

# SUSTAINABILITY REPORT 2023

# TABLE OF CONTENTS

|    |  |    |    |   |     |
|----|--|----|----|---|-----|
| 01 | Introduction   | 03 | 21 | Bio Diversity   | 73  |
| 02 | About us   | 04 | 22 | Gender Equality   | 75  |
| 03 | Management Statement                                 | 05 | 23 | Child Labor   | 77  |
| 04 | Organizational Structure                             | 08 | 24 | Age Diversity   | 79  |
| 05 | Mission Vision & Goals                               | 11 | 25 | Fostering Inclusion   | 81  |
| 06 | About the Report                                     | 13 | 26 | Economic Performance  | 84  |
| 07 | Our Approach to Sustainability                       | 16 | 27 | Innovation and Reengineering Product Quality & Sustainability | 86  |
| 08 | Our Corporate Values                                 | 18 | 28 | Financial Highlights  | 88  |
| 09 | Explanation of Hily Holding's Concept of Materiality | 20 | 29 | Product & Service Information and Labeling                    | 90  |
| 10 | Sustainability Framework Key Alignments & Enablers   | 25 | 30 | Optimizing Values into All Operations                         | 92  |
| 11 | Hily Holding's Sustainability in Numbers             | 28 | 31 | Audit   | 94  |
| 12 | Our Stakeholder's Thoughts                           | 40 | 32 | Human Rights  | 96  |
| 13 | Training & Development                               | 51 | 33 | Clear Info For Marketing                                      | 98  |
| 14 | Preserving & Protecting The Environment              | 55 | 34 | Risk Management & Internal Controls                           | 100 |
| 15 | Our Sustainability Framework                         | 58 | 35 | Customer Satisfaction   | 102 |
| 16 | Abu Dhabi National Foodstuff                         | 60 | 36 | Hily Holding's Description of Principles                      | 104 |
| 17 | 5PL Logistics  | 64 | 37 | GRI Context Index   | 107 |
| 18 | Dana Plaza Real Estate                               | 66 |    |   |     |
| 19 | Occupational Health & Safety                         | 68 |    |   |     |
| 20 | Health & Safety at Hily Holding                      | 71 |    |   |     |

# PREFACE

As we humbly unveil the fifth edition of our annual sustainability report, Hily Holding PJSC reaffirms its steadfast dedication to nurturing sustainable practices that not only fuel our growth but also foster mutual value for all stakeholders involved. This report underscores our enduring commitment to conducting our operations ethically and responsibly, with a sincere focus on advancing environmental stewardship, social welfare, and governance standards. Within these pages, we present our ongoing pursuit of progress, outlining our ESG performance, initiatives, and strides made during the year 2023.

This report was prepared with reference to the Global Reporting Initiative (GRI) Sustainability Standard, ADX ESG Disclosure Guidance, and Sustainable Development Goals (UNSDGs).

## Disclaimer

Hily Holding PJSC has made every effort to ensure the accuracy and reliability of the information presented in this report. However, certain statements may be forward-looking. These are based on certain assumptions using currently available information which is subject to a continuously changing environment and emerging new risks. Hily Holding PJSC assumes no obligation to publicly update any information given in this sustainability report. This communication is not intended as a recommendation to buy, sell, or hold securities. We shall not be responsible for any loss or damage of whatever nature that arises due to use of this information.



# ABOUT US

Hily Holding PJSC, formerly known as (Foodco Holding), is committed to shaping the future of sustainable business across its diversified portfolio, including the food industry, general trading, and real estate sectors. With a legacy dating back to 1979, we are proud to operate under the patronage of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, and have emerged as one of the largest investment groups in the country. Headquartered in Abu Dhabi, Hily Holding PJSC is an investment powerhouse with a diversified portfolio of businesses with local and international presence.

Aside from exploring existing and new avenues for investing in a wide range of sectors, Hily Holding PJSC assumes the responsibility for the strategic oversight and governance of the entire group of companies, making decisions on mergers, acquisitions and divestments, as well as providing treasury, human resources and other back-office functions for all subsidiaries within the group.

# MANAGEMENT STATEMENT

# CHAIRMAN'S STATEMENT

Dear Stakeholders,

Through this report, I am honored to address you and share Hily Holding's humble efforts in embedding sustainable practices throughout our business model.

As we navigate the complexities of the modern business landscape, we understand that our journey towards sustainability is ongoing and requires continuous improvement. We remain committed to evolving our practices, setting ambitious goals on consistent and competitive brand growth, and aligning our business impact to UAE's visionary goals. Together, we endeavor to forge a future characterized by resilience and responsibility.

We extend our heartfelt gratitude to all our stakeholders for their unwavering support and collaboration on our journey.

Ahmed Bin Ali Al Dhahry  
**Chairman of the Board**

# MANAGEMENT STATEMENT

Dear Stakeholders,

At Hily Holding, we emphasize the crucial role our employees play in our sustainability efforts. They are the backbone of our organization, driving us forward with their dedication and expertise.

Amidst our journey of growth and expansion, it becomes imperative to uphold the financial sustainability and responsibility of our operations. By seamlessly integrating sustainability into our financial strategies, we not only mitigate risks but also uncover avenues for long-term value creation.

In today's ever-evolving business landscape, ESG factors stand as crucial determinants of our success, influencing investment decisions, shaping brand perception, and nurturing stakeholder relationships. Through targeted initiatives centered on waste reduction, carbon emissions minimization, and the promotion of ethical practices across our value chain, we fulfill our corporate responsibilities while driving positive impact throughout our operations.

Mohamed Hafez  
**Chief Financial Officer**



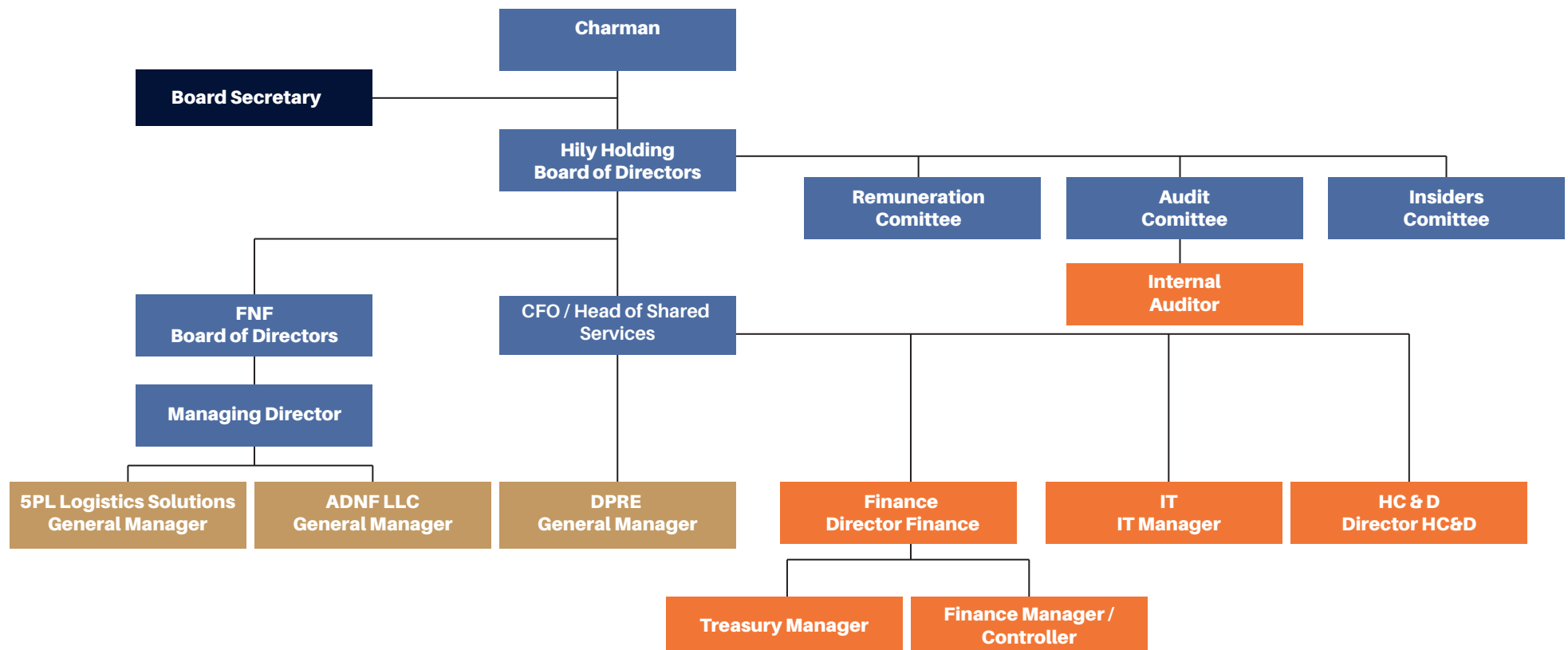
# 04

## ORGANIZATIONAL STRUCTURE



# ORGANIZATIONAL CHART

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. The nomination and selection of the highest governance body is done in accordance to the corporate governance guidelines stated by the laws of the UAE government and the SCA guidelines.



# BOARD OF DIRECTORS



Ahmed Bin Ali Al Dhahry  
**Chairman of the Board**



Rashed Darwish Ahmed  
**Vice Chairman**



Mohammed Ali Al Hosani  
**Board Member**



Mohamed Saeed Abdulla Al Qubaisi  
**Board Member**



Mohamed bin Ali Al Dhahry  
**Board Member**

# 05

## MISSION, VISION & GOALS

## MISSION

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### Be a Support System

By enacting growth and enabling the best corporate governance practices across all group levels

## VISION

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### Act as a mentor

By ensuring subsidiary companies are properly resourced and well managed to ultimately achieve their core objectives.

## PROMISE

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### Sustain Growth

By steadily driving resources optimization, improving processes and ensuring quality delivery.

## GOALS

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**Sustainability Leadership:** Strive for excellence in ESG practices.

**Community Impact:** Improve well-being through targeted initiatives.

**Portfolio Diversification:** Expand investments sustainably.

**Governance Excellence:** Uphold highest ethical standards.

**Stakeholder Engagement:** Foster transparent collaboration.

**Talent Development:** Invest in employee growth and diversity.

**Innovation and Technology:** Utilize innovation for efficiency and sustainability.

**Partnerships:** Collaborate for societal and environmental impact.

# 06

## **ABOUT THE** REPORT

# ABOUT THE REPORT

## Our Approach

Our approach to sustainable business is rooted in three core principles: innovation, responsibility, and collaboration.

In the food industry, through our subsidiary Foodco National, we prioritize sourcing practices that support local suppliers, promote fair trade, and ensure the highest standards of food safety and quality. We are committed to reducing food waste through efficient supply chain management and promoting healthier eating habits within our communities.

In the realm of general trading, our commitment to sustainability extends to every aspect of our operations. We strive to partner with suppliers and vendors who share our values of environmental stewardship and social responsibility. Through our investments in technology and logistics, we aim to minimize our carbon footprint and optimize resource utilization across our supply chain.

In the real estate sector, our subsidiary Dana Real Estate is dedicated to developing sustainable communities that prioritize energy efficiency, green building practices, and public spaces that foster social cohesion and well-being. We are committed to urban development that respects the natural environment and enhances the quality of life for residents.

Moreover, as part of our overarching strategy, we actively seek opportunities to collaborate with government entities, non-profit organizations, and industry partners to drive positive change and advance sustainability initiatives on a broader scale. At Hily Holding PJSC, sustainability is not just a corporate buzzword – it's a fundamental aspect of our business ethos, guiding our decisions and actions as we work towards a more prosperous and resilient future for generations to come.

# ABOUT THE REPORT

## Reporting Framework

Hily Holding's 2023 Sustainability Report adheres to the GRI Sustainability Reporting Standards, aligning with global frameworks like the UN SDGs and UNGC Principles. It also reflects local strategies such as Dubai Plan 2040 and Abu Dhabi Economic Vision 2030, demonstrating commitment to regional sustainability goals.

The report encompasses material topics within Hily Holding's direct control, including direct employees, owned assets, sectors, agencies, and subsidiaries. Additionally, it acknowledges indirect influence over entities through business relationships with contractors, suppliers, customers, and vendors across various operations. This comprehensive approach ensures transparency and accountability in addressing sustainability concerns and promoting positive impacts throughout the organization and its extended network.

