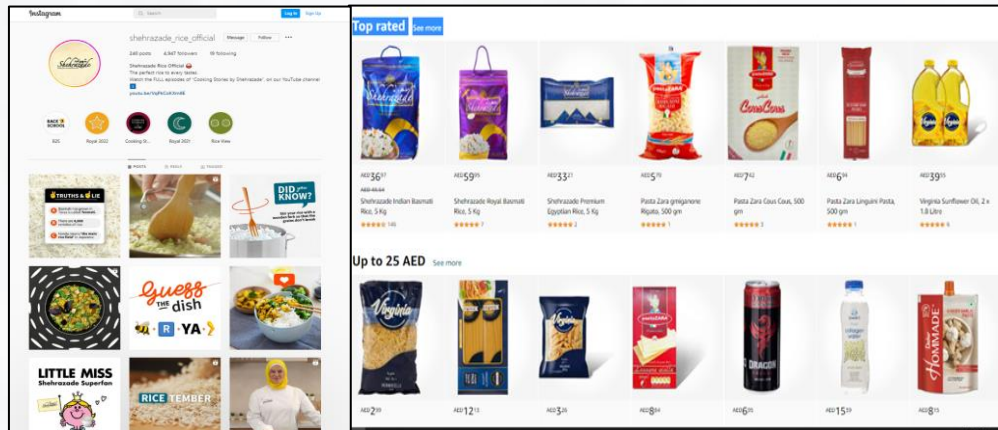
Our marketing campaigns in 2022 were designed to avoid any offensive or discriminatory content. We were mindful of cultural and social sensitivities and made sure our campaigns were inclusive and respectful to all customers.





## Providing clear and accurate product information:

In 2022, we ensured that all product information displayed in our stores, on our website, and on e-commerce platforms was clear, accurate, and up-to-date. This helped customers make informed decisions about the products they were purchasing.



## Promoting healthy and sustainable products

We made a conscious effort to promote and market healthy and sustainable products in 2022. This included highlighting organic and locally-sourced products, as well as products with reduced sugar, salt, and fat content.



## Avoiding false or misleading claims

Our marketing campaigns in 2022 were carefully crafted to avoid making any false or misleading claims about our products or services. This helped us build trust with our customers and avoid any potential legal issues.



## Educating customers about responsible consumption

We launched a series of educational campaigns in 2022 to help our customers understand the importance of responsible consumption. These campaigns included information about portion control, waste reduction, and recycling.



# Fostering Diverse, Healthy and Safe Communities

Fostering diverse, healthy, and safe communities is a key priority for Hily Holding PJSC, in alignment with the United Nations' Sustainable Development Goals (SDGs) and the UAE Vision 2021. We believe that building inclusive and diverse communities is essential for promoting social and economic development and creating a better future for all.

Under SDG 3, we are committed to promoting health and well-being by providing safe and healthy work environments for our employees, implementing wellness programs, and supporting community health initiatives. We believe that healthy communities are essential for promoting sustainable economic growth and building resilient societies.

Under SDG 5, we are committed to promoting gender equality and empowering women. We believe that diverse and inclusive communities are essential for creating equal opportunities and promoting social and economic development. We have implemented policies to ensure equal opportunities for all employees, regardless of gender, and launched several initiatives to support the professional development of women.

Under SDG 11, we are committed to promoting sustainable cities and communities by creating safe and inclusive environments for all. We believe that safe and diverse communities are essential for creating sustainable economic growth and promoting social cohesion. We have implemented policies and practices to ensure the safety and well-being of our employees and the communities in which we operate.

As a responsible corporate citizen, we are committed to promoting diverse, healthy, and safe communities through our business operations and community initiatives. We believe that our commitment to sustainable development will help us achieve long-term success and contribute to the prosperity of our stakeholders and the wider community

## Fostering diverse, healthy and safe communities

Our People

Training & Development

Health & Safety

Community Engagement

## UAE National vision 2021 Pillars

Cohesive Society and Preserved Identity  
Competitive Knowledge Economy

## Material Topics

Workplace diverse and Equal Opportunities

Employee development & retention

Employee engagement & well-being

Workplace health & safety

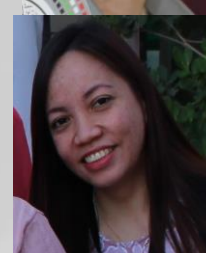
Food security

Community contribution & investment





# Our People



**355**  
**Employees**  
work at Hily Holding  
P.J.S.C

**65 New**  
**Employees**  
joined us this year

**13%**  
Turnover rate



At Hily Holding PJSC, we are committed to creating a safe, inclusive, and diverse workplace that promotes gender equality, human rights, and employee well-being. We believe that our employees are our most valuable asset, and their safety and well-being are essential for our long-term success.

To ensure the safety of our employees, we have implemented rigorous safety protocols across all our operations, including regular safety training and the use of personal protective equipment. We also provide our employees with access to health and wellness programs, mental health support, and other resources to support their physical and mental well-being.

We are committed to promoting gender equality and empowering women in the workplace. We have implemented policies and programs to ensure equal opportunities for all employees, regardless of gender, and launched several initiatives to support the professional development of women. We believe that creating a diverse and inclusive workplace is essential for promoting social and economic development.

During the difficult times of the COVID-19 pandemic in 2022, we supported our employees by implementing flexible work arrangements, providing them with access to health and safety resources, and launching several initiatives to support their mental health and well-being. We believe that caring for our employees during challenging times is essential for creating a resilient and sustainable workplace.

