

Sustainable Living, **For The Better**

Sustainability Report **2022**



For The Better • من أجل الأفضل

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About this Report

We are thrilled to present our latest annual Sustainability Report for the year 2022. This report highlights our sustainability approach, strategy, and disclosures. As a responsible business, we are committed to transparent reporting and are proud of the progress we have made in these areas. This report covers the key environmental, social, and governance (ESG) topics that are of interest and importance to our stakeholders. We have adopted internationally accepted best practice to measure and report our sustainability activities.

With innovation at our heart and customer satisfaction as our top priority, we aim to create long-term value for our shareholders, customers, employees, and the communities in which we operate. We strive to continuously provide valuable insight into our sustainability performance that reflects our efforts to balance economic growth with environmental protection, social responsibility, and good governance.

GRI Accordance

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

Alignments

The report aligns with GRI Standards, United Nations Sustainable Development Goals (SDGs) and Abu Dhabi Vision 2030.

External Assurance

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




Comparable Data

Most disclosures in this report cover historical data of 2020 and 2021, showcasing developments over time.

Contact point

For any inquiries on this report, please contact:
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Title: Group Director HSE & Sustainability
Email Address: theofilos.alevizos@agthia.com

Scope of the Report

Year The report covers our environmental, social, and governance performance for the period from 1 January 2022 to 31 December 2022, unless otherwise indicated.	
Countries The report covers our operations in the GCC (Gulf Cooperation Council), which includes UAE, KSA, Kuwait, and Oman, in addition to our operations in Turkey, Egypt, and Jordan, unless otherwise stated.	
Terminology Use of 'the Group' in this report refers to Agthia Group PJSC, including all its subsidiaries in the GCC, Egypt, Turkey, and Jordan.	
Entities The report covers the operations of Agthia Group, which includes majority shareholder or wholly-owned assets referred to as 'subsidiaries.' Performance data relates to both the Group and subsidiaries unless otherwise indicated.	
Monetary Values All monetary values in this report are expressed in Arab Emirates Dirhams (AED), unless otherwise stated.	
Financial Performance For detailed information about our financial performance, please refer to our 2022 Annual Report.	

Report Highlights 2022



Environmental Integrity

38% recycled materials going into packaging

5% reduction in the weight of paper-based packaging*

7% reduction in the weight of plastic packaging

48 KG of CO2 per tonne of production

14,540 tonnes of recycled waste

13% landfilled waste from total waste

1.17 cubic metre of water per tonne of production

558 tonnes of recyclable waste collected through **RECAPP**

*From 2021 baseline



Scaling Health & Wellness

0 (Zero) product recall from markets

0 (Zero) non-compliances in communications and regulations

91.55 GMP Score

99% lab proficiency

3 awards won for sustainable packaging

<1 customer complaints per million products sold

AED 1.45 billion in procured goods and services

100% of suppliers are screened on quality, social and environmental criteria

22 supplier site audits conducted



Fostering Positive Potential

58% of newly hired employees are under 30 years of age

10.6% turnover rate

3.3% Increase in female employees in Management positions

58 different nationalities work at Agthia

AED 0.8 million investment on L&D training

4.08 average hours of health & safety training to employees

71% of vehicles have GPS installed

AED 0.65 million in community investments



Shared Accountability

0 (Zero) discrimination cases

0 (Zero) bribery cases

0 (Zero) complaints received concerning breaches of customer privacy

0 (Zero) product recall from markets



Message from the **Chairman**

At Agthia, we believe that sustainability is the key to the success of the food and beverage industry, and we are proud to be a leader in this space. Our cornerstone vision of ensuring food security, better opportunities and a sustainable future for the MENAP region continues to drive over 9000 people that steer Agthia on this stellar journey.

With the UAE looking to host the 28th session of the Conference of Parties, Agthia is ready to support the national vision for sustainability in agriculture, distribution, marketing, and business, just as we have for decades. We are also actively exploring new avenues to integrate sustainability practices and expanding our capacity to do so.

Our commitment to sustainability is part of a larger movement towards a more sustainable and equitable food system. Across the world, governments, businesses, and consumers are embracing sustainable practices, and we are proud to be part of this movement. We understand the urgency of the global climate crisis and are working to reduce our environmental impact by exploring new technologies to reduce water and energy usage, developing sustainable farming practices, reducing our reliance on single-use plastics, and investing in renewable energy sources, all in alignment with the UAE's vision towards Net Zero.

We have achieved several milestones in our sustainability journey, from introducing innovative sustainable products to maintaining the highest standards of food quality and safety, and we are determined to continue this progress. Our efforts have been recognised both nationally and internationally, and we have received numerous awards for championing sustainable practices. We are also active members in various sustainability forums and organisations dedicated to creating a better future.

At Agthia, we are committed to engaging with our stakeholders to develop solutions tailored to the unique needs of the MENAP region. Our dedication to listening to our stakeholders has enabled us to identify the most effective sustainability strategies and initiatives and allowed us to contribute to a more sustainable food system that is better for the environment, people, and the economy.

We would like to extend our deepest appreciation and gratitude to all our employees, customers, and stakeholders for your commitment and contributions towards our sustainability efforts. Your dedication to sustainability has enabled us to reach new heights in our journey, and your support has been invaluable to us. We are proud of our progress thus far and are confident that our collective efforts will lead to a more sustainable and equitable future and create a world of lasting change.

Khalifa Sultan Al Suwaidi
Chairman



Message from the CEO

At Agthia, sustainability is integral to our mission to deliver healthy, better-for-you food and beverage options to our customers. As part of our commitment to sustainability, we are pleased to present our Annual Sustainability Report for the year 2022, which provides an overview of our sustainability efforts and highlights the progress we have made in the past year to promote sustainability, reduce our environmental impact, and promote well-being among our stakeholders.

By 2030, our goal is to establish ourselves as leaders in sustainability efforts within our industry and the broader Middle Eastern market. We have been guided by the principles of nature-based solutions, as espoused by COP27, and our three-phase Sustainability Management implementation plan will further advance our journey towards a comprehensive Environmental, Social, and Governance (ESG) approach in every aspect of our business. We believe this will bolster Agthia's position as a brand and also as a responsible collective.

In the last year, we have made great strides in our sustainability efforts. We take pride in our commitment to environmental stewardship, evidenced by our dedication to reducing the amount of plastic and packaging materials used in our products, for which we have been awarded three accolades in packaging design and innovation. As a founding member of the Circular Packaging Association, we believe that our cross-sector partnership will facilitate the transition of the UAE from a linear to a circular economy. As part of our continuous efforts towards a circular economy, we have also partnered with Veolia in an innovative door-to-door recycling solution, resulting in the collection of 518 tonnes of recyclables from 32,231 active users in 2022.