## Feedback and Suggestions

We welcome all feedback and suggestions on any of our activities and operations, including our sustainability performance and commitments. Your feedback and suggestions are valuable to us as we strive to improve our sustainability performance and commitments. Please feel free to share your thoughts and ideas with us at [info@hilyholding.com](mailto:info@hilyholding.com).

We appreciate your engagement and look forward to hearing from you.

07

**OUR APPROACH TO**  
SUSTAINABILITY



# OUR APPROACH TO SUSTAINABILITY

**Sustainable Supply Chain Management:** Companies are implementing sustainable practices throughout their supply chains by sourcing materials responsibly, reducing waste, and ensuring ethical labor practices. By collaborating with suppliers who share their commitment to sustainability, these companies minimize environmental and social impacts while enhancing transparency and accountability.

**Circular Economy Initiatives:** Embracing the principles of a circular economy, some companies are redesigning products and processes to minimize waste and maximize resource efficiency. This includes initiatives such as product refurbishment, recycling programs, and the use of sustainable materials, ultimately reducing environmental degradation and promoting long-term sustainability.

**Carbon Neutrality Commitments:** Many companies are setting ambitious targets to achieve carbon neutrality or net-zero emissions by reducing greenhouse gas emissions across their operations. Through measures such as energy efficiency improvements, carbon offsetting, and investments in carbon capture technologies, these companies aim to mitigate climate change and contribute to a more sustainable future.

**Stakeholder Engagement and Transparency:** Companies are engaging with stakeholders, including investors, employees, customers, and communities, to gather input, foster dialogue, and build trust around sustainability initiatives. By being transparent about their environmental, social, and governance (ESG) performance, these companies demonstrate accountability and drive positive change in their industries and beyond.

**Innovation for Sustainability:** Companies are harnessing innovation and technology to develop sustainable solutions to complex challenges. This includes advancements in clean energy, sustainable agriculture, waste management, and water conservation, among others. By investing in research and development, these companies drive progress towards a more sustainable and resilient future.





# OUR CORPORATE VALUES

# OUR CORPORATE VALUES



## Preserve Reputation

Uphold integrity, transparency, and ethical conduct. Cultivate trust through consistent delivery, responsible actions, and genuine engagement. Safeguard brand image with accountability, authenticity, and proactive reputation management.



## Leadership, Teamwork & Stakeholder Engagement

Engaging with stakeholders, including employees, customers, suppliers, and communities, to understand their concerns and incorporate their feedback into decision-making processes.



## Environmental Stewardship

Commitment to minimizing environmental impact through sustainable practices such as reducing carbon emissions, conserving natural resources, and implementing recycling programs.



## Transparency and Accountability

Providing clear and comprehensive reporting on sustainability performance, including goals, progress, and challenges, and holding oneself accountable for achieving targets.



## Employee Empowerment

Empowering employees to contribute to sustainability efforts through training, education, and participation in volunteer activities and green initiatives.



## Continuous Improvement

Committing to continuously improving sustainability practices through regular assessment, innovation, and adaptation to changing environmental and social conditions.

# 09

## **EXPLANATION OF HILY HOLDING'S CONCEPT OF MATERIALITY**

# EXPLANATION OF HILY HOLDING'S CONCEPT OF MATERIALITY

In preparing our sustainability report for the year 2023, Hily Holding Company conducted a comprehensive assessment to identify and prioritize the environmental, social, and governance (ESG) issues that are most significant to our business and stakeholders. This process, known as materiality assessment, is fundamental to ensuring that our sustainability efforts are focused on addressing the issues that matter most in driving long-term value creation and stakeholder engagement.

Through engagement with a diverse range of stakeholders, including investors, customers, employees, suppliers, and community members, we identified a set of key ESG topics that have the potential to impact our business operations, financial performance, and relationships with stakeholders. These topics were evaluated based on their relevance to our business strategy, the level of stakeholder concern, regulatory requirements, and emerging trends in our industry.



# EXPLANATION OF HILY HOLDING'S CONCEPT OF MATERIALITY

As a result of this assessment, we have identified several material ESG issues that are central to our sustainability agenda for 2023 and beyond. These include:

## CARBON EMISSIONS REDUCTION

Given the increasing global focus on mitigating climate change, reducing our carbon footprint is a critical priority for Hily Holding. We recognize the importance of transitioning to renewable energy sources, improving energy efficiency, and implementing carbon offsetting measures to minimize our environmental impact.

## SUPPLY CHAIN SUSTAINABILITY

Our supply chain plays a crucial role in our sustainability performance, and we are committed to promoting responsible sourcing practices, ethical labor standards, and transparency throughout our supply chain. We aim to work collaboratively with our suppliers to address key sustainability challenges and drive positive social and environmental outcomes.

## COMMUNITY ENGAGEMENT

Engaging with and supporting the communities in which we operate is integral to our corporate ethos. We are dedicated to creating meaningful initiatives that address local needs, foster social cohesion, and contribute to community development.

## EMPLOYEE WELL-BEING

Our employees are our most valuable asset, and we prioritize their health, safety, and well-being. We are committed to providing a supportive work environment, promoting diversity and inclusion, and investing in employee development and training programs.

## ETHICAL BUSINESS PRACTICES

Upholding the highest standards of integrity, ethics, and governance is fundamental to our business conduct. We are committed to combatting corruption, promoting transparency, and adhering to legal and regulatory requirements in all aspects of our operations.

These material ESG issues form the foundation of our sustainability strategy and guide our efforts to create value for our stakeholders while driving positive impact for society and the environment. In the following sections of this report, we will provide detailed information on how we are addressing these issues, including our goals, targets, and progress to date.

# Our Certifications & Accreditations



RISK MANAGEMENT  
SYSTEM



QUALITY MANAGEMENT  
SYSTEM



FOOD SAFETY MANAGEMENT  
SYSTEM



World's Heaviest  
Bag of Rice



(AGA Certified)  
(Valid to 2026)



(Hazard Analysis & Critical Control Point)  
Codex Alimentarius System and  
Guidelines for its Application



Hily Holding scored  
41.42% in ICV



Global Affinity Alliance  
-Membership-

# Our Certifications & Accreditations



5PL-ISO 2015 9001 CERTIFICATE



5PL-ISO 2018 22000 CERTIFICATE



5PL-ISO HACCP CERTIFICATE



# 10

**SUSTAINABILITY  
FRAMEWORK**  
KEY ALIGNMENTS,  
AND ENABLERS

# SUSTAINABILITY FRAMEWORK

## KEY ALIGNMENTS, AND ENABLERS

- Hily Holding, a company specializing in food products, demonstrates a steadfast commitment to sustainable business practices in alignment with the United Nations Global Compact (UNGC). The company upholds the UNGC's 10 principles, which encompass human rights, labor standards, environmental responsibility, and anti-corruption measures.
- Hily Holding actively promotes a corporate culture centered around responsible business conduct, integrating sustainability into its core operations. Through robust practices for human rights, labor, environment, and anti-corruption, the company aims to contribute positively to the well-being of its stakeholders and the wider community.
- Hily Holding's sustainability reports showcase its efforts to address global challenges such as poverty, inequality, environmental degradation, and corruption. By focusing on sustainable practices in the food industry, Hily Holding plays a vital role in promoting social and environmental stewardship while contributing to the achievement of UN goals.





The Human Capital and Development Department at Hily Holding has prioritized Volunteering Projects, exemplified by the successful organization of numerous Blood Donation Campaigns across the company's branches in Abu Dhabi City, MBZ City, and Sharjah. Additionally, the active participation of our employees in COP28 UAE underscores our commitment to global sustainability initiatives.

Aligned with corporate Social Responsibility principles, Hily Holding is dedicated to developing impactful initiatives that support local communities and leave a positive impact.

Over the past two years, Hily Holding has placed significant emphasis on sustainable business practices, striving to maintain its position as one of the strongest companies in the UAE. Our commitment extends beyond economic prosperity to include moral integrity and increased Corporate Social Responsibility.

In our commitment to safeguarding employee health and safety, Hily Holding conducts regular Health and Safety Awareness sessions. Additionally, every employee is required to acknowledge safety instructions upon joining the

Hily Holding continuously supports its employees and Production Team in developing innovative solutions and products tailored to meet the needs of the new generation, emphasizing sustainability in product design, packaging, and overall impact.

Addressing emissions reduction has emerged as a top priority for Hily Holding's management. Employees are encouraged to adopt proper procedures to minimize the use of non-renewable resources, reduce emissions from manufacturing and packaging processes, increase the use of electric vehicles, and decrease overall emission levels.



# **HILY HOLDING'S** SUSTAINABILITY IN NUMBERS

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

**70.476 Million AED**  
REVENUE

**1,120.00 Million AED**  
INVESTMENT

**0(Zero) Legal Cases**  
BRIBERY OR CORRUPTION

**0(Zero) Legal Cases**  
OF MONEY LAUNDRY

### Ethical, Responsible & Profitable Business

UAE Vision 2021

Pillar: United in Responsibility

The UAE National Vision 2021 seeks to foster a culture of social responsibility and ethical conduct among individuals and organizations across the country. This entails upholding the utmost ethical standards and complying with all relevant laws and regulations.

In our pursuit of maintaining an ethical, responsible, and successful business, Hily Holding P.J.S.C has remained steadfast in adhering to the highest ethical principles and ensuring strict compliance with legal requirements. Our commitment is reflected in our impeccable track record, with zero instances of bribery or corruption. Furthermore, we have prioritized the safety and well-being of our employees, customers, and stakeholders, achieving a remarkable %95 satisfaction rate. We have also taken proactive steps to cultivate a fair and inclusive work environment. Moreover, while ensuring profitability, we remain dedicated to upholding our social responsibility and sustainability objectives.

# HILY HOLDING'S SUSTAINABILITY IN NUMBERS

3 GOOD HEALTH  
AND WELL-BEING



5 GENDER  
EQUALITY



**23** Different nationalities work at Hily Holding



**109+** Hours of training in health, safety and environmental protection



**35.70%** increase of our newly hired female employees



**0(ZERO)** Vehicles Collision



**95%** Employees Satisfaction



**0(ZERO)** Occupational injury

## Diversity, Health & Safety

UAE Vision 2021

Pillar: Cohesive Society and Preserved Identity

The UAE National Vision 2021 is dedicated to forging a united and inclusive society that cherishes diversity and prioritizes the welfare of all its members. This encompasses the promotion of good health and well-being, ensuring equal opportunities for everyone, and establishing secure and safe communities.

At Hily Holding, our steadfast commitment to nurturing diverse, thriving, and secure communities has been paramount over the past year. We have actively supported the communities where we operate, striving for gender equality with an 8% increase in female hires and reducing inequality by employing individuals from 23% different nationalities, thus investing in community advancement. Moreover, we have placed significant emphasis on the health and safety of both our employees and customers, implementing rigorous measures to prevent accidents or injuries, resulting in a commendable zero percent incident record.

# HILY HOLDING'S SUSTAINABILITY IN NUMBERS



## Virginia healthy Meal-On-The-Go

Introduced

## 100.00 % Suppliers Evaluation

and screening for Quality, health, safety  
and environmental compliance

## 16.4 Million AED

Ready for sale Products

## New SKUs

Introduced new packaging solutions and new  
recipes for our best seller products such as  
Tuna Salad and Pasta

## Innovation and Reengineering Product Quality & Sustainability

UAE Vision 2021

Pillar: Competitive Knowledge Economy

The UAE National Vision 2021 strives to cultivate a knowledge-driven economy fueled by innovation and ingenuity. This entails fostering a conducive environment for research and development, elevating the standards and durability of products and services, and embracing emerging technologies and methodologies.

Innovation and strategic reevaluation have been focal points for Hily Holding over the past year. We have allocated resources to bolster research and development, aiming to enhance the caliber and sustainability of our product line. Through these endeavors, Hily Holding has introduced novel offerings like the Virginia healthy on-the-go meal to the market, alongside refining the quality and sustainability of our existing range. Additionally, we have undertaken operational reengineering initiatives to streamline processes, minimize waste, and reduce our ecological footprint, evidenced by the introduction new SKUs.