As a responsible corporate citizen, we are committed to promoting safety, gender equality, human rights, and diversity in the workplace and supporting our employees during difficult times. We believe that our commitment to our employees' well-being will help us achieve long-term success and contribute to the prosperity of our stakeholders and the wider community.

Although we have seen an increase of resignation by 25% due to triboulet market conditions as result of post pandemic, however, we have welcomed 45 new employees

Full Time Employees	
2020	314
2021	330
2022	355

Part-Time Employees	
2020	0
2021	0
2022	0

Total New Hired Employees	
2020	15
2021	17
2022	65

Voluntary Turnover rate	
2020	11%
2021	10%
2022	13%

## BENEFITS & COMPENSATION

In addition, employees have the option to carry forward unclaimed leave days into the following calendar year.

Our competitive compensation scheme includes housing and transportation allowances, long term incentive plans for senior management, performance-based annual bonus, sales and other incentives, overtime (as per the Labour Law), schooling assistance, family airfare, life insurance, in addition to comprehensive medical insurance for employees and their families.

At Hily Holding, we adopt enhanced and inclusive policies as well as infrastructural support for our employees, including but not confined to:

- Annual leave of 30 working days per year
- Sick leave
- Compassionate (Bereavement) leave
- Study leave
- Wedding (marriage) leave
- Medical escort leave
- Haj leave
- Maternity leave of 60 calendar days
- Three days' paternity leave

# Gender Equality

At Hily Holding PJSC, we are committed to promoting gender equality and empowering women across our operations. Our efforts are in line with the United Nations Sustainable Development Goal 5 (SDG 5) on gender equality, which aims to eliminate all forms of discrimination against women and girls. Additionally, our initiatives align with the UAE Vision 2021 pillar of a cohesive society and a safe and just community.

**We are proud to report that in 2022, we increased the number of newly hired female employees by 7%**, reflecting our commitment to promoting diversity and inclusion in our workforce. At the same time, we have implemented policies and programs aimed at creating a safe, supportive, and inclusive workplace culture that promotes equal opportunities for all employees, regardless of gender.

We believe that gender equality is not only a fundamental human right, but it is also essential to driving sustainable business growth and innovation. We are committed to fostering a diverse and inclusive workforce, where everyone has an equal opportunity to succeed and thrive.

## Female Participation

Year	Managerial position	Non-Managerial position
2020	2%	5%
2021	1%	3%
2022	8%	5%

## Full Time Employees by Gender

Year	Male	Female
2020	93%	7%
2021	94%	6%
2022	87%	13%

## Part-Time Employees by Gender

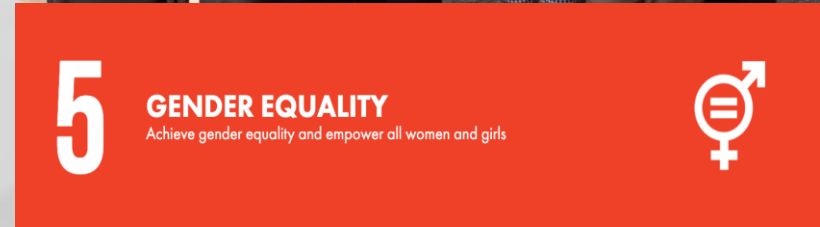
Year	Male	Female
2020	0	0
2021	0	0
2022	0	0

## Total New Hired Employees by Gender

Year	Male	Female
2020	96%	4%
2021	98%	2%
2022	80%	20%

## Voluntary turnover rate by Gender

Year	Male	Female
2020	3%	5%
2021	4%	3%
2022	11%	2%





# Age Diversity

At Hily Holding PJSC, we recognize the importance of promoting age diversity and creating an inclusive workplace culture that caters to employees of all ages. As part of our commitment to diversity and inclusion, we strive to attract, develop, and retain talent from a wide range of age groups.

**We are proud to report that 37% of our employees are under the age of 30,**

and we have further increased our commitment to age diversity by hiring

**70% of our new employees under the age of 30 in 2022.**

These initiatives align with the United Nations Sustainable Development Goal 8 (SDG 8) on decent work and economic growth, which emphasizes the importance of promoting inclusive and sustainable economic growth and employment opportunities for all.

We believe that age diversity not only promotes a more vibrant and dynamic workplace culture but also supports innovation and creativity. We are committed to fostering an inclusive work environment that values the unique perspectives and experiences of all employees, regardless of age. This commitment is reflected in our policies and programs aimed at creating an inclusive work environment that promotes equal opportunities and supports the professional development and growth of all employees.

## Full Time employees by the year of service

Year	1-5 years	5-10 years	Above 10 years
2020	40%	40%	20%
2021	50%	40%	10%
2022	55%	40%	5%



## Full Time Employees by Age group

Year	Under 30	Between 30-50	Above 50
2020	20%	60%	10%
2021	29%	63%	8%
2022	37%	56%	7%

## Newly Employees by Age group

Year	Under 30	Between 30-50	Above 50
2020	35%	55%	10%
2021	50%	35%	15%
2022	70%	15%	15%

# Fostering Inclusion



At Hily Holding, we are committed to creating a culture of respect and inclusivity, where all employees feel valued and supported. We believe that by fostering a diverse and inclusive workplace, we can create a stronger, more innovative, and sustainable business for the future.