We prioritise the well-being of our customers and are committed to offering high-quality, accessible products.

To achieve this, we have introduced our Freakin' Healthy product line to promote health and wellness among consumers, as well as smaller date package sizes to make our products more readily available and affordable.

At the heart of our success lies our hardworking employees. We are committed to creating a workplace environment that is respectful and inclusive and encourages collaboration and trust. To ensure that our employees are given the resources and support they need to stay healthy and fulfilled, we have launched an employee engagement and wellness calendar along with a Happiness Committee to provide a platform for our employees to share their ideas and collaborate on initiatives that promote a positive work culture and environment. Additionally, we established our "For the Better" CSR fund, which provides our employees with access to financial support and resources such as counselling, health and wellness, and career development services.

We further understand the significance of our role in our local communities and are dedicated to providing meaningful aid and support to those in need. The contributions we have made in this area amount to AED 0.65 million, and we have been humbled by the positive impact this has achieved in our communities.

We are grateful for the trust and support of our stakeholders, which has been instrumental to our success. Our commitment to upholding the most rigorous standards of Environmental, Social, and Governance responsibility is unwavering, and we have dedicated teams working tirelessly to ensure these standards are upheld. With the continued support of our stakeholders, we are confident that we will further strengthen our position as a prominent player in the industry and contribute to a brighter and more sustainable future.

Alan Smith
Chief Executive Officer

A Regional Leader with Global ambitions

Agthia is the UAE's food and beverage champion with a growing regional and international footprint. The company is a market leader in water, flour, and animal feed segments in the UAE, and in the frozen protein segment in Egypt and Jordan.

In tune with emerging consumer trends, Agthia continued its ambitious growth trajectory throughout 2022, upscaling in priority markets and expanding into value-add categories, while maintaining focus on building capacity, innovation, and sustainability.



2004
Year of Establishment

35
Brands

2005
Agthia listed on the Abu Dhabi Stock Exchange

2
Business Divisions

#1
In UAE
In water, flour (B2B), and agri business (B2B)

4
Product Portfolios
Water & Food, Snacking, Protein, Agri Business

45+
Export Markets

21
Manufacturing Facilities Globally

27
Distribution Centers

Strategy 2021 – 2025

Two years into a **four-year journey** to become a regional F&B leader by 2025

Exporting to:

North America

- Canada
- USA
- Mexico

Europe

- UK
- Scotland
- Ireland
- Netherlands
- Poland
- Hungary
- France
- Austria
- Germany
- Italy

Asia

- Russia
- Singapore
- Vietnam
- Pakistan
- Afghanistan

Africa

- Libya
- Tunisia
- Morocco
- Djibouti
- Kenya
- Somalia

Middle East

- UAE
- Saudi Arabia
- Kuwait
- Oman
- Bahrain
- Lebanon
- Palestine
- Jordan
- Iran
- Turkey
- Egypt
- Cyprus
- Qatar
- Iraq
- Israel

Production Locations

By country

UAE

Head Quarters

- Production: Water
- Food
- Flour
- Animal Feed
- Snack

Turkey

Production: Water

Saudi Arabia

Production: Water

Oman

Production: Water

Jordan

Production: Protein & Frozen products

Kuwait

Production: Water Snacking

Egypt

Production: Frozen Vegetables Food Protein Snacking

International Footprint

By Region

Sustainability at Agthia



Foreword by Group Director Sustainability & HSE

As we enter an important year for sustainability in the MENA region following COP 27 in Egypt, I am proud to report that Agthia has made significant progress in its commitment to sustainability. We have implemented a number of initiatives and projects to support our long-term sustainability vision, which focuses on Environmental Integrity, Scaling Health & Wellness, Fostering Positive Potential, and Shared Accountability.

At Agthia, we value the importance of listening to our stakeholders and engaging them in the process at every stage. We believe in creating an environment of openness and collaboration where all voices are heard and respected. To this end, we have adopted the double materiality system to create a holistic approach to our sustainability strategy.

As a customer-centric business, we are dedicated to providing healthy and nutritious products that will benefit our customers for years to come and ensure that they meet the highest standards of quality, safety, and nutrition. We are also determined to reduce our environmental footprint and promote sustainable practices throughout our organisation, from the sourcing of our ingredients to our production processes. We use renewable energy sources and recyclable materials whenever possible, and we are constantly looking for ways to reduce our waste and increase our efficiency.

We acknowledge the immense contribution of our teams and leadership, which has enabled us to become the powerhouse that we are today. We are committed to providing comprehensive health and wellness programmes, flexible work arrangements, and access to healthcare for our employees. We strive to create a culture that enables our employees to achieve their highest potential and reach their goals.

We are immensely grateful to our partners and stakeholders for their invaluable support, which has enabled us to become a leader in developing innovative and sustainable solutions that benefit both our customers and the environment. Together, we aim to make a positive and lasting impact on our industries and society for many generations to come.

Theofilos Alevizos
Group Director
Sustainability
& HSE





Sustainability Management

Our steadfast commitment towards sustainability aims at creating value for business, environment, and society throughout the entire production process. Our long-term sustainability vision of “sustainable living for the better” drives Agthia to continuously innovate and progress, making our products better for people and better for the planet.

As a Group, Agthia is fully committed to creating a more sustainable future. We are taking an all-encompassing and integrated approach to sustainability, working to reduce our environmental impact, engage with our communities, and empower our employees to make a positive difference while delivering value for our stakeholders and consumers. We are determined to establish ourselves as the most highly regarded, progressive, and renowned food and beverage company in the region.

At Agthia, we are committed to sustainability and have established a Sustainability Steering Committee led by the CEO and made up of representatives from across our business. This Committee meets on a regular monthly basis to ensure the effective implementation of our policies and procedures on environmental, social, and governance matters. Through this Committee, we are able to draw on both internal and external perspectives to discuss sustainability-related matters, risks, KPIs, strategies, and commitments. We then act upon this to ensure that our sustainability goals are met.