# HILY HOLDING'S SUSTAINABILITY IN NUMBERS



**103 Tones**

Recycled Waste



**15% of waste**

Is landfilled



**8% Decrease**

in GHG emission



**12% Decrease**

in electricity Consumption



**21% Decrease**

in Water Consumption

## Preserving And Protecting The Environment

UAE Vision 2021

Pillar: Sustainable Environment and Infrastructure

The UAE National Vision 2021 endeavors to safeguard the environment for future generations through the promotion of sustainable practices and the reduction of the nation's carbon footprint. This encompasses initiatives aimed at water conservation, waste minimization, and the advancement of renewable energy sources alongside sustainable infrastructure development.

At Hily Holding, our commitment to environmental preservation is unwavering. We have integrated sustainable practices across our operations, resulting in an 8% reduction in our carbon footprint, a 16% decrease in water consumption, and an 11% reduction in landfill waste. Additionally, we have made strategic investments in renewable energy, beginning with the implementation of efficient lighting solutions in our offices, and we are actively working to enhance the sustainability of our supply chain.



# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

### Procurement Practices (GRI 204, G4)

Hily Holding has increased the number of suppliers with commitment to enhance the collaboration with local suppliers

| Total Number of Suppliers | Total Number of Suppliers | Total Number of Suppliers |
|---------------------------|---------------------------|---------------------------|
| 2022                      | 43                        | 36                        |
| 2023                      | 52                        | 47                        |

Hily Holding Total Procurement Spending was increased among the years, which enhances and helps in the development of Business Practice for several industries inside and outside UAE.

|      | Total Procurement Spending (in AED) |
|------|-------------------------------------|
| 2021 | 1,115,168.55                        |
| 2022 | 1,122,355.09                        |
| 2023 | 1,752,541.79                        |

Hily Holding took a strategic move to the journey of ICV score improvement pathway to greening business success. Which gives the power to access new markets, gain a competitive edge, and enhance Hily Holding's reputation. However, based on global challenges in the recent years, Hily's ICV score was slightly decreased, and the company is putting more plans and improving the system to fix that.

| 2021 | (23.05.23-31.08.22) 2022 | 2023 (05.10.23 -26.05.24) |
|------|--------------------------|---------------------------|
| N/A  | 50.15%                   | 41.42%                    |

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

### TRAINING PLAN FOR 2023

| SI No | Training Program 2023                   | Trainee Team                   | Category  | Organized   | Trainer             | 2023 Training Programs Schedule |     |     |     |     |       |     |       |       |     |     |     | Duration (H) | Total No of Trainees |
|-------|---|--------------------------------|-----------|-------------|---------------------|---------------------------------|-----|-----|-----|-----|-------|-----|-------|-------|-----|-----|-----|--------------|----------------------|
|       |   |                                |           |             |                     | Jan                             | Feb | Mar | Apr | May | Jun   | Jul | Aug   | Sep   | Oct | Nov | Dec |              |                      |
| 01    | Facility Management Professional Course | DPRE GM - FM Manager           | Technical | Out-Sourced | Blue Ocean          |                                 |     |     |     |     | 4,5,6 |     |       |       |     |     |     | 24           | 3                    |
| 02    | Corporate Tax Training                  | Finance                        | Technical | Out-Sourced | Bin Otaina Advisory |                                 |     |     |     |     |       |     | 14    |       |     |     |     | 3            | 13                   |
| 03    | Anti-Money Laundering                   | All Department                 | Technical | Out-Sourced | Walid & Osama       |                                 |     |     |     |     |       |     |       | 18    |     |     |     | 5            | 20                   |
| 04    | ISO 31000 - Risk Management             | Finance, Internal Auditor QAQC | Technical | Out-Sourced | ISOBIZ              |                                 |     |     | 26  |     |       |     |       |       |     |     |     | 2            | 5                    |
| 05    | ISO Certification                       | DPRE, QAQC                     | Technical | Out-Sourced | Haseeb              |                                 |     |     |     | 9   |       |     |       |       |     |     |     | 2            | 4                    |
| 06    | EFST (Essential Food Safety Training)   | EHS Team                       | Technical | Out-Sourced | AMAN Integrated     |                                 |     |     |     |     |       |     | 23,30 | 21,26 |     |     |     | 20           | 58                   |
| 07    | Emergency Preparedness                  | EHS Team                       | Technical | Out-Sourced | Tatweer             |                                 |     |     | 10  |     | 29    |     |       |       |     |     |     | 10           | 20                   |
| 08    | Fire Safety Training                    | EHS Team                       | Technical | Out-Sourced | Tatweer             |                                 |     |     | 17  |     |       | 5   |       |       |     |     |     | 10           | 9                    |
| 09    | First Aid Training                      | EHS Team                       | Technical | Out-Sourced | Tatweer             |                                 |     |     | 10  |     | 22    |     |       |       |     |     |     | 10           | 9                    |
| 10    | Basic Food Safety Training - 5PL        | EHS Team                       | Technical | In-House    | Akhil               |                                 |     |     | 10  |     |       | 25  | 1     |       |     |     |     | 3            | 26                   |
| 11    | Basic Food Safety Training              | EHS Team                       | Technical | Out-Sourced | Splendid Quality    |                                 |     |     |     |     |       |     |       | 14,16 |     |     |     | 10           | 3                    |
| 12    | Person In Charge - Level 2              | EHS Team                       | Technical | Out-Sourced | Splendid Quality    |                                 |     |     |     |     |       |     |       | 18,19 |     |     |     | 10           | 1                    |
|       |   |                                |           |             |                     |                                 |     |     |     |     |       |     |       |       |     |     |     | 109          | 171                  |

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

| II Energy and Emissions (GRI 302, GRI 305, E1, E2, E3, E4, E5) |  |   |        |                 |                  |  |            |
|--|--|---|--------|-----------------|------------------|--|------------|
| Direct Emissions- Scope 1                                      |  |   |        |                 |                  |  |            |
| SCOPE  | DESCRIPTION OF DATA  | SOURCE                                      | TYPE   | UNIT            | 2021             | 2022                                   | 2023       |
| Scope 1 - Direct Emissions                                     | Total fuel consumption per type of vehicle/equipment for all company owned/controlled vehicles for operation and employees | Owned /controlled (Vehicles, and equipment) | Petrol | Liters or other | Data Unavailable | 6 petrol vehicles<br>28,406.58         | 26,417.34  |
|  |  |   | Diesel |                 | Data Unavailable | 27 Diesel Fleet vehicles<br>223,671.82 | 180,944.00 |

| III Energy and Emissions (GRI 302, GRI 305, E1, E2, E3, E4, E5) |                                    |                       |                       |                       |
|---|------------------------------------|-----------------------|-----------------------|-----------------------|
| Indirect Emissions - Scope 2                                    |                                    |                       |                       |                       |
| SCOPE   | DESCRIPTION OF DATA                | SOURCE                | UNIT/BUILDING         | Location: (Mafraq WH) |
| Scope 1 - Indirect Emissions                                    | <b>2021</b>                        |                       |                       |                       |
|   | Total consumption of electricity   | Purchased Electricity | kWh                   | 2,702,306             |
|   | Total consumption of chilled water | Chilled Water         | m <sup>3</sup> or kWh | N/A                   |
|   | <b>2022</b>                        |                       |                       |                       |
|   | Total consumption of electricity   | Purchased Electricity | kWh                   | 2,693,145             |
|   | Total consumption of chilled water | Chilled Water         | m <sup>3</sup> or kWh | N/A                   |
|   | <b>2023</b>                        |                       |                       |                       |
|   | Total consumption of electricity   | Purchased Electricity | kWh                   | 2,589,833             |
| Total consumption of chilled water                              | Chilled Water                      | m <sup>3</sup> or kWh | N/A                   |                       |

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

| Paper Consumption  |  |                         |        |                                  |                                 |                                 |   |
|--|--|-------------------------|--------|----------------------------------|---------------------------------|---------------------------------|---|
| DESCRIPTION OF DATA  | Source                                       | Type                    | UNIT   | 2021                             | 2022                            | 2023                            | Reduction Targets along with the baseline and targeted year, if any |
| Total amount of paper consumed in number of paper boxes (500 sheets), per type and source of paper (HQ and branches) | Total number of paper consumed (paper count) | Number                  | Number | 112 paper boxes (280,000 Sheets) | 80 paper boxes (200,000 Sheets) | 73 paper boxes (182,500 Sheets) | 10% Reduction Target<br>8.75% Reduction Achieved                    |
|  | Type of Paper                                | A4 or A3, or other      | Type   | A4                               | A4                              | A4                              |   |
|  | Source of Paper                              | Virgin, Recycled or Mix | Source | Recycled                         | Recycled                        | Recycled                        |   |
| Total amount of tissue boxes consumed  | Total number of tissue boxes consumed        | Number of Boxes         | Number | 200                              | 145                             | 120                             | 15% Reduction Target<br>17.8% Reduction Achieved                    |
|  |  | Size of Boxes           | Size   | 150 x 2 ply                      | 150 x 2 ply                     | 150 x 2 ply                     |   |
|  |  | Type of Tissue          | Type   | Facial                           | Facial                          | Facial                          |   |

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

| Water and Effluents (GRI 303, E6) |                                      |         |   |   |
|-----------------------------------|--------------------------------------|---------|---|---|
| Water Consumption                 |                                      |         |   |   |
| DESCRIPTION OF DATA               | SOURCE                               | UNIT    | Location 1, <i>please specify</i> (Mafrq) | Reduction Targets along with the baseline and targeted year, if any |
| <b>2021</b>                       |                                      |         |   |   |
| Total amount of water consumed    | Total volume of water consumed       | Liters  |   |   |
| Total amount of water recycled    | Total volume of water recycled       | Liters  | N/A                                       |   |
| Total amount of wastewater        | Total volume of wastewater generated | Gallons | N/A                                       | N/A   |
| <b>2022</b>                       |                                      |         |   |   |
| Total amount of water consumed    | Total volume of water consumed       | Liters  |   |   |
| Total amount of water recycled    | Total volume of water recycled       | Liters  | N/A                                       |   |
| Total amount of wastewater        | Total volume of wastewater generated | Gallons | 8,15,000                                  | N/A   |
| <b>2023</b>                       |                                      |         |   |   |
| Total amount of water consumed    | Total volume of water consumed       | Litres  |   |   |
| Total amount of water recycled    | Total volume of water recycled       | Litres  | N/A                                       |   |
| Total amount of wastewater        | Total volume of wastewater generated | Gallons | 4,65,000                                  | Reduction Target 50%<br>Reduction Acheived 57%                      |

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

### OCCUPATIONAL HEALTH AND SAFETY (GRI 403, S7, S8)

#### Worker training on Occupational Health & Safety (GRI 403-5)

Please describe any occupational health and safety training provided to employee, including generic training as well as training on specific work-related hazards

Safety orientation and induction provided to staffs, food safety related trainings, First aid, fire fighting, emergency preparedness training, Essential Food safety trainings

#### Prevention and mitigation of occupational health and safety impacts directly linked by business relationships (GRI 403-7)

Please describe your organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to your operations/products/services, and the related hazards and risks

- 1) Eliminate the hazard. Remove it completely from your workplace.
- 2) Substitute the hazard.
- 3) Isolate the hazard.
- 4) Use engineering controls.
- 5) Use administrative controls.
- 6) Use personal protective equipment (PPE), Visitor's Policy, Work Permit Issuance & Procedure in place

#### Workers covered by an Occupational Health and Safety Management System (GRI 403-8)

What is the number/percentage of employees and workers who are covered by the organization's occupational health and safety management system?

All Employees

Has your occupational health and safety management system been internally audited?

OHSAS is not certified or implemented as standard. But routine internal checks are carried out

Has your occupational health and safety management system been audited or certified by an external party?