At Hily Holding, we are committed to fostering a diverse and inclusive workplace, in line with UAE Vision 2021 and SDG 10. We believe that a diverse workforce enhances creativity, innovation, and productivity, and we have taken several steps to ensure that we are a welcoming and inclusive employer for people from all backgrounds.

In 2022, we were pleased to see a significant increase in the number of nationalities represented in our workforce. **From 19 nationalities in the previous year, we now have 23 nationalities** working across our businesses.

This represents an **increase of 21%** in the diversity of **our workforce**, demonstrating our commitment to welcoming individuals from all parts of the world.

Furthermore, we are proud to have a team that includes **5% of local UAE** nationals, as well as 95% of expats, as we believe that this mix of talent and experience is essential to our success.

We will continue to strive to increase the representation of local UAE nationals in our workforce in the coming years.



**23 Different Nationalities**  
working at Hily Holding

Employees by Origin		
Year	UAE Nationals	Expats
2020	2%	98%
2021	3%	97%
2022	5%	95%



# Training & Development

At Hily Holding, we believe that investing in our employees' development is crucial for the company's success and growth. In 2021, we launched a comprehensive training program that covered various areas, including health, safety, and environment (HSE), finance and risk control, and merchandising.

Through this program, we were able to provide our employees with the necessary skills and knowledge to perform their roles effectively and efficiently.

In 2022, we continued to prioritize our training program and increased the number of training hours from 600 to 750. This increase in training hours allowed us to cover more topics and provide more opportunities for our employees to learn and develop their skills. We are proud to report that our training program has yielded positive results, including improved job performance, increased employee satisfaction, and reduced turnover.

**750**  
Training  
house in 2022

Training hours conducted annually		
Year	Internal training	External training
2020	150	200
2021	280	320
2022	400	350

Our commitment to employee development is aligned with the UAE Vision 2021, which aims to develop a knowledge-based economy and a skilled workforce. Additionally, our training program supports several SDGs, including Goal 4 (Quality Education) and Goal 8 (Decent Work and Economic Growth). We will continue to invest in our employees' development to foster a culture of continuous learning and growth at Hily Holding.

Goals

**4**

**Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**

Goals

**8**

**Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**



# Training & Development

**Food Safety:** This training program focused on educating employees on safe food handling practices, proper storage, and correct temperature control. The objective was to ensure that all employees understand the importance of food safety, comply with regulatory requirements, and provide safe and high-quality products to customers.

**Merchandising:** This training program focused on equipping employees with the necessary knowledge and skills to effectively showcase products in the store. The objective was to enhance the customer experience and increase sales.

**Emergency Preparedness:** This training program focused on preparing employees for emergencies such as natural disasters or accidents in the workplace. The objective was to ensure that employees know how to respond in an emergency, minimize damage to the workplace, and ensure the safety of employees and customers.

**HACCP Training:** Hazard Analysis and Critical Control Points (HACCP) is a food safety management system that identifies and prevents potential hazards in the food production process. The objective of this training was to ensure that all employees understand the HACCP principles, comply with regulatory requirements, and maintain high-quality products.

**Leadership Development:** This training program focused on developing leadership skills among employees to improve their performance and productivity. The objective was to empower employees to take on leadership roles within the organization and contribute to its success.

**Anti-Money Laundering:** This training program focused on educating employees on how to detect and prevent money laundering activities. The objective was to ensure that the organization complies with regulatory requirements and operates ethically.

**IT Security:** This training program focused on educating employees on the importance of protecting sensitive information, such as customer data and financial records. The objective was to minimize the risk of cyber attacks and maintain the integrity and confidentiality of company information.

**HSE: Health, Safety, and Environment (HSE)** training focused on educating employees on how to maintain a safe and healthy work environment, comply with regulatory requirements, and prevent accidents and injuries. The objective was to ensure the safety and well-being of employees and customers.

Overall, these training programs contributed to the organization's objectives by ensuring compliance with regulatory requirements, maintaining high-quality products, improving employee performance and productivity, and enhancing the customer experience.



## PERFORMANCE MANAGEMENT

Hily Holding, performance management tool (PDR) ensures every good performance is rewarded, by periodically gauging each employee's performance. Each year, 100% of our workforce undergoes thorough performance and career development reviews, ensuring every employee has a platform to receive constructive feedback, enabling them to grow further.

### Performance Management Input

- Performance against business and performance objectives
- Demonstrating of Values
- Competency Assessment

### Performance management Output

- PDR Rating
- Business Objectives for coming year
- Development Objectives

**AED 75,000 Total Investment on Training**



# Health & Safety at Hily Holding

## HSE Practices

At Hily Holding, we prioritize the health and safety of our employees and customers. In 2022, we continued to implement various health and safety practices to ensure a safe working environment for everyone.

## Values in Action

We conducted regular inspections, coaching, and training sessions to educate our employees on the importance of safety protocols and compliance with relevant regulations. We also developed a comprehensive safety strategy that included risk assessment, hazard identification, and mitigation measures.

## The outcomes

As a result of our efforts, we are proud to report that we achieved zero vehicle accidents and zero lost time injuries (LTI) in 2022.

We were also able to improve our vehicle breakdown rates, ensuring a more reliable and safe transportation system for our employees and customers.

## Training

We attribute our success to the rigorous safety training program that we have in place for our drivers, and our commitment to continuously improving our safety practices.