Sustainability Steering Committee

Chief Executive Officer	Chairman
Chief Human Capital & Corporate Services Officer	Member
Chief Financial Officer	Member
Chief Operating Officer	Member
Chief Quality and R&D Officer	Member
Executive Vice President- Growth & Categories Marketing	Member
Group Director Sustainability & HSE	Coordinator

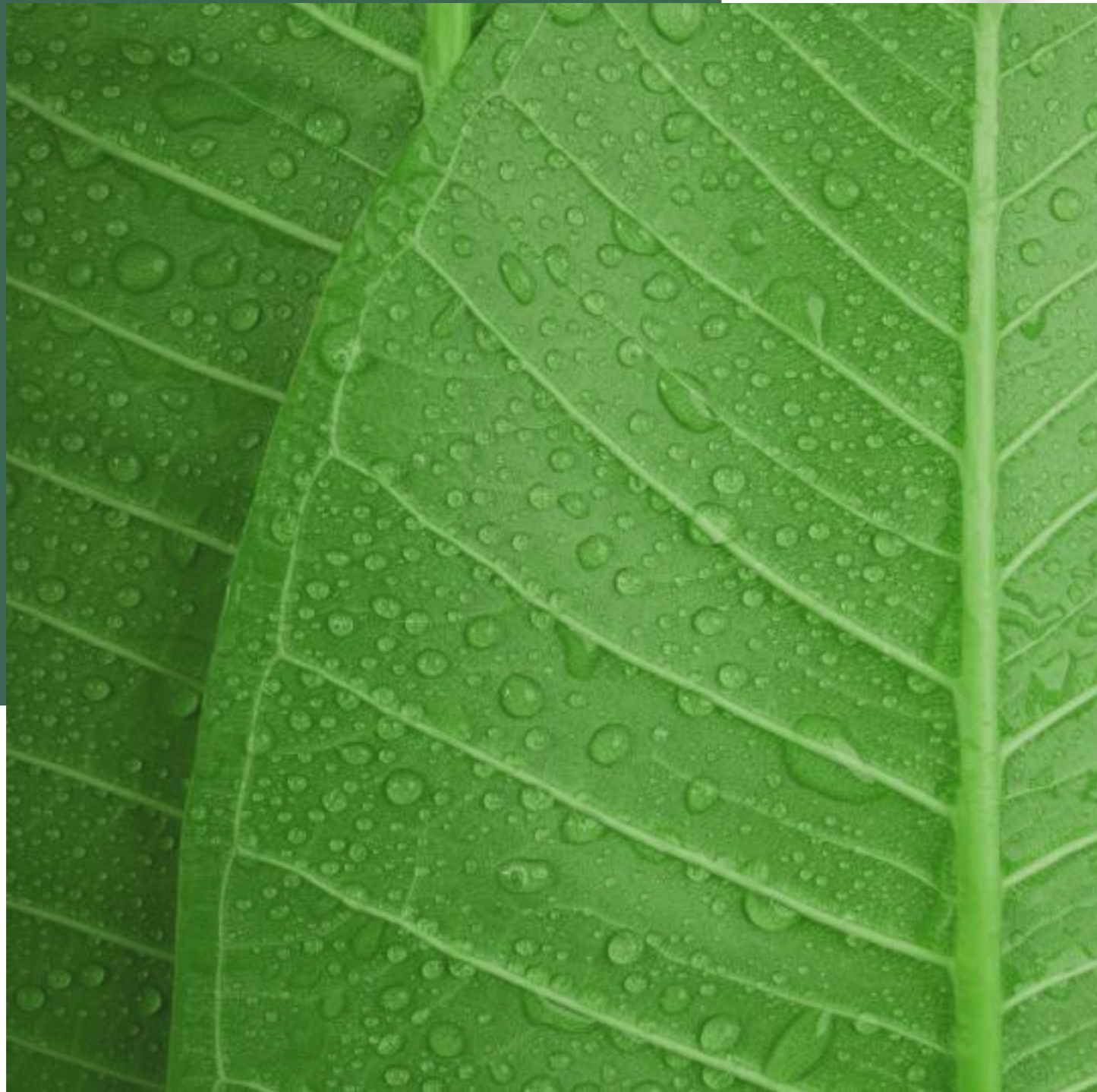
Our Sustainability Vision

We are dedicated to creating a better future for our stakeholders, customers, and the environment by taking a holistic view of our operations. Our long-term sustainability vision of **“Sustainable Living, For The Better”** is a guiding principle that drives us to continuously innovate, progress, and make our products better for people and the planet.

Our commitment to sustainability is embedded in our values and is reflected in our business strategy. It is rooted in the belief that what we do today will create a better tomorrow. We strive to create a sustainable future for all by supporting initiatives that promote the long-term health of the environment and its people.

We strive to enhance the quality of life for our employees and our surrounding communities while also reducing our environmental impact. We are committed to being a leader in sustainability by educating our employees and customers on the importance of sustainability and by implementing innovative solutions to reduce our impact.

Alignment with Sustainability Guidelines & Frameworks



At Agthia, sustainability is an integral part of our business strategy, and we have taken the necessary steps to see that we are responsibly and effectively managing our ESG-related impacts.

Agthia's Sustainability Report and efforts are driven by ESG priorities in alignment with the objectives of the following agreements:



The UN Sustainable Development Goals, or SDGs, are a set of 17 goals adopted by the UN as a part of the 2030 Agenda for Sustainable Development. These goals aim to balance the economic, social, and environmental aspects of sustainable development.



Global Reporting Initiative (GRI) standards are an internationally recognised framework developed to manage the economic, environmental, social, and governance performance of businesses. It aims to improve the disclosure and transparency of material ESG issues to stakeholders. This year, Agthia has aligned with GRI's newly released standard "GRI 13: Agriculture, Aquaculture and Fishing Sectors 2022". GRI 13 is the first global and holistic sustainability reporting standard for all companies in the upstream production of crops, animals, and seafood.



Abu Dhabi Economic Vision 2030 is a long-term plan for the development of Abu Dhabi with the aim to create a diversified and sustainable economy, as well as promoting social cohesion and environmental sustainability

Along with the above alignment to agreements, the following frameworks have been taken into consideration in the formulation of the Sustainability Report and ESG priorities for Agthia:

The United Nations Global Compact (UNGC) is a non-binding initiative by the United Nations that consists of ten principles related to human rights, labour, environment, and anti-corruption. It encourages businesses to adopt sustainable and socially responsible policies.

The Greenhouse Gas (GHG) Protocol is a framework for measuring, managing, and reporting greenhouse gas emissions. It is developed by World Resource Institute (WRI) and World Business Council for Sustainable Development (WBCSD) and provides guidance on reducing these emissions.

The UAE Net Zero 2050 is a national initiative that aims to achieve net-zero emissions by 2050, making the UAE the first in the MENA region to do so. It aligns with the Paris Agreement's goal of reducing GHG emissions and limiting the global temperature to 1.5 degrees Celsius above pre-industrial levels.