Not Required

# HILY HOLDING'S

## SUSTAINABILITY IN NUMBERS

|   |  |  |
|---|--|--|
| What are the main types of <u>work-related ill health</u> ?                         |  | Slips, lifting, Trips, falls, fire hazards, electrical hazards etc.                                    |
| What are the <u>work-related hazards</u> that pose a risk of ill health, including: |  |  |
| i   | How have these hazards been determined?  | Risk assessment shall be carried when necessary for work related hazards that pose risk of ill health. |
| ii  | Which of these hazards have caused cases of ill health in 2023?                          | No hazards reported  |
| iii   | What are the actions taken to eliminate these hazards and minimize the associated risks? | No hazards reported, if any, shall provide safety induction and orientation as required.               |

# OUR STAKEHOLDERS' THOUGHTS



# OUR STAKEHOLDERS' THOUGHTS

## Customers

In our pursuit of sustainability, Hily Holding values customer feedback as a critical tool for understanding their needs and expectations. Through various channels such as customer feedback forms and engagement on social media platforms, we actively listen to our customers to enhance our products and services. This commitment aligns with Sustainable Development Goal 8 - Decent Work and Economic Growth, as well as GRI 413 - Local Communities, emphasizing our dedication to fostering positive impacts within the communities we serve. Furthermore, this approach resonates with the objectives outlined in the UAE Vision 2021, particularly in striving for world-class healthcare and education standards.

Responding to our customers' desire for healthy and premium-quality products, we introduced nutritious options such as brown rice and Sherazade royal and Virginia Meal-on-the-Go. The result has been a notable increase in customer satisfaction, reaching %95, and revenue growth across our product lines. Our marketing team has played a pivotal role in raising brand awareness, ensuring continuous availability and maintaining an active presence on social media platforms to engage directly with our customers. Through these efforts, we aim to continually improve our offerings while maintaining a strong commitment to sustainability and customer satisfaction



**< 1.2 Customer complaints  
per a million-product sold**

# OUR STAKEHOLDERS' THOUGHTS



## SUPPLIERS AND INVESTORS

At Hily Holding, we prioritize sustainability and ethical business practices throughout our supply chain. We actively engage with our suppliers to ensure that they share our commitment to these principles. By collaborating closely, we can optimize our supply chain operations and minimize our environmental impact. This approach is in line with Sustainable Development Goal 12 - Responsible Consumption and Production, Global Reporting Initiative (GRI) 308 - Supplier Environmental Assessment, and the UAE Vision 2021 - Sustainable Environment and Infrastructure.

We have diligently screened and evaluated %100 of our suppliers to verify their adherence to sustainable business practices and ethical conduct. This rigorous process ensures that our entire supply chain reflects our values and contributes to our sustainability goals.

Maintaining open communication with both national and international suppliers is integral to our operations. We prioritize sustainable consumption and smooth production patterns, ensuring the continuous availability of strategic stocks. Our suppliers network spans across Asia to America, encompassing countries such as Morocco, Egypt, Turkey, Indonesia, Thailand, India, China, Pakistan, Vietnam, America, Lebanon, Saudi Arabia, and includes local suppliers in the UAE.

Through our strategic approach to supplier engagement and supply chain management, we strive to promote sustainability and responsible business practices at every stage of our operations.

**Hily Holding maintains transparent communication channels with investors, utilizing annual reports, sustainability reports, and investor meetings. Our commitment to disclosing sustainability performance aims to bolster investor confidence and attract sustainable investment. This practice aligns with SDG 9 (Industry, Innovation, and Infrastructure), GRI 201 (Economic Performance), and UAE Vision 2021 (Sustainable Economic Growth).**



# OUR STAKEHOLDERS' THOUGHTS

## COMMUNITY



At Hily Holding, our commitment to sustainability and corporate social responsibility (CSR) extends beyond mere rhetoric to tangible actions that positively impact our local community. Through a multifaceted approach that includes active engagement in volunteering initiatives and the implementation of various CSR projects, we strive to be a responsible corporate citizen while fostering trust and nurturing meaningful relationships within our community.



Our dedication to sustainable development is evident in our participation in numerous volunteering projects, such as blood donation drives, which not only contribute to the well-being of individuals in need but also align with our commitment to Sustainable Development Goal 11 - Sustainable Cities and Communities. Additionally, our employees are actively encouraged to volunteer their time and expertise to support various community initiatives, including the organization and participation in events like COP28, where they contribute to global conversations on climate action and environmental sustainability.



Furthermore, our engagement with the local community is guided by the principles of transparency and accountability outlined in the Global Reporting Initiative (GRI) 413 - Local Communities standard. This ensures that our CSR efforts are not only impactful but also aligned with the overarching goals of the UAE Vision 2021, which emphasizes social cohesion and the creation of a sustainable environment.



In 2023, Hily Holding remained steadfast in its commitment to supporting and enhancing our local communities through a wide range of initiatives. From blood donation campaigns to employee-led volunteering projects and participation in global events like COP28, we continue to demonstrate our unwavering dedication to sustainability and CSR, making a positive difference in the lives of those around us.



# OUR STAKEHOLDERS' THOUGHTS

## Employees



At Hily Holding Company, we understand the importance of Environmental, Social, and Governance (ESG) sustainability in today's business world. We strive to integrate sustainable practices into all aspects of our operations, from logistics and finance to real estate management and human resources. By doing so, we aim to not only benefit the environment and society but also increase the long-term success and value of our company.

### Fadi Sarris

Director of Human Capital and Development

### Human Capital and Development Department

#### Objective

To increase the diversity and inclusivity of our workforce by %15 within the next year.

### Projects

- 1) Partnering with local organizations to recruit and train underrepresented groups.
- 2) Developing and implementing anti-discrimination and anti-harassment policies..
- 3) Providing unconscious bias training for all employees.

# OUR STAKEHOLDERS' THOUGHTS



**Mohamed Abbas**  
Group Financial Controller

## Procurement & Planning

### OBJECTIVE

To increase the percentage of sustainable products and services procured by the company to 50% within the next year

### PROJECTS

Conducting a thorough supplier evaluation and selection process to prioritize those with sustainable practices

Developing a sustainable procurement policy

Partnering with suppliers to reduce waste and improve efficiency.

## Facilities Management, Maintenance, and Real Estate Management

### OBJECTIVE

To reduce energy and water consumption in all of our properties by 20% within the next year

### PROJECTS

Implementing energy-efficient lighting and HVAC systems in all of our buildings.

Installing water-saving fixtures and irrigation systems.

Conducting regular building audits to identify any potential inefficiencies.

## Finance

### OBJECTIVE

To decrease the company's carbon footprint by 30% within the next year

### PROJECTS

Investing in renewable energy and carbon offsetting projects,

Conducting a carbon footprint assessment and implementing a reduction plan,

Developing a sustainable finance policy to guide future investments.

# OUR STAKEHOLDERS' THOUGHTS

## Employees

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 (ZERO) in 2023 Total incident of  
Customer's data being compromised.**

### Information Technology Department

#### OBJECTIVE

To decrease the company's digital carbon footprint by 20% within the next year

#### PROJECTS

Implementing energy-efficient servers and data centers

Developing a telecommuting policy to reduce travel emissions

Conducting regular assessments of our digital infrastructure to identify and address any inefficiencies



**Huiam Abdalla**  
Group IT Manager

# INFORMATION TECHNOLOGY RISK MANAGEMENT SYSTEM

12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



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.

# OUR STAKEHOLDERS' THOUGHTS



## Operations

### OBJECTIVE

To reduce waste and increase recycling in all of our operations by 50% within the next year.

### PROJECTS

Implementing a waste segregation and recycling program,

Conducting regular audits to identify and address any waste and recycling issues,

Partnering with local organizations to promote sustainable practices in our operations.



## Logistics

### OBJECTIVE

To reduce carbon emissions from logistics operations by 30% within the next year.

### PROJECTS

Optimizing transportation routes and consolidating shipments to reduce emissions,

Investing in alternative fuel vehicles and low-emission equipment

Developing a sustainable logistics policy to guide future decisions.



## Quality

### OBJECTIVE

To increase the percentage of sustainable products and services offered by the company to 50% within the next year.

### PROJECTS

Conducting a thorough product evaluation and selection process to prioritize those with sustainable features

Developing a sustainable product policy

Partnering with suppliers to improve the sustainability of our products and services.



## Health Safety of the Employees

### OBJECTIVE

To improve the overall health and safety of our employees and the community by 20% within the next year.

### PROJECTS

Conducting regular health and safety audits

Developing and implementing a health and safety policy

Partnering with local organizations to promote healthy and safe practices in our operations.



# OUR STAKEHOLDERS' THOUGHTS



In the Aim of raising our employee's satisfaction, it was the beginning of the creation of the

Which we have made many events under this club such as:



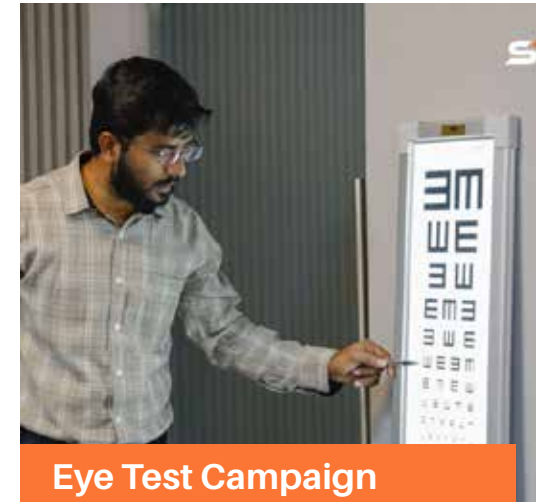
Blood Donation Event



Ramadan 2023 Sohour



Wellness Day Event



Eye Test Campaign



UAE National Day



Best Employee of the Month Celebrations



Birthdays Celebrations



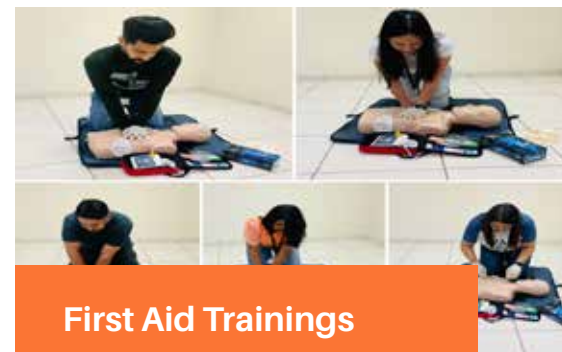
UAE National Day



Our Guinness Record 2023 Celebration



UAE National Day



First Aid Trainings

# 13

## Training & Development

# Training & Development



**Essential Food Safety Trainings:** 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.



**Corporate Tax Training:** This program equips participants with comprehensive knowledge and skills in corporate tax regulations and practices. Covering various aspects such as tax planning, compliance, and reporting, the training enables professionals to navigate the complexities of corporate taxation effectively.



**Power BI Training:** Designed to empower individuals with proficiency in Power BI, this training offers hands-on experience in utilizing the powerful data visualization tool for business intelligence purposes. Participants learn to create interactive reports and dashboards, analyze data trends, and derive valuable insights to drive informed decision-making.



**Risk Management Training:** This training program focuses on enhancing participants' understanding of risk management principles and strategies across different industries. Through practical exercises and case studies, attendees learn to identify, assess, and mitigate risks effectively, ensuring resilience and sustainable growth for their organizations.



**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.



**Emergency Preparedness & Response Trainings:** These trainings focus on equipping individuals and organizations with the knowledge and skills needed to effectively prepare for and respond to emergencies and crises. Participants learn about risk assessment, emergency planning, communication strategies, and response protocols to ensure readiness and resilience in the face of various hazards and disasters. Through practical exercises and simulations, attendees gain hands-on experience in managing emergencies and coordinating response efforts to protect lives, property, and assets.



|   |                                     |
|---|-------------------------------------|
| Performance Management Input                            | Performance management Output       |
| Performance against business and performance objectives | PDR Rating                          |
| Demonstrating of Values                                 | Business Objectives for coming year |
| Competency Assessment                                   | Development Objectives              |

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

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.

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.



Anti-Money Laundering Training



Power BI Training



Risk Management Training



Corporate Tax Training



Essential Food Safety Trainings



Emergency Preparedness & Response Trainings



**In-House Training Sales & Marketing**



**In-House Training Distributor Management Session**



**IN- House Training Introducing New SKUs.**



**PRESERVING & PROTECTING**  
THE ENVIRONMENT

# 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 for 2023. 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.



# PRESERVING & PROTECTING THE ENVIRONMENT

## Disaster Management & Emergency Response

At Hilly and its subsidiaries, we recognize the critical importance of disaster management and emergency response in safeguarding the well-being of our employees, customers, and assets. To this end, we have established a comprehensive Disaster and Emergency Plan in alignment with the directives of the UAE government and recommendations from our Quality and HSE team.