## Practices

Our health and safety practices not only contribute to our organizational objectives, but also align with SDG 3 - Good Health and Well-being, and UAE Vision 2021 pillar of world-class healthcare

Health and Safety Matrix	2020	2021	2022
Number of lost days from LTIs	0	0	0
Number of fatalities	0	0	0
Number of near misses	0	0	0
Number of Unsafe Act	6	6	6
Number of vehicle accidents	5	6	0
Number of Vehicle Violations	67	66	35

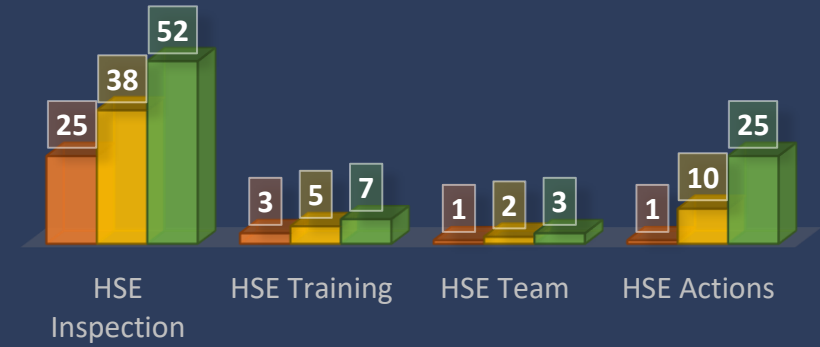
**Goals**  
**3**  
**Ensure healthy lives and promote well-being for all at all ages**



# Health & Safety at Hily Holding

## HSE PRACTICES

2020 2021 2022



### HSE Inspections carried out by HSE Committee

2020	25
2021	38
2022	52

### HSE Strategy implementation effectiveness

2020	89%
2021	90%
2022	94%





# Health & Safety at Hily Holding

## Managing key risks of warehousing:

In 2022, we continued to focus on managing the key risks associated with warehousing, including manual handling, working at height, and forklift truck operations. We conducted regular risk assessments, provided appropriate training to employees, and implemented safety measures such as safety barriers and signage.

## HSE in FMCG food and non-food:

As a company operating in the fast-moving consumer goods (FMCG) industry, we recognize the importance of managing risks associated with the storage and handling of both food and non-food products. In 2022, we continued to implement best practices in this area, including regular inspections, temperature monitoring, and adherence to strict hygiene standards.

## HSE committee:

Our Health, Safety, and Environment (HSE) committee continued to meet regularly in 2022 to review and improve our HSE policies and procedures. The committee is made up of representatives from across the organization and ensures that we remain committed to maintaining a safe and healthy work environment.

## Reward and recognition of health and safety practices during COVID-19:

In recognition of the challenges posed by the COVID-19 pandemic, we implemented a program to reward and recognize employees who went above and beyond in their commitment to health and safety practices. This included measures such as enhanced cleaning and disinfection, social distancing, and the use of personal protective equipment.

## Personal health and safety on the road:

As part of our commitment to employee health and safety, we implemented measures to ensure that employees who drive for work purposes are properly trained and equipped. This includes regular vehicle inspections, defensive driving training, and the provision of personal protective equipment such as high-visibility clothing and safety footwear. In 2022, we continued to achieve zero vehicle accidents and zero lost time injuries (LTIs) on the road.



# Innovation and Reengineering Product Quality & Sustainability



At Hily Holding, we are committed to continuously improving our products and services to meet the evolving needs and preferences of our customers, while also minimizing our impact on the environment and promoting sustainability. In line with this commitment, we have been investing in innovation and reengineering efforts to enhance the quality, safety, and sustainability of our products across all our business lines, including Warehousing, FMCG, and Logistics. By leveraging advanced technologies and data analytics, we aim to reduce waste, optimize resource utilization, and improve the overall value proposition of our products for customers and stakeholders. In this brief, we will highlight some of our key initiatives and achievements in this area in 2022, aligned with the UAE 2021 Vision and the United Nations Sustainable Development Goals

## Material Topics

Product Quality & Safety

Healthy Products

Responsible Supply Chain Management

Innovation

## UAE National vision 2021 Pillars

Sustainable Environment & Infrastructure  
Competitive Knowledge Economy





## Hily Holding Quality & Food Safety Management Approach



Our employees undergo regular training and competency assessments on food safety practices to ensure they are up-to-date on the latest standards and regulations.



We have implemented a Hazard Analysis and Critical Control Points (HACCP) system to identify, evaluate, and control food safety hazards throughout the supply chain



We have a comprehensive quality management system in place to monitor and measure the effectiveness of our food safety controls and to identify opportunities for improvement.

We engage with our suppliers to ensure they meet our standards for food safety and quality, and we regularly audit their facilities to verify compliance.



### QUALITY CONTROL

- Product Specification / Standards
- Certifications
- Health Status
- Employee Personal Hygiene rules and Health requirements
- Medical Check – up
- Personal Cleanliness
- Personal Behavior
- Food Hygiene Training Program



We have a culture of continuous improvement when it comes to food safety and quality, and we encourage feedback and suggestions from employees at all levels of the organization.

# Hily Holding Quality & Food Safety Management Approach

**Quality and Food Safety Culture:** We have established a culture of quality and food safety throughout our organization, ensuring that all employees are trained and committed to upholding high standards of food safety and quality.

**Design Warehousing:** Our warehousing is designed with food safety and quality in mind, including features such as temperature control, proper storage, and regular inspections to maintain optimal conditions.