The UAE National Food Security Strategy is designed to secure the country's food security and reduce food waste. This strategy focuses on four pillars: increasing the production and supply of food; improving the efficiency of food production and distribution; increasing food security and safety; and developing new technologies and initiatives for food production, distribution, and use.

The Environment Vision 2030 is a comprehensive plan to create a sustainable economy and environment for the Emirate of Abu Dhabi. The plan consists of a number of initiatives, including a commitment to reducing greenhouse gas emissions, water conservation, renewable energy sources, sustainable sourcing of ingredients, job creation, and supporting local businesses.

Our Double Materiality Assessment

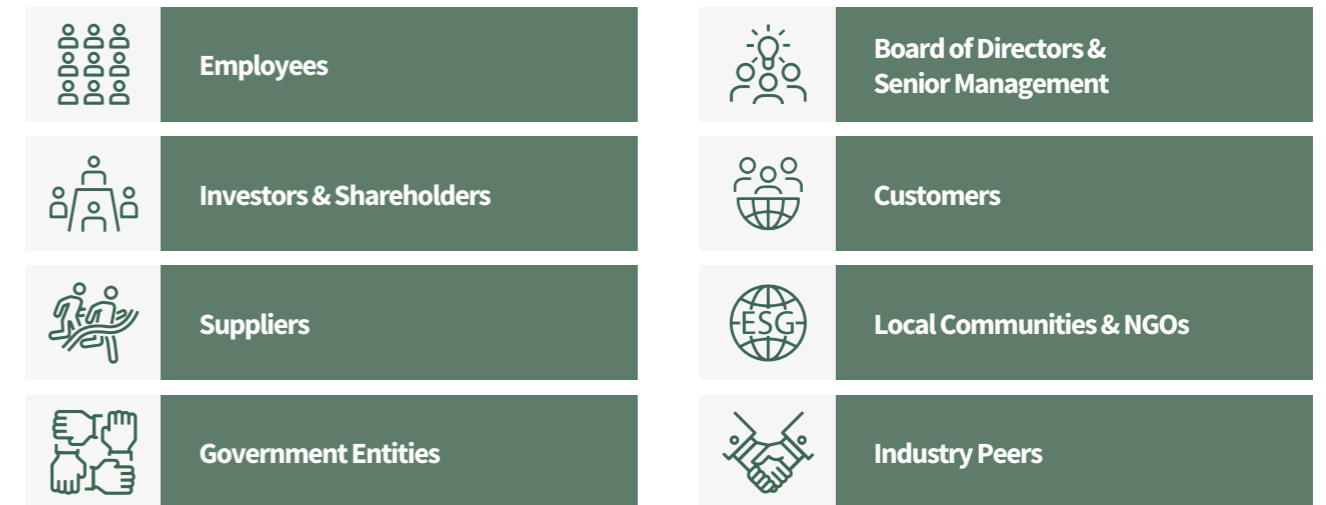
We are determined to establish our sustainability agenda as a regional benchmark. To this end, we have adopted a double materiality approach to ensure that our sustainability framework is comprehensive, accurate, and focused on the topics most important to our stakeholders. This approach is a first for the region and is based on the GRI's concept of double materiality.

The two perspectives of double materiality, Financial Materiality and Impact Materiality, provide greater insight into our sustainability priorities. As our business continues to grow, this approach will remain an integral part of our sustainability journey, providing a sound financial foundation for our sustainability endeavours.



Listening to Our Stakeholders

Stakeholders are essential to the process of determining double materiality. As a first step, we identify and assess the influence and relevance of each stakeholder group and then survey them on their perspectives.



Our finance-related stakeholders provide insights from a financial perspective, while our impact-related stakeholders provide their insights on environmental and social considerations. Through this process, we are able to gain a deep understanding of our stakeholders' opinions and interests and prioritise our material topics accordingly.

Stakeholder engagements provide further valuable insight and feedback on our operations

and performance. This feedback is essential to help us identify opportunities for improvement and innovation in our sustainability performance.

We are committed to engaging with our stakeholders and seeing that our sustainability strategy accurately reflects their interests and incorporates them into our own. We believe this approach enables us to create a comprehensive and meaningful sustainability strategy for the better.

Our Priority Sustainability Material Topics

In our efforts to identify the key issues, we consider a range of factors, including Agthia’s strategic direction, topics of most importance to sustainability rating agencies, sector benchmarking data, and the insight of industry experts. The analysis also highlights the key stakeholders affected by the company’s operations and strategies and the expectations and priorities of such stakeholders. In addition, we consider the evolving nature of sustainability, the requirements of legislation and international standards, and the company’s processes and systems for responding to these changes.

Finally, we take into account internal and external trends that could affect the company’s progress towards its sustainability goals. All of the above is considered to determine the most pressing issues for Agthia’s sustainability agenda that need to be addressed to achieve success in the long run.

We have identified 16 Material Topics that are most important for our sustainability journey. Through a rigorous process of analysis, we have ranked these topics in order of their materiality and are committed to incorporating all of these topics into our strategies and operations.

As a result of our double materiality analysis, we have identified the following six topics as being most material to our operations:

Product Safety & Quality: Ensuring that our products are safe for consumption and of the highest possible quality is an integral part of our sustainability efforts. We are committed to continuous improvement in this area and undertake regular audits to ensure that our products meet the highest standards.