Our emergency response team is rigorously trained and equipped to effectively manage various emergency scenarios, ranging from natural disasters to fires and medical crises. Regular mock drills and equipment tests are conducted to ensure the readiness and efficiency of our emergency response system.

The outcomes of these drills and tests undergo thorough evaluation, leading to necessary updates and enhancements to our Disaster and Emergency Plan. Our commitment to ongoing training and evaluation guarantees that our emergency response team remains prepared and capable of swiftly addressing any emergency situation.

Furthermore, we prioritize the continuous enhancement of our Disaster and Emergency Plan to incorporate the latest best practices and guidelines. This proactive approach ensures that we are always primed to respond to emergencies and uphold the safety of our personnel,

### Meet Our Team Leading Environmental Management & Excellence



**Mr. Ahmed Ayad**  
GENERAL MANAGER



**Eng. Mahmoud Ghoneim**  
FACILITIES MANAGER



**OUR SUSTAINABILITY**  
FRAMEWORK

# OUR SUSTAINABILITY FRAMEWORK

|   |  |   |   |
|---|--|---|---|
|   |  |   |   |
| <p><b>Maintaining Ethical, Responsible, and Profitable Business</b></p> <p>We are committed to maintaining the highest ethical and responsible business practices, while delivering sustainable profitability.</p> <p>We uphold ethical principles in all our dealings with stakeholders, foster a culture of transparency and accountability, and ensure responsible governance.</p> <p>We are aligning with SDGs 16, 12, 8, and the GRI Standards on Ethical Behavior and Anti-Corruption</p> | <p><b>Fostering Diverse, Healthy, and Safe Communities</b></p> <p>We believe in fostering diverse, healthy, and safe communities that are resilient, inclusive, and socially responsible.</p> <p>We promote diversity and inclusion within our workforce, provide a safe and healthy work environment, and engage with local communities to address their concerns.</p> <p>We are aligning with SDGs 10, 8, 5, 4, 3, and 11, and the GRI Standards on Diversity and Equal Opportunity, Occupational Health and Safety, and Community Engagement.</p> | <p><b>Innovation and Reengineering Product Quality and Sustainability</b></p> <p>We are committed to innovation and reengineering our product quality and sustainability to meet evolving customer demands and emerging industry trends..</p> <p>We invest in sustainable technologies, reduce our environmental footprint, and improve our product quality and safety standards.</p> <p>We will align with SDGs 13, 12, 9, 7, and the GRI Standards on Energy, Innovation, and Product and Service Labeling.</p> | <p><b>Preserving and Protecting the Environment</b></p> <p>We recognize the importance of preserving and protecting the environment for future generations.</p> <p>We adopt sustainable practices, reduce our carbon footprint, minimize waste and pollution, and engage in conservation efforts</p> <p>We will align with SDGs 14, 13, 12, 7, 6, and 15, and the GRI Standards on Water and Effluents, Climate Change, and Biodiversity.</p> |

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 for sustainable development, and we are committed to continuously improving our 2021 .sustainability performance and reporting on our progress

# Abu Dhabi National Foodstuff



# Abu Dhabi National Foodstuff

SEGMENT

FMCG

FOOTPRINT

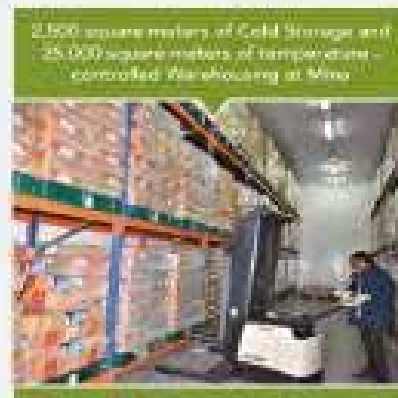
UAE & GCC

2023 REVENUE

+20.00 M

RELATIONAL

Category - FMCG



SPL / FOODCO owns a fleet of Trucks to serve the current business  
1 ton | 3-4 tons | 10-15 tons | 40 tons



TRANSPORTATION

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

*The Good Taste of Life*

# OUR BRANDS

Hily Holding P.J.S.C, previously recognized as Foodco Holding P.J.S.C, originated in 2006 as a natural progression stemming from the growth and diversification of Abu Dhabi National Foodstuff Company (Foodco LLC). encompasses five subsidiary firms: Foodco LLC, Sense Gourmet, Dana Plaza, 5PL Logistics Solutions, and Oasis. These subsidiaries operate independently under the umbrella of the holding company. Hily Holding, as the cornerstone of the group, functions as a publicly traded entity and serves as the bedrock of the company's success. Leveraging its strategic location, robust financial support, sturdy infrastructure, and forward-thinking approach, the company has flourished, laying the groundwork for continued expansion and advancement.



**5.5 Million KG**  
Of purest and finest  
rice sold annually

**#1 Voted**  
Consumer choice  
of the year 2022

**#1 Quality**  
Grain of rice

**#1 Winner**  
Product since 2022

**5 Brands**  
Expanding  
portfolio

**60+ Suppliers**  
international  
Footprint

**300+ Employees**  
Across UAE

A large, light orange, stylized number '17' is positioned in the background on the left side of the page. The '1' is a simple vertical bar with a rounded top. The '7' has a horizontal top bar and a diagonal stem that tapers towards the bottom.

# 5PL LOGISTICS SOLUTIONS



# 5PL LOGISTICS SOLUTIONS 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

**Logistics Services**

## FOOTPRINT

**UAE & GCC**

## 2023 REVENUE

**16.41 M**

## RELATIONAL

**Category - (Logistics & Warehousing)**

**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 | 2023 REVENUE | RELATIONAL                          |
|------------------------|-----------|--------------|-------------------------------------|
| Real Estate management | UAE       | 35.25 M      | Category - (Real Estate Management) |

# OCCUPATIONAL HEALTH & SAFETY

# OCCUPATIONAL HEALTH & SAFETY

## 403-1 Occupational Health and Safety Management System

At Hily Holding P.J.S.C, we prioritize the safety and well-being of our employees. We have established a comprehensive Occupational Health and Safety Management System (OHSMS) to ensure that our workplace meets the highest standards of safety. This system encompasses policies, procedures, and practices aimed at identifying, assessing, and managing occupational health and safety risks across all our operations and sectors.

## 403-2 Hazard Identification, Risk Assessment, and Incident Investigation

We conduct regular hazard identification and risk assessments to proactively identify potential hazards and assess associated risks in our workplace. In the event of an incident, we conduct thorough investigations to determine root causes and implement corrective actions to prevent recurrence.

## 403-3 Occupational Health Services

Hily Holding P.J.S.C provides access to comprehensive occupational health services for all employees, in compliance with UAE corporate rules regarding compulsory healthcare. These services include medical consultations, health screenings, vaccinations, and other preventive measures to promote employee well-being and address any health concerns related to their work environment. Additionally, we offer extra healthcare services to our employees to ensure their overall wellness.

## 403-4 Worker Participation, Consultation, and Communication on Occupational Health and Safety

We actively encourage worker participation in occupational health and safety matters through regular consultation and communication channels. Employees are encouraged to report any safety concerns or suggestions for improvement, and their feedback is taken into account in decision-making processes related to occupational health and safety.

## 403-5 Worker Training on Occupational Health and Safety

All employees at Hily Holding P.J.S.C receive comprehensive training on occupational health and safety practices relevant to their roles. This training covers topics such as hazard recognition, emergency procedures, proper use of personal protective equipment (PPE), and other essential safety protocols to ensure that employees are equipped with the knowledge and skills to work safely.

## 403-6 Promotion of Worker Health

In addition to addressing workplace hazards, we promote employee health and well-being through various initiatives. These include wellness programs, access to mental health resources, and initiatives to encourage physical activity and healthy lifestyle choices among employees.

## 403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked by Business Relationships

We recognize our responsibility to ensure the safety of all individuals directly involved in our business relationships, including contractors, suppliers, and other stakeholders. We work closely with these partners to identify and mitigate occupational health and safety risks associated with our operations and supply chain activities.

# OCCUPATIONAL HEALTH & SAFETY

## **403-8 Workers Covered by an Occupational Health and Safety Management System**

All employees, including full-time, part-time, and temporary workers, are covered by our Occupational Health and Safety Management System. This ensures that consistent standards of safety are applied across all levels of our organization and that every worker is protected from occupational health and safety hazards.

## **403-9 Work-Related Injuries**

In the unfortunate event of a work-related injury, Hily Holding P.J.S.C provides prompt medical attention and support to affected employees. We also conduct investigations to understand the cause of the injury and take steps to prevent similar incidents in the future.

## **403-10 Work-Related Ill Health**

Similarly, if an employee experiences work-related ill health, we ensure that they receive appropriate medical care and support. We also conduct assessments to identify any underlying workplace factors contributing to the illness and take measures to address them to prevent further cases.

**In summary, Hily Holding P.J.S.C is committed to maintaining a safe and healthy workplace for all employees. Through our robust Occupational Health and Safety Management System, compliance with UAE corporate rules regarding compulsory healthcare, and comprehensive range of policies and practices, we strive to prevent workplace injuries and illnesses and promote the overall well-being of our workforce.**



20

**Health & Safety at**  
Hily Holding

# Health & Safety at Hily Holding

## HSE Practices

At Hily Holding, we prioritize the health and safety of our employees and customers. In 2023, 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 2023. 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 | 2023 |
|-------------------------------|------|------|------|------|
| Number of lost days from LTIs | 0    | 0    | 0    | 0    |
| Number of fatalities          | 0    | 0    | 0    | 0    |
| Number of near misses         | 0    | 0    | 0    | 0    |
| Number of Unsafe Act          | 6    | 6    | 6    | 4    |
| Number of Vehicle accidents   | 5    | 6    | 0    | 0    |
| Number of Vehicle Violations  | 67   | 66   | 35   | 36   |



2

1

**BIO** DIVERSITY

# BIO DIVERSITY

## Hily Holding P.J.S.C's Commitment to Biodiversity Conservation

At Hily Holding P.J.S.C, we recognize the critical importance of biodiversity conservation in preserving the delicate balance of our planet's ecosystems. As a responsible corporate citizen, we are dedicated to minimizing our environmental footprint and mitigating our impact on biodiversity through proactive measures across all our business operations.

One exemplary initiative within our corporate family is Dana Plaza Real Estate, a subsidiary of Hily Holding P.J.S.C. Dana Plaza Real Estate places a strong emphasis on sustainability and environmental stewardship in its operations. In line with our commitment to reducing emissions and pollution, Dana Plaza Real Estate implements stringent procedures to minimize waste and maximize resource efficiency.

One of the key strategies employed by Dana Plaza Real Estate is the implementation of comprehensive recycling programs. The company ensures that all recyclable materials, including paper, plastic, and glass, are sorted and processed efficiently to divert waste from landfills and reduce environmental pollution. Additionally, Dana Plaza Real Estate actively seeks opportunities to repurpose scrap materials generated from building maintenance and development projects, further minimizing waste generation and environmental impact.

## 304-1 Operational Sites and Biodiversity Conservation

Hily Holding P.J.S.C and its subsidiaries are dedicated to preserving biodiversity, both within and outside operational sites. We conduct thorough assessments to identify operational sites that are located in or adjacent to protected areas or areas of high biodiversity value. Through proactive management practices, we strive to minimize any potential adverse impacts on these sensitive ecosystems, including habitat destruction, fragmentation, and species displacement.

## 304-2 Significant Impacts on Biodiversity

As part of our commitment to transparency and accountability, Hily Holding P.J.S.C monitors and evaluates the significant impacts of our activities, products, and services on biodiversity. Through rigorous impact assessments, we identify potential risks and develop mitigation strategies to minimize negative effects on biodiversity. These efforts include implementing measures to reduce greenhouse gas emissions, conserving water resources, and promoting sustainable land use practices across our operations.