**Regulatory Compliance as Certified ISO QMS, Food Safety, HACCP:** We are committed to meeting all relevant regulatory requirements for food safety and quality, and we have achieved certification for ISO Quality Management System, Food Safety, and HACCP to ensure we maintain the highest standards.

**Testing Laboratories of Municipality or International Labs such as SGS and Intertek:** We use both local and international testing laboratories to ensure the accuracy and reliability of our testing procedures for food safety and quality.

**Vendor Assurance Management:** We have a robust vendor assurance management program in place to ensure that all suppliers and vendors meet our high standards for food safety and quality. This includes regular audits, inspections, and monitoring of supplier performance

Year	Customer complaint per a million-product sold
2020	3%
2021	1.3%
2022	0.87%

# 95%

Customer Satisfaction in 2022

Hily Holding is committed to ensuring the highest quality standards in its products and services. We have implemented a range of policies and procedures to ensure quality assurance and quality control, including:

- 1. Quality Policy:** This policy outlines our commitment to meeting and exceeding customer expectations by maintaining the highest standards of quality in all aspects of our operations.
- 2. Quality Management System (QMS):** Our QMS is certified to ISO 9001 standards and provides a framework for continuous improvement in our processes and systems.
- 3. Food Safety Policy:** This policy sets out our commitment to ensuring the safety of our food products and compliance with all relevant food safety regulations.
- 4. HACCP Policy:** Our Hazard Analysis and Critical Control Points (HACCP) policy outlines the process we use to identify and control food safety hazards.
- 5. Vendor Assurance Policy:** This policy outlines the process we use to ensure the quality and safety of the products we source from our suppliers.
- 6. Laboratory Testing Policy:** We conduct testing on our products using both municipal and international labs such as SGS and Intertek to ensure compliance with food safety standards.

Through the implementation of these policies, we are able to maintain strict control over our operations, ensuring that we consistently meet or exceed the quality expectations of our customers.



# Product Reengineering and Innovation

At Hily Holdings, we are committed to continuously improving and innovating our products to meet the evolving needs and preferences of our customers. In 2022, we undertook a product reengineering initiative to enhance the quality, taste, and sustainability of our existing product portfolio, as well as to introduce new and exciting products to the market.

As part of this initiative, we added 7 new SKUs (Stock Keeping Units) to our product portfolio, which were developed based on extensive research and analysis of market trends and customer feedback. These new products range from healthier snack options to more sustainable and eco-friendly packaging solutions. In addition to introducing new products, we also reengineered several of our existing products to improve their quality and taste. This involved extensive testing and analysis of ingredients, production processes, and packaging, as well as collaboration with our suppliers to ensure the highest quality and sustainability standards.

Our commitment to product reengineering is guided by our ISO-certified quality management system, which includes policies and procedures for quality assurance and control at every stage of the product lifecycle. By continuously improving and innovating our products, we aim to provide our customers with the highest quality and most sustainable products possible.

High Quality 100% ECO Friendly  
OXO Biodegradable Garbage Bags.

These bags are environment friendly  
and do not leave any toxic residue  
or fragments of plastic behind.



## Shehrazade Brown Rice Launch



## Shehrazade Saffron Launch



## Shehrazade Revamp

Before



## Shehrazade Revamp

After



7

New SKUs in 2022



# Preserving and Protecting the Environment



In 2022, Hily Holding has continued its commitment to preserving and protecting the environment through a range of initiatives. These initiatives align with the UAE Vision 2021 and the United Nations Sustainable Development Goals (SDGs), and focus on reducing our carbon footprint, conserving resources, and promoting sustainable practices. Our efforts have included implementing energy-efficient technologies, reducing waste, promoting recycling and composting, and educating our employees and stakeholders on sustainable practices. Through these initiatives, we aim to contribute to a healthier and more sustainable future for our communities and the planet.

## Material Topics

Climate Change Mitigation and resilience

Operational Waste Management

Water Stewardship

Food Waste Reduction and Circular Economy

## UAE National vision 2021 Pillars

Sustainable Environment & Infrastructure  
Competitive Knowledge Economy





# Preserving & Protecting the Environment

## Facilities management Framework

At Hilly, we prioritize the implementation of sustainable practices in our facilities management framework. Our commitment to protecting the environment and reducing our carbon footprint is reflected in our ongoing maintenance and repair processes, which are performed regularly. We strive to reduce waste and promote sustainability by reusing as much of the original structure as possible in any refurbishment projects. Our interior designs and renovations are also executed with the aim of being as sustainable, energy-saving, and long-lasting as possible. We use environmentally friendly materials as per specifications, which are chosen to minimize our impact on the environment.

To further our efforts towards energy efficiency, we ensure that all appliances used in our facilities are energy efficient. Additionally, we have installed water savers in all areas to reduce water consumption as part of our sustainability plan. We replace traditional lighting fixtures with LED lights and motion sensors where applicable, to reduce energy consumption.

Our designs and materials are continually reviewed to ensure they align with eco-friendly and sustainability management guidelines. We understand the importance of creating a comfortable work environment for our employees, which is why we have incorporated natural plants in our offices, which also serve as a visual reminder of our commitment to environmental protection. We have recently renovated our locations to have eco-friendly mattresses and LED fixtures, which adds to the sustainability of our facilities.