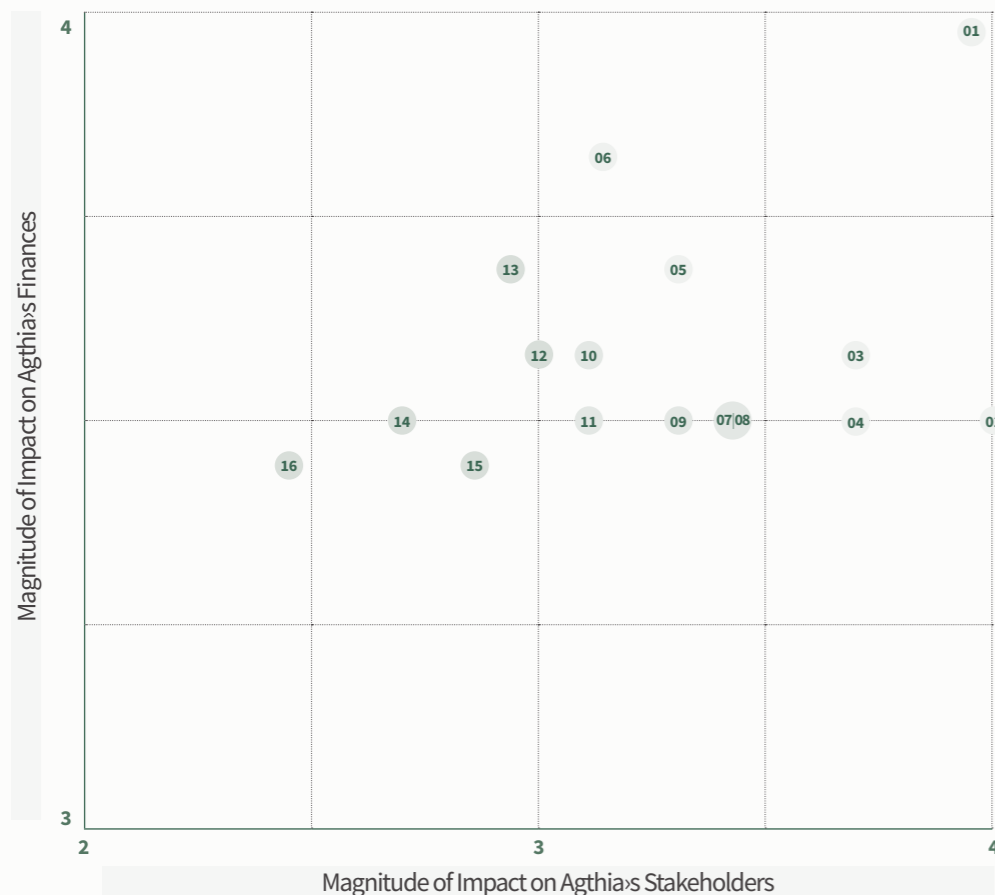
Corporate Governance: We are dedicated to aligning our corporate governance practices with our sustainability objectives. We have implemented a robust corporate governance structure, which includes rigorous oversight and accountability measures.

Responsible Supply Chain Management & Sourcing: We are committed to managing our supply chain in a responsible and sustainable manner. We source our materials from suppliers that meet our sustainability criteria and have implemented a comprehensive process to ensure that our supply chain is compliant with environmental and social standards.

Water Stewardship: Water is a critical resource. We have implemented a number of initiatives to improve our water management practices, including the use of water-efficient technologies and the promotion of public-private partnerships.

Packaging Innovation & Circular Economy: We are focused on reducing the environmental impact of our packaging. We have implemented innovative packaging solutions to reduce the amount of waste generated, and we are committed to promoting the development of a circular economy.

Workplace Health and Safety: The health and safety of our employees are of paramount importance. We have implemented a range of measures to ensure that our workplaces are safe and secure, including the introduction of a comprehensive health and safety policy.



	Rank	Material Topics
Highly Material	01	Product Safety & Quality
	02	Corporate Governance
	03	Responsible Supply Chain Management & Sourcing
	04	Water Stewardship
	05	Packaging Innovation & Circular Economy
	06	Workplace Health and Safety
Material	07	Data Privacy & Digitalisation
	08	Community Contribution & Investment
	09	Human Rights
	10	Consumer Awareness through Marketing & Communications
	11	Food Loss & Waste Reduction
Important	12	Responsible Growth
	13	Nutritional Product Portfolio
	14	GHG Emissions & Energy
	15	Employee Development, Retention & Well-being
	16	Workplace Diversity & Equal Opportunity

At Agthia, we understand that our top six material topics are just as important as our other sustainability topics, and we strive to ensure that none of them are overlooked. To that effect, we have established a comprehensive process to see that all topics are addressed. We are confident that our comprehensive approach to sustainability will enable us to achieve our sustainability goals and make us a more responsible and sustainable business.

Impact Boundaries

Material Topics	Corresponding GRI 13: Agriculture, Aquaculture and Fishing Sectors Standards Material Topic	Impact Boundaries	Page Number
Product Safety & Quality	Food Safety, Food Security	Customers	50-57
Corporate Governance	General Disclosures, Anti-Corruption, Anti-Competitive Behaviour	Board of Directors & Senior Management, Investors & Shareholders, Government, Employees	94-103
Responsible Supply Chain Management & Sourcing	Supply Chain Traceability, Child Labour, Non-Discrimination, and Equal Opportunity	Suppliers	64-67
Water Stewardship	Water and Effluents	Environmental Organisations, Government, Local Communities & NGOs, Customers	41
Packaging Innovation & Circular Economy	Waste	Environmental Organisations, Government, Local Communities & NGOs, Customers	34-37
Workplace Health and Safety	Occupational Health & Safety	Employees	83-89
Data Privacy & Digitalisation	Employment Practices	Employees, Customers, Suppliers	104-105
Community Contribution & Investment	Local Communities	Local communities & NGOs	90,91
Human Rights	Employment Practices, Land and Resource Rights, Rights of Indigenous People, Non-Discrimination and Equal Opportunity, Forced/Compulsary Labour, Child Labour, Living Income and Living Wage, Economic Inclusion	All Stakeholders	78
Consumer Awareness through Marketing & Communications	Organisational Profile (Products & Services)	Customers	48,49
Food Loss & Waste Reduction	Food Safety, Food Security, Waste	Environmental Organisations, Government, Local Communities & NGOs, Customers	42,43
Responsible Growth	General Disclosures	Environmental organisations, Customers	46-67
Nutritional Product Portfolio	Food Safety	Customers	58-63
GHG Emissions & Energy	Emissions, Climate Adaptation and Resilience, Biodiversity	Environmental organisations, government, local communities & NGOs, Customers	38-41
Employee Development, Retention & Well-being	Employment Practices, Living Income and Living Wage	Employees	78-89
Workplace Diversity & Equal Opportunity	Non-Discrimination and Equal Opportunity	Employees	70-77

Our Sustainability Framework



As a responsible corporate citizen, Agthia is committed to creating shared value with its stakeholders and the community. To this end, we have developed a sustainability framework built on four pillars focused on the most material sustainability topics.

At Agthia, we are committed to making a lasting positive difference through our sustainability agenda. With the four pillars of our sustainability framework, we are confident that we can create a brighter, more sustainable, and equitable future for our people, our planet, and our communities.

Environmental Integrity



We are committed to reducing pollution and waste and managing natural capital and emissions. We strive to ensure that our operations are run in a way that minimises negative environmental impacts and that our products are produced and distributed in an environmentally responsible manner.