**In summary, Hily Holding P.J.S.C is unwavering in its dedication to biodiversity conservation and environmental sustainability. Through proactive measures, responsible management practices, and collaborative efforts with stakeholders, we strive to protect and preserve biodiversity for present and future generations**



**GENDER** EQUALITY

# 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 2023, we increased the number of newly hired female employees by 5%**, 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%                      |
| 2023 | 8%                  | 7%                      |

## VOLUNTARY TURNOVER RATE BY GENDER

| Year | Male | Female |
|------|------|--------|
| 2020 | 3%   | 5%     |
| 2021 | 4%   | 3%     |
| 2022 | 11%  | 2%     |
| 2023 | -    | -      |

## FULL TIME EMPLOYEES BY GENDER

| Year | Male | Female |
|------|------|--------|
| 2020 | 93%  | 7%     |
| 2021 | 94%  | 6%     |
| 2022 | 87%  | 13%    |
| 2023 | 80%  | 20%    |

## TOTAL NEW HIRED EMPLOYEES BY GENDER

| Year | Male | Female |
|------|------|--------|
| 2020 | 96%  | 4%     |
| 2021 | 98%  | 2%     |
| 2022 | 80%  | 20%    |
| 2023 | 75%  | 25%    |



**CHILD** LABOUR

# CHILD LABOUR

## 408-1 Operations and Suppliers at Significant Risk for Incidents of Child Labor:

At Hily Holding P.J.S.C, we adhere strictly to the labor laws of the United Arab Emirates (UAE) and maintain a zero-tolerance policy towards any form of child labor. We are committed to upholding ethical labor practices and ensuring that all our operations and suppliers comply with applicable laws and regulations.

Our rigorous supplier vetting process includes thorough assessments to identify any potential risks of child labor within our supply chain. We engage with suppliers to communicate our expectations regarding labor standards and conduct regular monitoring to ensure compliance.

We are proud to affirm that Hily Holding P.J.S.C has never been involved in any incidents of child labor. We maintain transparent and ethical employment practices, and the youngest employee ever to work within our company was 19 years old at the time of employment.

Furthermore, we actively support initiatives aimed at combating child labor globally and collaborate with relevant authorities and organizations to address this critical issue. Our commitment to ethical labor practices extends beyond legal compliance to uphold the rights and dignity of all individuals, including children, in our workforce and supply chain.



24

**AGE DIVERSITY**

# 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 40% of our employees are under the age of 30, and we have further increased our commitment to age diversity by hiring**

**75% of our new employees under the age of 30 in 2023.**

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%             |
| 2023 | 60%       | 42%        | 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%       |
| 2023 | 40%      | 56%           | 4%       |

## 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%      |
| 2023 | 75%      | 15%           | 10%      |



The background features large, light gray numbers '25' that are partially obscured by a dark blue horizontal bar. The number '2' is on the left, and the number '5' is on the right. The dark blue bar spans across the middle of the '5' and contains the text 'FOSTERING INCLUSION'.

**FOSTERING** INCLUSION

# FOSTERING INCLUSION



At Hily Holding, we are committed to fostering a diverse and inclusive workplace, in line with UAE Vision 2021 and SDG10. 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.

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.

**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.



| EMPLOYEES BY ORIGIN |               |        |
|---------------------|---------------|--------|
| YEAR                | UAE NATIONALS | EXPATS |
| 2020                | 2%            | 98%    |
| 2021                | 3%            | 97%    |
| 2022                | 5%            | 95%    |
| 2023                | 5%            | 95%    |



**23** Different Nationalities working at Hily Holding

#### **401-1 New Employee Hires and Employee Turnover**

At Hily Holding P.J.S.C, we are continuously expanding our operations, leading to frequent recruitment drives to meet our growing business needs. Our commitment to growth and innovation has resulted in a steady influx of new hires. As per our Monthly HR reports, our turnover percentage is approximately %9, reflecting a healthy balance between employee retention and organizational evolution.

#### **401-2 Benefits Provided to Full-Time Employees that are Not Provided to Temporary or Part-Time Employees**

We value our employees' contributions and recognize the importance of providing comprehensive benefits to support their well-being and professional development. Full-time employees at Hily Holding P.J.S.C enjoy additional benefits compared to temporary or part-time employees. These benefits include annual salary bonuses and yearly salary increments based on performance evaluations and recommendations. We believe in rewarding dedication and commitment to our company's success, and these benefits reflect our appreciation for the hard work and loyalty of our full-time employees.

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# 20

## ECONOMIC PERFORMANCE

# ECONOMIC PERFORMANCE

## **201-1 Direct Economic Value Generated and Distributed**

In response to the evolving global economic landscape, Hily Holding P.J.S.C has implemented initiatives to assist our employees in navigating challenging economic conditions. We understand the importance of helping our workforce maintain their standard of living, particularly during times of economic uncertainty. To this end, we offer select food products at reduced prices to our employees, easing the financial burden of everyday expenses. Additionally, we are committed to adjusting salaries in line with any inflationary pressures or economic changes, ensuring that our employees' purchasing power remains intact.

## **201-2 Financial Implications and Risks Due to Climate Change**

As climate change poses significant risks to both the environment and society, including potential financial implications for employees, Hily Holding P.J.S.C remains vigilant in addressing these challenges. In the event of environmental crises or unexpected situations resulting from climate change, we stand ready to support our employees through various means, including financial assistance. For instance, we may offer low-interest loans to employees facing financial hardship due to environmental disasters or climate-related events, helping them overcome temporary setbacks and maintain financial stability.

## **201-3 Defined Benefit Plan Obligations and Other Retirement Plans**

Hily Holding P.J.S.C is fully committed to complying with UAE laws and regulations governing retirement plans for local Emirati employees. We understand the importance of providing our Emirati employees with secure and sustainable retirement options that align with local regulations and best practices. Our retirement plans are designed to provide Emirati employees with financial security and peace of mind as they transition into retirement, offering defined benefit plan obligations and other retirement benefits in accordance with UAE laws.

**In summary, Hily Holding P.J.S.C is dedicated to enhancing the financial well-being and retirement prospects of our Emirati employees. Through proactive measures, compliance with local regulations, and support during challenging economic and environmental conditions, we strive to create a supportive and inclusive workplace where employees can thrive throughout their careers and beyond.**



# **Innovation and Reengineering**

## Product Quality & Sustainability

# Innovation and Reengineering

## Product Quality & Sustainability

### Material Topics

**Product Quality & Safety**

**Healthy Products**

**Responsible Supply Chain Management**

**Innovation**

UAE Vision 2021

Pillar: Sustainable Environment & Infrastructure Competitive Knowledge Economy

In our 2023 report, Hily Holding reaffirms its unwavering commitment to continuously enhancing our products and services to cater to the ever-evolving needs and preferences of our valued customers, all while prioritizing environmental stewardship and sustainability. In adherence to this pledge, we've dedicated resources to innovation and reengineering endeavors aimed at elevating the quality, safety, and sustainability of our offerings across our diverse business lines, spanning Warehousing, FMCG, and Logistics. Through the strategic application of advanced technologies and data analytics, our objective remains to minimize waste, optimize resource utilization, and augment the overall value proposition of our products for both our discerning customers and stakeholders. Within this report, we are pleased to showcase some of our notable initiatives and accomplishments throughout the year 2023, aligning closely with the visionary UAE 2021 Vision and the Sustainable Development Goals outlined by the United Nations

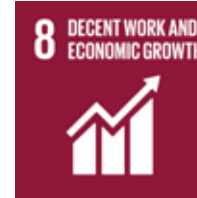


# 2020

## FINANCIAL HIGHLIGHTS



# FINANCIAL HIGHLIGHTS



Hily Holding prioritizes sustainability in its diverse product range, which includes energy drinks, collagen waters, vine leaves, healthy snacks, and ready-to-eat meals. Our sustainability efforts are aligned with critical United Nations Sustainable Development Goals (SDGs) such as SDG 2 (Zero Hunger), 3 (Good Health and Well-being), 7 (Affordable and Clean Energy), 12 (Responsible Consumption and Production), and 13 (Climate Action). Additionally, we adhere to Global Reporting Initiative (GRI) Standards, including GRI 102 (General Disclosures), 201 (Economic Performance), 301 (Environmental Performance), 303 (Water and Effluents), and 305 (Emissions). These practices resonate with the UAE National Vision 2030, focusing on Sustainable Environment and Infrastructure, and Cohesive Society and Preserved Identity. Our commitment to sustainability has led to an impressive 18% increase in quality and healthy products in 2022, reflecting our dedication to minimizing environmental impact while delivering exceptional value to our customers.

**A great year with 18.45%  
revenue growth**

**76.915**

Net profit  
(AED million)

**146.251**

Net Revenue  
(AED million)

**945.510**

Total Assets  
(AED million)

**592.726**

Shareholders Equity  
(AED million)



**PRODUCT AND SERVICE**  
INFORMATION AND LABELING

# PRODUCT AND SERVICE INFORMATION AND LABELING

At Hily Holding P.J.S.C, we prioritize transparency and customer satisfaction by adhering to rigorous standards for product and service information and labeling. Our commitment to sustainability extends to how we communicate with consumers, ensuring that they have access to accurate and comprehensive information about our products and services. In line with this commitment, we follow the guidelines established by the Gulf Standardization Organization (GSO) and UAE Standards for labeling. In cases where specific information is not covered by these standards, we reference guidelines provided by the Food and Drug Administration (FDA) to maintain consistency and transparency in our labeling practices.

## **417-1 Requirements for Product and Service Information and Labeling**

We uphold the highest standards for product and service information and labeling, in accordance with GSO/UAE Standards and FDA guidelines. Our labeling practices include providing clear and accurate information about product ingredients, nutritional content, allergens, usage instructions, and any other relevant details to empower consumers to make informed choices. By adhering to these requirements, we aim to build trust with our customers and promote transparency in our business practices.

## **417-2 Incidents of Non-Compliance Concerning Product and Service Information and Labeling**

In the rare event of non-compliance concerning product and service information and labeling, we take swift and decisive action to address the issue and prevent recurrence. Our robust quality assurance processes include regular audits and inspections to ensure compliance with regulatory requirements and internal standards. Any incidents of non-compliance are thoroughly investigated, and corrective actions are implemented to rectify the situation and mitigate any potential harm to consumers.

## **417-3 Incidents of Non-Compliance Concerning Marketing Communications**

We are committed to ethical marketing practices and compliance with regulatory guidelines governing marketing communications. Our marketing communications are designed to be truthful, transparent, and in alignment with the values of our brand. In the unlikely event of any incidents of non-compliance concerning marketing communications, we take immediate corrective action to address the issue and prevent reoccurrence. Our goal is to maintain the trust and confidence of our customers by ensuring that our marketing messages are accurate, respectful, and compliant with relevant regulations.

**In summary, at Hily Holding P.J.S.C, we are dedicated to upholding the highest standards for product and service information, labeling, and marketing communications. By following GSO/UAE Standards and FDA guidelines, we demonstrate our commitment to transparency, accountability, and customer satisfaction in all aspects**



**OPTIMIZING VALUES INTO**  
**ALL OPERATIONS**

# OPTIMIZING VALUES INTO ALL OPERATIONS

Since 2022, our company has undertaken initiatives to enhance value across our value chain. In supply chain management, we've prioritized environmentally conscious practices by sourcing from local and sustainable suppliers, aligning with United Nations Sustainable Development Goals (SDGs) such as SDG 12 (Responsible Consumption and Production) and SDG 13 (Climate Action), as well as Global Reporting Initiative (GRI) Standards like GRI 204 and 308.

Similarly, in warehousing and logistics management, we've leveraged technology to boost efficiency and minimize waste, in line with SDG 9 (Industry, Innovation and Infrastructure) and GRI Standards such as GRI 301 and 302. These efforts have enabled us to reduce our carbon footprint and environmental impact.

Moreover, we've maintained a steadfast commitment to health and safety, aligning with SDG 3 (Good Health and Well-being) and GRI Standards including GRI 403 and 404. Through comprehensive training programs and resource allocation, we've ensured a safe and healthy work environment for our employees, customers, and stakeholders.

Overall, our 2022 initiatives underscore our dedication to optimizing value, fostering sustainability, and aligning with the UAE National Vision 2021 pillars of Sustainable Environment and Infrastructure, and Cohesive Society and Preserved Identity.



## 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

# 31

**AUDIT**

# AUDIT

## THE EXTERNAL AUDITOR KPMG

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

## THE EXTERNAL AUDITOR KPMG

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.