In summary, our facilities management framework is designed to prioritize environmental protection, energy efficiency, and sustainability. Our approach includes ongoing maintenance, refurbishments with an emphasis on sustainable practices, and the use of eco-friendly materials. We continuously review our designs and materials to ensure they align with sustainability management guidelines, and we have incorporated features such as natural plants and energy-efficient lighting to create a comfortable work environment for our employees.



**Mr. Ahmed Ayad**  
General Manager

## Meet Our Team Leading Environmental Management & Excellence



**Eng. Mahmoud Ghoneim**  
Facilities Manager

## Disaster Management & Emergency Response

At Hilly and its subsidiaries, we understand the importance of disaster management and emergency response in ensuring the safety of our employees, customers, and assets. That is why we have implemented a comprehensive Disaster and Emergency Plan in accordance with the guidelines of the UAE government and recommendations from our Quality and HSE team.

Our team of emergency responders is well trained and equipped to handle various emergency situations that may arise, including natural disasters, fires, and medical emergencies. To ensure the effectiveness of our emergency response system, we conduct regular mock drills and tests of our safety equipment and alarms. The results of these drills and tests are carefully reviewed and assessed, and any necessary updates or improvements are made to the Disaster and Emergency Plan. Our commitment to regular training and testing ensures that our emergency response team is always prepared and capable of quickly and effectively responding to any emergency situation.

In addition, we also place a strong emphasis on continuous improvement of our Disaster and Emergency Plan to ensure that it remains up-to-date with the latest best practices and guidelines. This ensures that we are always ready to respond to any emergency situation and protect the safety of our employees, customers, and assets.

# Our Environmental Performance

## Conserve Resources and Waste Reduction

The following practices are implemented to conserve resources and reduce waste:

- Management of black and gray wastewater is carried out in a non-polluting manner by the city and does not pose a threat to public health. Compliance with this practice is mandatory as per UAE law. To conserve major resources like energy and water, most areas are provided with LED lights and water savers, and outdoor lighting is controlled by a timer.
- We strive to minimize our use of printed materials and prefer to communicate through our website, which is CO2 neutral. Our suppliers are encouraged to bring their products in reusable crates and cases, and we aim to increase their awareness to avoid unnecessary packaging materials.
- To reduce energy consumption, refrigerators and freezers are constantly monitored by the culinary staff, and motion sensors have been installed in some areas. We are considering the feasibility of extending this system to cover more areas.
- Energy-efficient equipment is purchased wherever possible and used only when needed.
- To prevent water waste, an active system will be installed in the future to detect and repair any leaking toilets, faucets, and showerheads in our buildings.

By implementing these practices, we are committed to conserving resources, reducing waste, and contributing to a more sustainable future.

## Waste Management

Waste management is an essential aspect of environmental protection, and waste streaming is a highly effective way of reducing waste. The segregation of waste plays a vital role in reducing, reusing, and recycling waste. However, in current times, the segregation has posed a significant challenge as members are required to stay for safety reasons, and overall segregation is very little when compared to previous years. Nevertheless, we have implemented several practices to ensure effective waste segregation and management:

- Color-coded bins are provided in all areas and entities to enable proper segregation of waste in designated areas.
  - Offices are equipped with two bins, one near workstations and the other in toilets, to facilitate waste segregation.
  - Housekeeping and cleaning staff are trained to segregate waste into general waste and cans and plastic bottles at the floor level.
  - The garbage chute is operational, and landfill waste is thrown in it after segregation.
  - Recyclable items are separated on the floor and brought separately to the garbage room.
  - Hazardous wastes like batteries and bulbs are separated and stored in designated areas monitored by engineering and IT departments. The waste is disposed of by approved suppliers.
  - New joiners are briefed about the benefits of segregation, waste collection procedures, and the hotel's environmental policies.
  - Recycled and non-recycled waste is sorted, collected, and stored in separate, segregated areas in the garbage rooms.
- Our commitment to environmental protection is demonstrated in our waste management practices, and we strive to continue improving and implementing sustainable waste management practices.



# Our Environmental Performance Areas of Focus

At Hily Holding, we recognize the importance of preserving and protecting the environment, and we strive to minimize our environmental footprint through various initiatives. Some of our initiatives in 2022 include

## Implementing sustainable packaging

We have started to shift towards sustainable packaging materials, including biodegradable and compostable packaging **Wrap n Roll**, to reduce waste and promote environmental sustainability



High Quality 100% ECO Friendly OXO Biodegradable Garbage Bags.

These bags are environment friendly and do not leave any toxic residue or fragments of plastic behind.



## Reducing Energy Consumption

We have implemented energy-efficient systems and technologies in our warehouses and Offices to reduce energy consumption and greenhouse gas emissions.

Projects for Reducing Energy Consumption	2020	2021	2022
Auto switch-off lights	X	X	X
Effective Transportation milage reduction		X	X
LED lights installation			X

Waste Management (in Metric Ton)	2020	2021	2022
Recycled Waste	40	70	103
Waste to Landfill	85	68	40
Re-used Waste	60	67	60

## Recycling programs

We have implemented recycling programs in our warehouses and stores to minimize waste and promote recycling, including separating and recycling materials such as cardboard, paper, plastic, and glass.

# Our Environmental Performance Areas of Focus

## Promoting eco-friendly products

We promote and offer eco-friendly products to our customers, such as reusable shopping bags and eco-friendly cleaning products, to reduce the environmental impact of their purchases.



## Biodiversity conservation

We support biodiversity conservation by promoting sustainable agriculture practices, protecting wildlife habitats, and minimizing our impact on ecosystems



Take a Bite Fruit & Nut bars consist of only nuts, fruits and spices.