Commitments

- To Reduce Pollution and Waste
- To Manage Natural Capital & Emissions

To Manage Natural Capital & Emissions

- Responsible Supply Chain Management & Sourcing
- Water Stewardship
- GHG Emissions & Energy

To Reduce Pollution and Waste

- Food Waste Reduction
- Packaging Innovation & Circular Economy

Scaling Health & Wellness



We believe each one has the right to access high-quality, nutritious food, and we are committed to prioritising consumer health and wellness. We also recognise the importance of investing in communities and are committed to accelerating community development.

Commitments

- To Prioritise Consumer Wellness
- To Accelerate Community Development

To Accelerate Community Development

- Community Contribution & Investment

To Prioritise Consumer Wellness

- Product Safety & Quality
- Consumer Awareness through Marketing & Communications
- Nutritional Product Portfolio

Fostering Positive Potential



We are committed to protecting our people and empowering them. We focus on creating a safe and healthy workplace, investing in our workforce and fostering individual and collective growth.

Commitments

- To Protect Our People
- To Empower Our People

To Protect Our People

- Workplace Health & Safety
- Human Rights

To Empower Our People

- Employee Development, Retention & Well-being
- Workplace Diversity & Equal Opportunities

Shared Accountability



We are responsible for ensuring that our operations are conducted with integrity and in accordance with the highest standards of ethical practices. We are committed to strong governance and standards as well as transparent and fair dialogue with our stakeholders.

Commitments

- To Strengthen Governance & Ethical Standards

To Strengthen Governance & Ethical Standards

- Corporate Governance
- Cyber Security & Digitalization
- Responsible Growth

Environmental Integrity

At Agthia, we are committed to using our resources responsibly and continuing to develop initiatives that will help us reduce our carbon footprint and ensure a better future for our planet. We are also engaged in research and development to explore and develop the most sustainable technologies and practices that will help us minimise our environmental impact.

We ensure that our suppliers adhere to sustainability standards through regular audits. We also engage our customers in our sustainability mission by encouraging the recycling of packaging materials to reduce their environmental footprint. We strive to create a more sustainable future for our planet by pursuing higher standards of sustainability across our operations and supply chain.

UN SUSTAINABLE DEVELOPMENT GOALS



MATERIAL TOPICS

Packaging Innovation & Circular Economy

GHG Emissions & Energy

Water Stewardship

Food Loss & Waste Reduction



Environment Management



At Agthia, we strive to prioritise sustainability in all aspects of our business operations and acquisitions. We understand that sustainability is beyond meeting regulatory requirements and remain at the forefront of doing what is suitable for our planet, communities, and future generations. Over the past year, we have grown significantly across 50 operating countries and more than 1000 outlets and remain fully dedicated to integrating sustainability into every aspect of our operations and acquisitions. We believe this focus will help drive positive change, create value for all our stakeholders, and establish Agthia as a leader in sustainable business practices.

Ramy Merdan
Chief Operating Officer



As a company that is deeply committed to sustainability and environmental awareness, Agthia is firmly aligned with the Abu Dhabi 2030 vision. We have ambitious plans in place to reduce energy and emissions and have taken steps to ensure that we are able to achieve our objectives.

At Agthia, we are devoted to the preservation of the planet and take our role in maintaining the balance of the ecosystem seriously. We recognise the direct link between our business continuity and the availability of natural resources and thus have set goals to reduce our environmental footprint.

We strive to eventually reach zero environmental impact and have implemented industry-leading initiatives such as, but not limited to, circular waste management, responsible sourcing of ingredients, optimised water consumption, energy conservation, and

carbon footprint management.

Our commitment to these initiatives is in line with our purpose and integrity and ensures that we not only replenish the environment but also create a sustainable business for the future.

At Agthia, we are firmly committed to meeting the regulatory requirements of environmental stewardship. To ensure we are continuously striving towards this commitment, we evaluate our environmental performance and carefully consider the following areas:



Enhancing energy efficiency in all our operations



Monitoring, evaluating, and reducing our GHG emissions



Managing and rationalising water consumption



Managing our waste and utilising environmentally friendly disposal methods and handling

At Agthia, we are committed to carefully monitoring our production processes, making sure that all the ingredients and raw materials we use are ethically sourced, and our distribution of products has no detrimental impact on biodiversity. We take great care in selecting the locations of our sites, ensuring that they are not built in any areas that are hazardous or damaging to the environment. We are proud to report that we

have had no instances of non-compliance with environmental laws or regulations over the past year.

Our environmental performance is measured across all our facilities located in the GCC, Egypt, and Turkey, with the exclusion of our newly acquired business. This includes a review of all the vehicles we own or lease to transport our products within the UAE.

Sustainable Packaging

At Agthia, we are committed to providing sustainable packaging solutions that give consumers the best possible experience. We understand the environmental concerns surrounding plastic packaging, and as such, we are continually working to reduce plastic waste. Our R&D facilities are leading the way in creating thinner, lighter or plant-based packaging that still maintains product integrity.

We are also dedicated to making our packaging both visually appealing and eco-friendly. Our products are known for their unique packaging, striking a balance between utility and recyclability. We are proud of our efforts to reduce the environmental impact arising from post-consumer packaging waste and remain dedicated to providing sustainable solutions.

Packaging Materials	2020	2021	2022
Amount of Virgin materials used in our packaging	65%	65%	62%
Amount of recycled materials going into packaging	35%	35%	38%

3% increase in Recycled materials going into packaging



“

At Agthia, we are unwavering in our commitment to a better tomorrow, and our packaging strategy reflects this. We are dedicated to reducing, reusing, recycling, and renewing our packaging materials, leading to a reduction of 3000MT of various packaging materials in 2022 and 15000MT of CO2 savings, as well as the preservation of 17000 fully grown trees. We have also become pioneers in launching the 100% plant-based packaging for our bottled drinking water in the UAE. To ensure that we reach our sustainability goals, we have established a Packaging Technology Centre, staffed by experts and equipped with lab capability to validate sustainable packaging options. We are also proud to collaborate with external experts to explore innovative solutions.

Prashant Nath
Director- Packaging development



2022 Amount of Virgin materials used in our packaging

62%



2022 Amount of Recycled materials going into packaging

38%

Most Optimised Packaging Specifications in the Region

At Agthia, we are proud to report that our packaging specifications are the most optimised in the region. Our commitment to optimising our packaging processes has resulted in significant cost reductions and innovations in alternative material use. This year, we have achieved an impressive range of outcomes due to our optimisation initiatives, as can be seen in the following table. As we continue to strive for excellence in our sustainable packaging practices, we look forward to achieving even greater results in the future.