## 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.

**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**

32

**HUMAN** RIGHTS



# HUMAN RIGHTS

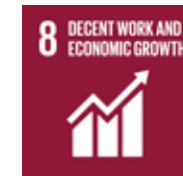
Hily Holding PJSC is committed to aligning our business operations with the UAE's 2021 National Vision, as well as the United Nations' Sustainable Development Goals (SDGs) 5, 3, and 8. In 2022, we made significant progress in implementing our policies and achieving our sustainability goals.



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.



**CLEAR INFO** FOR  
MARKETING

# CLEAR INFO FOR MARKETING

## 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.



## 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.



## 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.



## 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.





**RISK MANAGEMENT &  
INTERNAL CONTROLS**

# 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.

## 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.

## 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.



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

3

5

**CUSTOMER** SATISFACTION

# CUSTOMER SATISFACTION

## 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.



## AVOIDING FALSE OR MISLEADING CLAIMS

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 FALSE OR MISLEADING CLAIMS

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.





**HILY HOLDING'S**

DESCRIPTION OF PRINCIPLES



# HILY HOLDING'S

## DESCRIPTION OF PRINCIPLES

| 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. |

# HILY HOLDING'S

## DESCRIPTION OF PRINCIPLES

| 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                         |

3

7

**GRI CONTENT INDEX**

# GRI CONTENT INDEX

|  |   |
|--|---|
| <b>Statement of use</b>                  | Hily Holding P.J.S.C has reported in accordance with the GRI Standards for the period 01/01/2023 to 31/12/2023. |
| <b>GRI 1 used</b>                        | GRI 1: Foundation 2021  |
| <b>Applicable GRI Sector Standard(s)</b> | Group 1: Basic materials and needs & Group 2: Industrial & Group 3: Transport, infrastructure and tourism       |

| GRI STANDARD/<br>OTHER SOURCE   | DISCLOSURE   | LOCATION                            | OMISSION    |        |             | GRI SECTOR<br>STANDARD REF. NO. | ADX DISCLOSURE         |
|---------------------------------|--|-------------------------------------|-------------|--------|-------------|---------------------------------|------------------------|
|                                 |  |                                     | REQUIREMENT | REASON | EXPLANATION |                                 |                        |
| <b>GENERAL DISCLOSURES</b>      |  |                                     |             |        |             |                                 |                        |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details   | pg 03 - 07                          |             |        |             | GRI 102-11                      | G1: Board Diversity    |
|                                 | 2-2 Entities included in the organization’s sustainability reporting | pg. 4 to pg. 9/<br>pg. 60 to pg. 67 |             |        |             | GRI 102-11 to<br>GRI 102-16     | G2: Board Independence |
|                                 | 2-3 Reporting period, frequency and contact point                    | pg. 3                               |             |        |             | GRI 102-18 /<br>GRI 102-40      |                        |
|                                 | 2-4 Restatements of information                                      | pg. 4 / pg. 14 /<br>pg. 15          |             |        |             |                                 |                        |

|                                 |  |                                    |  |  |  |                                      |   |
|---------------------------------|--|------------------------------------|--|--|--|--------------------------------------|---|
| GRI 2: General Disclosures 2021 | 2-5 External assurance   | pg. 23 pg. 24 and pg. 95           |  |  |  | GRI 2                                | G9: External Assurance  |
|                                 | 2-6 Activities, value chain and other business relationships                     | pg. 19 / pg. 27 / pg. 40 to pg. 54 |  |  |  | GRI 102-40                           |   |
|                                 | 2-7 Employees  | pg. 44 to pg. 52                   |  |  |  | 400-1 / GRI 102-44                   |   |
|                                 | 2-8 Workers who are not employees  | pg. 44                             |  |  |  |                                      | S5: Temporary Worker  |
|                                 | 2-9 Governance structure and composition   | pg. 9 and pg.10                    |  |  |  | GRI 102-14                           | G1: Board Diversity   |
|                                 | 2-10 Nomination and selection of the highest governance body                     | pg. 09                             |  |  |  | GRI 102-15                           |   |
|                                 | 2-11 Chair of the highest governance body  | pg. 6 to pg.10                     |  |  |  | GRI 102-12                           | G2: Board Independence  |
|                                 | 2-12 Role of the highest governance body in overseeing the management of impacts | pg. 14 pg.15                       |  |  |  | GRI 102-12                           | G2: Board Independence<br>G8: Disclosure Practices              |
|                                 | 2-13 Delegation of responsibility for managing impacts                           | pg. 15                             |  |  |  | GRI 102-14                           |   |
|                                 | 2-14 Role of the highest governance body in sustainability reporting             | pg. 17                             |  |  |  | GRI 103-3                            | G7: Sustainability Reporting<br>E8, E9: Environmental Oversight |
|                                 | 2-15 Conflicts of interest   | in the report                      |  |  |  | GRI 102-25                           |   |
|                                 | 2-16 Communication of critical concerns  | in the report                      |  |  |  | GRI 102-33                           |   |
|                                 | 2-17 Collective knowledge of the highest governance body                         | pg. 3 to pg. 10                    |  |  |  | GRI 102-14 / GRI 102-15 / GRI 102-27 |   |
|                                 | 2-18 Evaluation of the performance of the highest governance body                | In the report                      |  |  |  |                                      |   |
|                                 | 2-19 Remuneration policies   | pg. 29                             |  |  |  | GRI 102-40                           | G3: Incentivized Pay  |
|                                 | 2-20 Process to determine remuneration   | pg. 101                            |  |  |  | GRI 102-40 / GRI 201                 |   |
|                                 | 2-21 Annual total compensation ratio   | in the report                      |  |  |  | GRI 102-44 / GRI 102-38              | S1: CEO Pay Ratio   |

|                                 |  |                               |  |  |  |            |                                 |
|---------------------------------|--|-------------------------------|--|--|--|------------|---------------------------------|
| GRI 2: General Disclosures 2021 | 2-22 Statement on sustainable development strategy | pg. 26 and pg. 27             |  |  |  | GRI 102-17 | E8, E9: Environmental Oversight |
|                                 | 2-23 Policy commitments                            | pg. 29, pg. 95, pg. 101       |  |  |  | GRI 2      |                                 |
|                                 | 2-24 Embedding policy commitments                  | pg. 95                        |  |  |  | GRI 2      |                                 |
|                                 | 2-27 Compliance with laws and regulations          | pg. 95, pg. 101 in the report |  |  |  | GRI 2      | G8: Disclosure Practices        |
|                                 | 2-29 Approach to stakeholder engagement            | pg. 40 to pg. 50              |  |  |  | GRI 102-16 |                                 |

### MATERIAL TOPICS

|                             |  |        |  |  |  |            |  |
|-----------------------------|--|--------|--|--|--|------------|--|
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | pg. 20 |  |  |  | GRI 102-43 |  |
|                             | 3-2 List of material topics              | pg. 22 |  |  |  | GRI 103-1  |  |

### ECONOMIC PERFORMANCE

|                                    |  |                             |  |  |  |           |  |
|------------------------------------|--|-----------------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021        | 3-3 Management of material topics  | pg. 20 to pg. 22            |  |  |  | GRI 103-1 |  |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed                                | pg. 93<br>pg. 29 to pg. 32  |  |  |  | GRI 201-1 |  |
|                                    | 201-2 Financial implications and other risks and opportunities due to climate change | pg. 89,<br>pg. 29 to pg. 32 |  |  |  | GRI 201-2 |  |
|                                    | 201-3 Defined benefit plan obligations and other retirement plans                    | pg. 85<br>pg. 29 to pg. 32  |  |  |  | GRI 201-3 |  |

### MARKET PRESENCE

|                               |  |                  |  |  |  |           |  |
|-------------------------------|--|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021   | 3-3 Management of material topics  | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 202: Market Presence 2016 | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | pg. 76           |  |  |  | GRI 202-1 |  |
|                               | 202-2 Proportion of senior management hired from the local community               | pg.80            |  |  |  | GRI 202-2 |  |

| INDIRECT ECONOMIC IMPACTS               |   |                         |  |  |  |           |                                       |
|---|---|-------------------------|--|--|--|-----------|---------------------------------------|
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | pg. 20 to pg. 22        |  |  |  | GRI 103-1 |                                       |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported                               | pg.67, pg.87            |  |  |  | GRI 203-1 |                                       |
|   | 203-2 Significant indirect economic impacts   | pg. 85                  |  |  |  | GRI 203-2 |                                       |
| PROCUREMENT PRACTICES                   |   |                         |  |  |  |           |                                       |
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | pg. 20 to pg. 22        |  |  |  | GRI 103-1 |                                       |
| GRI 204: Procurement Practices 2016     | 204-1 Proportion of spending on local suppliers                                       | pg. 33, pg. 42          |  |  |  | GRI 204-1 | G4: Supplier Code of Conduct          |
| ANTI-CORRUPTION                         |   |                         |  |  |  |           |                                       |
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | pg. 20 to pg. 22        |  |  |  | GRI 103-1 |                                       |
| GRI 205: Anti-corruption 2016           | 205-1 Operations assessed for risks related to corruption                             | pg. 95 to pg. 101       |  |  |  | GRI 205   |                                       |
|   | 205-2 Communication and training about anti-corruption policies and procedures        | pg.52 and pg. 54        |  |  |  | GRI 205   | G5: Ethics & Prevention of Corruption |
|   | 201-3 Defined benefit plan obligations and other retirement plans                     | pg. 85                  |  |  |  | GRI 205   | G5: Ethics & Prevention of Corruption |
| ANTI-COMPETITIVE BEHAVIOR               |   |                         |  |  |  |           |                                       |
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | pg. 20 to pg. 22        |  |  |  | GRI 103-1 |                                       |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | pg. 29, pg. 101 , pg.95 |  |  |  | GRI 206   |                                       |

## TAX

|                             |  |                  |  |  |  |           |  |
|-----------------------------|--|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics                                      | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 207: Tax 2019           | 207-1 Approach to tax  | pg. 47           |  |  |  | GRI 207-1 |  |
|                             | 207-2 Tax governance, control, and risk management                     | pg. 47           |  |  |  | GRI 207-2 |  |
|                             | 207-3 Stakeholder engagement and management of concerns related to tax | pg. 42 to pg. 43 |  |  |  | GRI 207-3 |  |
|                             | 207-4 Country-by-country reporting                                     | pg. 42           |  |  |  | GRI 207-4 |  |

## MATERIALS

|                             |  |                  |  |  |  |           |                              |
|-----------------------------|--|------------------|--|--|--|-----------|------------------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics                      | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                              |
| GRI 301: Materials 2016     | 301-1 Materials used by weight or volume               | pg. 36, pg. 37   |  |  |  | GRI 301-1 | E7: Environmental Operations |
|                             | 301-2 Recycled input materials used                    | pg. 36, pg. 37   |  |  |  | GRI 301-2 |                              |
|                             | 301-3 Reclaimed products and their packaging materials | pg. 36, pg. 37   |  |  |  | GRI 301-3 | E7: Environmental Operations |

## ENERGY

|                             |  |                   |  |  |  |           |                      |
|-----------------------------|--|-------------------|--|--|--|-----------|----------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics                                | pg. 20 to pg. 22  |  |  |  | GRI 103-1 |                      |
| GRI 302: Energy 2016        | 302-1 Energy consumption within the organization                 | pg. 35            |  |  |  | GRI 302-1 |                      |
|                             | 302-2 Energy consumption outside of the organization             | pg. 35            |  |  |  | GRI 302-2 | E3: Energy Usage     |
|                             | 302-3 Energy intensity   | pg. 35            |  |  |  | GRI 302-3 | E5: Energy Mix       |
|                             | 302-4 Reduction of energy consumption                            | pg. 35            |  |  |  | GRI 302-4 | E4: Energy Intensity |
|                             | 302-5 Reductions in energy requirements of products and services | pg. 32 and pg. 39 |  |  |  | GRI 302-5 | E3: Energy Usage     |



## WATER AND EFFLUENTS

|                                   |   |                  |  |  |  |           |                 |
|-----------------------------------|---|------------------|--|--|--|-----------|-----------------|
| GRI 3: Material Topics 2021       | 3-3 Management of material topics                   | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource  | pg. 37           |  |  |  | GRI 303-1 | E6: Water Usage |
|                                   | 303-2 Management of water discharge-related impacts | pg. 37           |  |  |  | GRI 303-2 |                 |
|                                   | 303-3 Water withdrawal                              | pg. 37           |  |  |  | GRI 303-3 |                 |
|                                   | 303-4 Water discharge                               | pg. 37           |  |  |  | GRI 303-4 |                 |
|                                   | 303-5 Water consumption                             | pg. 37           |  |  |  | GRI 303-5 |                 |