They are healthy, natural and do not contain any sugar, preservatives or flavour enhancers. Only products that are naturally grown under the sun are in the ingredients list.

## Water conservation

We have implemented water conservation measures in our stores and warehouses, including low-flow faucets and toilets, to reduce water usage.



## Sustainable transportation

We encourage our employees to use sustainable transportation options, such as carpooling, cycling, or public transportation, to reduce the environmental impact of commuting to work.



## Global Reporting Initiative Relevant Sections

Material Topic	Relevant Sections
Corporate Governance	Governance section
Anti-corruption	Ethics and Integrity section
Product Quality and Safety	Product Responsibility section
Customer Privacy and Data Protection	Customer Privacy and Data Protection section
Supply Chain Management	Supply Chain section
Employee Health and Safety	Occupational Health and Safety section
Diversity and Inclusion	Diversity and Inclusion section
Employee Training and Development	Employee Training and Development section
Employee Compensation and Benefits	Employee Compensation and Benefits section
Community Engagement and Philanthropy	Community Engagement and Philanthropy section
Climate Change and Energy	Climate Change and Energy section
Water Stewardship	Water Stewardship section
Biodiversity and Ecosystems	Biodiversity and Ecosystems section
Waste and Hazardous Materials	Waste and Hazardous Materials section
Air Pollution	Air Pollution section

# Global Reporting Initiative Context Index

GRI Standard Disclosure	Description	Where to Find it in the Report
<b>Strategy and Analysis</b>	Provides information on the organization's mission, values, strategy, and how it manages its economic, environmental, and social impacts	Introduction, Strategy section
<b>Organizational Profile</b>	Provides basic information about the organization, its structure, operations, and stakeholders	Introduction, Organizational Profile section
<b>Report Parameters</b>	Describes the scope and boundary of the report, its limitations, and how the organization ensured the quality and accuracy of the information	Report Parameters section
<b>Governance</b>	Describes the organization's governance structure, policies, and practices, and how it manages its legal, ethical, and social responsibilities	Governance section
<b>Stakeholder Engagement</b>	Describes how the organization identifies and engages with its stakeholders, and how it uses their feedback to inform its decision-making	Stakeholder Engagement section
<b>Ethics and Integrity</b>	Provides information on the organization's code of conduct, ethics policies, and how it ensures ethical behavior across its operations and supply chain	Ethics and Integrity section
<b>Human Rights</b>	Provides information on the organization's policies and practices regarding human rights, including its due diligence processes, impacts, and grievance mechanisms	Human Rights section
<b>Society</b>	Provides information on the organization's impacts and initiatives related to the communities where it operates, including its contributions to social and economic development, philanthropy, and responsible marketing	Society section
<b>Product Responsibility</b>	Provides information on the organization's policies and practices related to product safety, quality, and labeling, and how it manages its impacts on health, safety, and the environment	Product Responsibility section
<b>Environmental</b>	Provides information on the organization's environmental policies, programs, and impacts, including its resource use, emissions, waste generation, and biodiversity	Environmental section
<b>Labor Practices and Decent Work</b>	Provides information on the organization's labor policies and practices, including its employment practices, employee relations, and working conditions, and how it manages its impacts on employees and workers in its supply chain	Labor Practices and Decent Work section



# Global Reporting Initiative Context Index

RI Standard Disclosure	Description	Where to Find it in the Report
<b>GRI 102-11</b>	Organizational Profile	Provides basic information about the organization, its structure, operations, and stakeholders
<b>GRI 102-12</b>	Reporting Parameters	Describes the scope and boundary of the report, its limitations, and how the organization ensured the quality and accuracy of the information
<b>GRI 102-14</b>	Explanation of the Concept of Materiality	Describes how the organization determines which topics to report on, based on their significance to stakeholders and the organization's business
<b>GRI 102-15</b>	Key Impacts, Risks, and Opportunities	Provides an overview of the organization's most significant economic, environmental, and social impacts, risks, and opportunities, and how it manages them
<b>GRI 102-16</b>	Values, Principles, and Codes of Conduct	Provides information on the organization's mission, values, strategy, and how it manages its economic, environmental, and social impacts
<b>GRI 102-18</b>	Governance Structure	Describes the organization's governance structure, policies, and practices, and how it manages its legal, ethical, and social responsibilities
<b>GRI 102-40</b>	List of Stakeholder Groups	Identifies the organization's key stakeholders and how they are engaged in the organization's decision-making processes
<b>GRI 102-42</b>	Identifying and Selecting Stakeholders	Describes how the organization identifies and prioritizes its stakeholders, and how it engages with them
<b>GRI 102-43</b>	Approach to Stakeholder Engagement	Describes the organization's approach to engaging with its stakeholders, including its methods and frequency of engagement, and how it uses their feedback to inform its decision-making
<b>GRI 102-44</b>	Key Topics and Concerns Raised by Stakeholders	Provides an overview of the key topics and concerns raised by the organization's stakeholders, and how the organization is responding to them
<b>GRI 102-16</b>	Values, Principles, and Codes of Conduct	Provides information on the organization's code of conduct, ethics policies, and how it ensures ethical behavior across its operations and supply chain
<b>GRI 102-17</b>	Mechanisms for Advice and Concerns about Ethics	Describes the organization's mechanisms for employees and stakeholders to raise concerns or provide feedback about ethical issues
<b>GRI 103-1</b>	Explanation of the Material Topic Boundaries	Describes how the organization defines the boundaries of its material topics, including their geographic, temporal, and organizational scope
<b>GRI 103-2</b>	The Management Approach and its Components	Provides an overview of the organization's management approach for its material topics, including its policies, programs, and performance indicators
<b>GRI 103-3</b>	Evaluation of the Management Approach	Describes how the organization evaluates the effectiveness of its management approach for its material topics, and how it identifies opportunities for improvement
<b>GRI 103-1 to GRI 103-3 (for each material topic)</b>	Descriptions of Material Topics	Provides detailed information on the organization's material topics, including their significance, impacts, risks, and opportunities, and how the organization manages them