Through optimisation in 2022, we further achieved a 5% reduction in the weight of our paper-based packaging and a 7% reduction in the weight of our plastic packaging, compared to the 2021 baseline. Our optimisation efforts have led to the avoidance of emissions equivalent to approximately 4,932,368.39 kg CO2e.

Bottle weight
Further reduced by avg. 7% with an annualised plastic saving of approx. 1000 MT of plastic.

Label & Laminate
Optimisation across categories have saved approx. 300 MT of plastic.

Cartons
Carton weight reduced in dates & protein category by 20% with an annualised saving of 1000 MT of paper/board.



Sustainable Packaging Achievements and Recognitions

At Agthia, we are passionate about providing innovative and sustainable packaging solutions to reduce waste and environmental impact. In 2022, we achieved the following:



Date Crown 5G Pouches

Our new packaging uses 25% less material than the previous 4G version, saving approximately 200 MT plastic per year. The date pouches feature a full matt surface with metallic ink for unique graphics, such as barcodes and QR codes. Additionally, euro punch allows for easy display in general trades, making it easier for customers to find the product. A high-barrier laminate helps keep the product in perfect condition for up to two years, and lastly, our packaging has a laser scoring feature for easy, controlled opening and re-sealing.

Along with being a great example of our commitment to sustainability, we have also achieved cost-efficiency and increased speed/efficiency in high-speed operation, while also providing premium shelf impact and convenience. We are confident that this new packaging will help us achieve our sustainability goals, while also providing our customers with a better product experience.



Optimised Bottle Labels

We have developed one of the thinnest Wrap Around (WA) roll-fed labels globally for high-speed bottling application. Our sustainability credentials are excellent in terms of less plastic consumption and great production efficiency at a very high-speed. This project has saved approximately 10 MT of plastic per year and has the potential to save more than 400 MT per year for the Group.

By partnering with feedstock suppliers and label manufacturers, we have developed a 20mic BOPP (Biaxially-Oriented Polypropylene) WA Label that carries the required artwork efficiently without any damage and efficiency loss in production. This label is 45% - 50% lighter than the market standard of 35 - 40mic BOPP, making it one of the most sustainable solutions in the region.

PRIME Awards 2022

PRIME Awards 2022 is the premier competition for the regional packaging industry in the Middle East & Africa region. Agthia is proud to have been recognised as a leader in sustainable packaging design and innovation, having been awarded three prestigious Prime Awards - two Gold and one Silver. The Gold awards were won in the categories of Packaging Design and Innovation, for our innovative 5G Date Crown Pouches and Sustainable Packaging of the Year, for our highly optimised wrap-around label in the region. The Silver award was won for our corrugated carton with the lowest GSM in the category in the Sustainable Packaging of the Year category. This recognition is a testament to Agthia's unwavering commitment to sustainability and innovation in packaging design, and highlights our leadership in this field.

Low GSM Corrugated Cartons

Agthia's Low Grams per Square Meter (GSM) corrugated carton box is an innovative and sustainable packaging solution for the bottled water segment.

The box is made from 100% recycled paper, with an average weight of 360 +/- 5% gsm, reducing the amount of resources required to create the packaging, which also reduces the environmental footprint of the product. This box is able to hold a palletised load of 1.5 tons per pallet, with an annualised 1000 MT less paper consumption compared to its competition. The box has remarkable box compression strength, with a rating of 180kg, which is unusual for a box that weighs only 360 gsm, resulting in more efficient transportation and storage of the product.



Al Ain Glass Bottles

We are proud to present our new glass bottle innovations for 2022, which demonstrate our commitment to developing innovative solutions that reduce our environmental footprint and provide our customers with the best possible experience. Our new bottles have improved aesthetics, reduced weight and a better differentiation between the clear glass bottles for still waters and the green glass bottles for sparkling waters, providing an easier way to identify the type of water in the bottle. Additionally, we have increased our sustainability credentials by using higher quantities of recycled glass in our green bottles and eliminating the need for 10 million sets of labels and labelling glue per year by incorporating direct acrylic printing.

Our sustainable packaging practices have enabled us to achieve significant cost reductions and innovations in alternate material use, and we look forward to continued success in this area. We are proud to be distinguished for our sustainability initiatives this year, having been awarded several esteemed accolades in recognition of our dedication to this cause. Our commitment to sustainability is reflected in the efforts we have put into our strategies and policies, and these awards serve as a testament to the progress we have made.



Energy Consumption

We have implemented a range of innovative strategies to reduce our energy use, introduce renewable sources of energy, and provide customers and employees with a sustainable environment.

Solar Power Roadmap

As part of our commitment to sustainable development and creating a healthier, more efficient environment for future generations, we have started investing in solar power as part of our energy mix. We are confident in our ability to bring this technology into our operations in a financially responsible manner and with minimal disruption to our margins.

We plan to fully embrace solar energy to the extent that is allowed by the regulatory framework of the countries in which we operate, and are aiming to complete the transition within the next three years. Additionally, our goal is to ensure that all of our factories have access to a portion of their energy needs from solar in the same time frame.

The studies have been successful in identifying potential projects with a combined capacity of 12,681 Megawatts-peak (MWp). Of these, three

projects are currently in their implementation phase - the Al Bayan HOD factory in Dubai Investment Park (DIP) with a capacity of 337 MWp, the Nabil Protein factory in Jordan with a capacity of 150 MWp, and the Al Ain water factory in Al Ain with a capacity of 3000 MWp.

Additionally, three projects are currently on hold due to changes in business plans, and two projects are currently undergoing studies. Lastly, the Al Foah dates factory in Al Saad, with a capacity of 2500 MWp, is scheduled for implementation in 2023. If all nine projects are implemented, we estimate that we will be able to save 8837 tons of CO₂ YoY.

At Agthia, we are committed to pursuing these projects and continuing our efforts to reduce our carbon footprint. We believe that sustainability is a core part of our mission, and we are proud to be leading the way in our commitment to the environment.

With our recent acquisitions, there is an opportunity to further improve our energy efficiency, as well as the operational efficiency and productivity of the acquired businesses. By leveraging accurate energy data, we are taking

steps to ensure that these businesses reach their optimal performance levels. With the right guidance and support, we are aiming to facilitate meaningful change that will result in a more sustainable business as a Group.