## BIODIVERSITY

|                             |   |                  |  |  |  |                |  |
|-----------------------------|---|------------------|--|--|--|----------------|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics   | pg. 20 to pg. 22 |  |  |  | GRI 103-1      |  |
| GRI 304: Biodiversity 2016  | 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | pg. 74           |  |  |  | GRI 304-1 2016 | E7: Environmental Operations<br>E8: Environmental Oversight<br>E9: Environmental Oversight |
|                             | 304-2 Significant impacts of activities, products and services on biodiversity  | pg. 74           |  |  |  | GRI 304-2 2016 |  |

## EMISSIONS

|                             |   |                  |  |  |  |           |  |
|-----------------------------|---|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics             | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 305: Emissions 2016     | 305-1 Direct (Scope 1) GHG emissions          | pg. 35, pg. 38   |  |  |  | GRI 305-1 | E1: GHG Emissions<br>E2: Emissions Intensity |
|                             | 305-2 Energy indirect (Scope 2) GHG emissions | pg. 35, pg. 38   |  |  |  | GRI 305-2 | E7: Environmental Operations                 |
|                             | 305-3 Other indirect (Scope 3) GHG emissions  | pg. 35, pg. 38   |  |  |  | GRI 305-3 |  |
|                             | 305-4 GHG emissions intensity                 | pg. 35, pg. 38   |  |  |  | GRI 305-4 | E8: Environmental Oversight                  |

|                         |   |                |  |  |  |           |                             |
|-------------------------|---|----------------|--|--|--|-----------|-----------------------------|
| GRI 305: Emissions 2016 | 305-5 Reduction of GHG emissions  | pg. 35, pg. 38 |  |  |  | GRI 305-5 |                             |
|                         | 305-6 Emissions of ozone-depleting substances (ODS)                                   | pg. 35, pg. 38 |  |  |  | GRI 305-6 | E8: Environmental Oversight |
|                         | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | pg. 35, pg. 38 |  |  |  | GRI 305-7 |                             |

### WASTE

|                             |  |                  |  |  |  |           |  |
|-----------------------------|--|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics                            | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 306: Waste 2020         | 306-1 Waste generation and significant waste-related impacts | pg. 35 to pg.37  |  |  |  | GRI 306-1 |  |
|                             | 306-2 Management of significant waste-related impacts        | pg. 35 to pg.37  |  |  |  | GRI 306-2 |  |
|                             | 306-3 Waste generated  | pg. 35 to pg.37  |  |  |  | GRI 306-3 |  |
|                             | 306-4 Waste diverted from disposal                           | pg. 35 to pg.37  |  |  |  | GRI 306-4 |  |
|                             | 306-5 Waste directed to disposal                             | pg. 35 to pg.37  |  |  |  | GRI 306-5 |  |

### SUPPLIER ENVIRONMENTAL ASSESSMENT

|   |  |                                |  |  |  |           |                              |
|---|--|--------------------------------|--|--|--|-----------|------------------------------|
| GRI 3: Material Topics 2021                     | 3-3 Management of material topics  | pg. 20 to pg. 22               |  |  |  | GRI 103-1 |                              |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria        | pg. 42                         |  |  |  | GRI 308-1 | G4: Supplier Code of Conduct |
|   | 308-2 Negative environmental impacts in the supply chain and actions taken | pg. 42, pg. 43, pg. 56, pg. 57 |  |  |  | GRI 308-2 |                              |

### EMPLOYMENT

|                             |  |                  |  |  |  |           |   |
|-----------------------------|--|------------------|--|--|--|-----------|---|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics  | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |   |
| GRI 401: Employment 2016    | 401-1 New employee hires and employee turnover   | pg. 82, pg. 83   |  |  |  | GRI 401-1 | S3: Employee Turnover                           |
|                             | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | pg. 3vvv         |  |  |  | GRI 401-2 | S11: Emiratisation<br>S12: Community Investment |

|   |   |                                     |  |  |  |            |                               |
|---|---|-------------------------------------|--|--|--|------------|-------------------------------|
| GRI 401:<br>Employment 2016                           | 401-3 Parental leave  | pg. 76                              |  |  |  | GRI 401-3  |                               |
| <b>LABOR/MANAGEMENT RELATIONS</b>                     |   |                                     |  |  |  |            |                               |
| GRI 3: Material<br>Topics 2021                        | 3-3 Management of material topics   | pg. 20 to pg. 22                    |  |  |  | GRI 103-1  |                               |
| GRI 402: Labor/<br>Management<br>Relations 2016       | 402-1 Minimum notice periods regarding<br>operational changes   | in the report                       |  |  |  | GRI 402-1  |                               |
| <b>OCCUPATIONAL HEALTH AND SAFETY</b>                 |   |                                     |  |  |  |            |                               |
| GRI 3: Material<br>Topics 2021                        | 3-3 Management of material topics   | pg. 20 to pg. 22                    |  |  |  | GRI 103-1  |                               |
| GRI 403:<br>Occupational<br>Health and Safety<br>2018 | 403-1 Occupational health and safety<br>management system   | pg. 27, pg. 38,<br>pg. 68 to pg. 72 |  |  |  | GRI 403-1  |                               |
|   | 403-2 Hazard identification, risk assessment,<br>and incident investigation   | pg. 39                              |  |  |  | GRI 403-2  | S8: Global Health &<br>Safety |
|   | 403-3 Occupational health services  | pg. 38<br>pg. 68 to pg. 72          |  |  |  | GRI 403-3  |                               |
|   | 403-4 Worker participation, consultation, and<br>communication on occupational health and<br>safety                       | pg. 68 to pg. 72<br>pg. 27, pg. 37  |  |  |  | GRI 403-4  |                               |
|   | 403-5 Worker training on occupational<br>health and safety  | pg. 52 to pg. 54                    |  |  |  | GRI 403-5  |                               |
|   | 403-6 Promotion of worker health  | pg. 68 to pg. 72                    |  |  |  | GRI 403-6  |                               |
|   | 403-7 Prevention and mitigation of<br>occupational health and safety impacts<br>directly linked by business relationships | in the report                       |  |  |  | GRI 403-7  | S8: Global Health &<br>Safety |
|   | 403-8 Workers covered by an<br>occupational health and safety<br>management system  | pg. 68 to pg. 72                    |  |  |  | GRI 403-8  |                               |
|   | 403-9 Work-related injuries   | pg. 39                              |  |  |  | GRI 403-9  | S7: Injury Rate               |
|   | 403-10 Work-related ill health  | pg. 39                              |  |  |  | GRI 403-10 |                               |

### TRAINING AND EDUCATION

|                                      |  |                                    |  |  |  |           |  |
|--------------------------------------|--|------------------------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021          | 3-3 Management of material topics  | pg. 20 to pg. 22                   |  |  |  | GRI 103-1 |  |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee                                      | pg. 30, pg. 34<br>pg. 51 to pg. 54 |  |  |  | GRI 404-1 |  |
|                                      | 404-2 Programs for upgrading employee skills and transition assistance programs            | pg. 51 to pg. 45                   |  |  |  | GRI 404-1 |  |
|                                      | 404-3 Percentage of employees receiving regular performance and career development reviews | pg. 34 / pg. 51<br>to pg. 54       |  |  |  | GRI 404-1 |  |

### DIVERSITY AND EQUAL OPPORTUNITY

|   |  |                  |  |  |  |                   |   |
|---|--|------------------|--|--|--|-------------------|---|
| GRI 3: Material Topics 2021                   | 3-3 Management of material topics                            | pg. 20 to pg. 22 |  |  |  | GRI 103-1         |   |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees           | pg. 75 to pg. 80 |  |  |  | 400-1 / GRI 405-1 | S4: Gender Diversity  |
|   | 405-2 Ratio of basic salary and remuneration of women to men | pg. 75 to pg. 80 |  |  |  | 400-1 / GRI 405-2 | S6: Non-Discrimination<br>S11: Nationalisation<br>G1: Board Diversity |

### NON-DISCRIMINATION

|                                  |  |                  |  |  |  |           |                        |
|----------------------------------|--|------------------|--|--|--|-----------|------------------------|
| GRI 3: Material Topics 2021      | 3-3 Management of material topics                              | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                        |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | pg. 75 to pg. 80 |  |  |  | GRI 406-1 | S6: Non-Discrimination |

### CHILD LABOR

|                             |   |                  |  |  |  |           |                          |
|-----------------------------|---|------------------|--|--|--|-----------|--------------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics   | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                          |
| GRI 408: Child Labor 2016   | 408-1 Operations and suppliers at significant risk for incidents of child labor | pg. 78           |  |  |  | GRI 406-1 | S9: Child & Forced Labor |

### FORCED OR COMPULSORY LABOR

|  |  |                  |  |  |  |           |                          |
|--|--|------------------|--|--|--|-----------|--------------------------|
| GRI 3: Material Topics 2021              | 3-3 Management of material topics  | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                          |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | pg. 83           |  |  |  | GRI 409-1 | S9: Child & Forced Labor |

### SECURITY PRACTICES

|                                  |   |                  |  |  |  |           |                   |
|----------------------------------|---|------------------|--|--|--|-----------|-------------------|
| GRI 3: Material Topics 2021      | 3-3 Management of material topics                                       | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                   |
| GRI 410: Security Practices 2016 | 410-1 Security personnel trained in human rights policies or procedures | pg. 97           |  |  |  | GRI 410-1 | S10: Human Rights |

### LOCAL COMMUNITIES

|                                 |  |                  |  |  |  |           |  |
|---------------------------------|--|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021     | 3-3 Management of material topics  | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | pg. 43, pg. 93   |  |  |  | GRI 413-1 |  |
|                                 | 413-2 Operations with significant actual and potential negative impacts on local communities   | pg. 43, pg. 74   |  |  |  | GRI 413-2 |  |

### SUPPLIER SOCIAL ASSESSMENT

|  |   |                  |  |  |  |           |                      |
|--|---|------------------|--|--|--|-----------|----------------------|
| GRI 3: Material Topics 2021              | 3-3 Management of material topics                                   | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                      |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria        | pg. 42           |  |  |  | GRI 414-1 | G4: Supplier Code of |
|  | 414-2 Negative social impacts in the supply chain and actions taken | pg. 42           |  |  |  | GRI 414-1 |                      |

### CUSTOMER HEALTH AND SAFETY

|  |   |                              |  |  |  |           |  |
|--|---|------------------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021              | 3-3 Management of material topics   | pg. 20 to pg. 22             |  |  |  | GRI 103-1 |  |
| GRI 416: Customer Health and Safety 2016 | 416-1 Assessment of the health and safety impacts of product and service categories                 | pg. 87 to pg. 99 and pg. 103 |  |  |  | GRI 416-1 |  |
|  | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | pg. 87 to pg. 99 and pg. 103 |  |  |  | GRI 416-2 |  |

### MARKETING AND LABELING

|                                      |   |                  |  |  |  |           |  |
|--------------------------------------|---|------------------|--|--|--|-----------|--|
| GRI 3: Material Topics 2021          | 3-3 Management of material topics   | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |  |
| GRI 417: Marketing and Labeling 2016 | 417-1 Requirements for product and service information and labeling                       | pg. 99           |  |  |  | GRI 417-1 |  |
|                                      | 417-2 Incidents of non-compliance concerning product and service information and labeling | pg. 99           |  |  |  | GRI 417-2 |  |
|                                      | 417-3 Incidents of non-compliance concerning marketing communications                     | pg. 99           |  |  |  | GRI 417-3 |  |

### CUSTOMER PRIVACY

|                                |  |                  |  |  |  |           |                  |
|--------------------------------|--|------------------|--|--|--|-----------|------------------|
| GRI 3: Material Topics 2021    | 3-3 Management of material topics  | pg. 20 to pg. 22 |  |  |  | GRI 103-1 |                  |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | pg. 46, vpg. 103 |  |  |  | GRI 418-1 | G6: Data Privacy |

**THANK YOU**