# Global Reporting Initiative Context Index

## GRI 300 Environmental

Standard Series	Description
<b>Materials</b>	This topic covers the management of materials, including their use, consumption, and disposal. It includes the responsible sourcing of raw materials, reduction of waste, and circular economy principles.
<b>Energy</b>	This topic covers the management of energy, including energy use and efficiency, renewable energy, and greenhouse gas emissions. It includes tracking energy consumption and implementing strategies to reduce energy usage and emissions.
<b>Water</b>	This topic covers the management of water, including water use and efficiency, wastewater management, and access to water. It includes tracking water usage, implementing strategies to reduce water usage, and managing wastewater responsibly.
<b>Biodiversity</b>	This topic covers the management of biodiversity, including the protection and conservation of ecosystems, species, and natural habitats. It includes the responsible management of land use, and the protection of biodiversity hotspots.
<b>Emissions</b>	This topic covers the management of emissions, including air emissions, water discharges, and hazardous waste management. It includes tracking emissions and waste disposal, implementing strategies to reduce emissions, and managing hazardous waste responsibly.
<b>Effluents and Waste</b>	This topic covers the management of effluents and waste, including wastewater, solid waste, and hazardous waste. It includes tracking waste generation, implementing strategies to reduce waste, and managing hazardous waste responsibly.
<b>Products and Services</b>	This topic covers the environmental impact of products and services, including their design, production, distribution, use, and disposal. It includes implementing sustainable product design, responsible sourcing, and end-of-life management strategies.
<b>Compliance</b>	This topic covers compliance with environmental laws and regulations, including permits, reporting requirements, and environmental impact assessments. It includes identifying and managing environmental risks and ensuring compliance with legal requirements.
<b>Transport</b>	This topic covers the management of transportation, including the environmental impact of company vehicles, logistics, and transportation modes. It includes implementing strategies to reduce transportation-related emissions and improve efficiency.
<b>Overall</b>	This topic covers the overall environmental management and performance of the organization, including environmental policies, governance, and stakeholder engagement. It includes setting environmental targets, reporting on environmental performance, and engaging with stakeholders on environmental issues.



# Global Reporting Initiative Context Index

## GRI 200 - Economic Standards

series	Description	Disclosure Location
<b>GRI 201: Economic Performance</b>	Disclosures on the organization's economic performance, including: economic value generated and distributed, financial implications and other risks and opportunities for the organization's activities due to climate change	Annual Report, Sustainability Report
<b>GRI 202: Market Presence</b>	Disclosures on the organization's market presence, including: market share, external partnerships, and distribution and marketing arrangements	Annual Report, Sustainability Report
<b>GRI 203: Indirect Economic Impacts</b>	Disclosures on the organization's indirect economic impacts, including: significant financial assistance received from government, infrastructure investments, and local community investments	Annual Report, Sustainability Report
<b>GRI 204: Procurement Practices</b>	Disclosures on the organization's procurement practices, including: policies and practices related to suppliers and the supply chain, diversity of suppliers, and significant purchases from suppliers who are owned by underrepresented groups	Annual Report, Sustainability Report
<b>GRI 205: Anti-corruption</b>	Disclosures on the organization's policies and practices related to anti-corruption, including: confirmed incidents of corruption and actions taken in response, policies and practices related to political contributions, and employee training on anti-corruption policies	Annual Report, Sustainability Report
<b>GRI 206: Anti-competitive Behavior</b>	Disclosures on the organization's policies and practices related to anti-competitive behavior, including: confirmed incidents of anti-competitive behavior and actions taken in response, and employee training on anti-competitive behavior policies	Annual Report, Sustainability Report

# Global Reporting Initiative Context Index

GRI 400: Social Standard Series	Description
<b>400-1: Diversity and Equal Opportunity</b>	Disclosure on diversity and equal opportunity policies and practices
<b>400-2: Freedom of Association and Collective Bargaining</b>	Disclosure on policies and practices related to freedom of association and collective bargaining
<b>400-3: Child Labor</b>	Disclosure on policies and practices related to child labor
<b>400-4: Forced or Compulsory Labor</b>	Disclosure on policies and practices related to forced or compulsory labor
<b>400-5: Security Practices</b>	Disclosure on policies and practices related to the assessment and management of security risks
<b>400-6: Indigenous Rights</b>	Disclosure on policies and practices related to indigenous rights
<b>400-7: Anti-Corruption</b>	Disclosure on policies and practices related to anti-corruption
<b>400-8: Public Policy</b>	Disclosure on policies and practices related to public policy
<b>400-9: Compliance</b>	Disclosure on policies and practices related to compliance with legal and voluntary standards





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**Thank You**

**Hily Holding Sustainability Report 2022**