Energy Consumption	2019	2020	2021	2022
Petrol Consumption (TJ)	0	0	0	116.96
Diesel Consumption (TJ)	302.5	389.86	318.542	464.06
Natural Gas Consumption (TJ)	37.65	31	30.99	85.91
Electricity (TJ)	465.54	417.63	486.44*	521.31
Total Direct Energy Consumption (TJ)	340.15	420.86	349.532	666.94
Total Indirect Energy Consumption (TJ)	465.54	417.63	486.44 *	521.31
Total Energy Consumption (TJ)	805.69	838.49	835.97*	1188.25

Note: Based on the energy consumption numbers reported above, we have calculated our GHG Emissions.

- Figures for 2021 have been reviewed after aligning with the new internal reporting standards.
- GHG emissions for Scope 1 were calculated using the carbon conversion factors published in the 2006 Intergovernmental Panel on Climate Change Guidelines for National Greenhouse Gas Inventories.
- GHG emissions for Scope 2 are reported following the location-based method, which uses grid average emission factors. Conversion factors relevant to UAE come from the electricity generation emission factors published by the Dubai Electricity and Water Authority for 2020.

Energy Intensity	2020	2021	2022
Direct Energy Intensity (GJ/Tonne of Production)	0.19	0.17	0.29
Indirect Energy Intensity (GJ/Tonne of Production)	0.19	0.22*	0.26
Total Energy Intensity (GJ/Tonne of Production)	0.38	0.39*	0.55

- Figures for 2021 have been reviewed after aligning with the new internal reporting standards.

Climate Change

At Agthia, we are aligned with the UAE’s goal of achieving Net Zero emissions by 2050 and continue to take steps to reduce our environmental impact. This has so far included investing in renewable energy and implementing energy-efficient practices in our operations. We are also planning to set targets to reduce our greenhouse gas emissions. We have introduced sustainable packaging options, such as plant-based bottles and biodegradable packaging, to reduce our reliance on single-use plastics.

Our efforts to reduce our environmental impact have so far included installing an optimiser for our air compressors at the Al Ain water factory, both at 10 bar and 40 bar, as well as an adaptive pressure system in our Husky Injection Molding Machines. Furthermore, we have optimised the usage of our 40 bar compressors according to the Stock Keeping Units (SKUs) running on our production lines. To further reduce our carbon footprint, we have installed a Variable Frequency Drive (VFD) 10 bar compressor, and combined the chilled water lines from our Air Handling Units (AHUs) in different production lines into one chiller to maximise its use and shut down other chillers. Additionally, we have installed a new generation chiller for our Husky Injection Molding Machine, which consumes less electricity.

These projects have already started to produce tangible results and are estimated to bring savings of more than AED 1.03M and more than 5.1 Million kWh of electricity by the year 2023. Furthermore, at Grand Mills, we have implemented the installation of a Boiler Economiser to reduce fuel consumption

by up to 5%. Additionally, we have completed a power monitoring system to measure our electricity consumption, and have implemented variable frequency drives (VFD) for our compressors and blowers to reduce network losses.

These changes have resulted in savings of 30KWh through the optimisation of transformers operating voltage, 30KWh through the installation of VFD compressors, and 15KWh through the relocation and optimisation of compressors and blowers.

In 2022, we also included the data from our latest acquisitions, where we also see the opportunity to improve the data collection, quality and overall operational efficiency. In our existing sites, our GHG emissions have reduced to almost 2%. This reduction was due to the improved energy efficiency and monitoring of the processes. We are committed to taking proactive steps to reduce our energy consumption and make a positive impact on our environment. Our investments in energy efficiency initiatives are a testament to our commitment to environmental integrity.

GHG Emissions	2020	2021	2022
Direct Scope 1 Emissions (MT of CO ₂)	28,010	23,267	42,764
Indirect Scope 2 Emissions (MT of CO ₂)	106,333	66,491*	72,095
Total Emissions (MT of CO ₂)	134,344	89,758*	114,859

Figures for 2021 have been reviewed after aligning with the new internal reporting standards.

GHG Emissions	2020	2021	2022
Direct Scope 1 Emissions Intensity (KG of CO ₂ / Tonne of Production)	12.81	11.12	18.57
Indirect Scope 2 Emissions Intensity (KG of CO ₂ / Tonne of Production) *	48.61	30.11*	38.97
Total Emissions Intensity (KG of CO ₂ / Tonne of Production)	61.42	41.23*	57.54

Figures for 2021 have been reviewed after aligning with the new internal reporting standards.



Water Consumption

We are committed to responsible and sustainable water consumption, and to doing our part to help conserve this precious resource.

As part of our commitment to exercising water stewardship, we are diligently following our formal Waste and Energy Management Procedure (EHS.P.51). We are monitoring our water consumption for drinking, industrial processes, and irrigation through the metering systems implemented around our sites. To ensure we remain at the forefront of water efficiency, we have involved experienced professionals to review our water usage. Through benchmarking, we are constantly striving to improve our water management and reduce our impact on the environment.

To further minimise our water footprint, we are deploying advanced technologies and processes, including water treatment and

reuse, across our operations. We are proud to announce that Al Foah has successfully reduced water consumption by 50,000 m³/year through the treatment of industrial water to be reused for refrigeration processes. Furthermore, the installation of treatment pumps to cool water to be reused has further reduced consumption by 15,000 m³/year.

We have installed flowmeters at Al Foah so that we can continuously monitor and control our water consumption. These have been fully functional since January 2022. We are also able to utilise 80% recycled water and 20% fresh water for our washing line, thus minimising wastage.

At Agthia, we strive to develop and implement comprehensive strategies to monitor and reduce water usage within our operations and acquisitions. We are continuously investing in our water infrastructure to ensure that our operations remain sustainable and that our water consumption remains at a sustainable level.

Water Consumption	2020	2021	2022
Total Water Consumption (m ³)	2,285,217	2,251,500	2,705,297
Water Intensity Ratio (m ³ /Tonne of Production)	1.04	1.07	1.17



Waste Management

We understand that reducing waste is both an important and necessary step in creating a more efficient and cost-effective operation and supply chain. Therefore, we are committed to making sure that our operations and supply chains generate as little waste as possible, from either production or packaging. We seek innovative and sustainable solutions to reduce our waste footprint and ensure a more sustainable future.

We are dedicated to driving industry-leading innovations, as well as conducting regular evaluations to identify areas where we can improve and better understand our waste footprint. Our commitment to a zero-waste future is demonstrated by our targets and initiatives, which include advancements in packaging, behavioural change initiatives, and door-to-door awareness initiatives for residents. Our partnership with Veolia is a significant step forward in our mission to adopt a circular

economy approach to proper resource management.

We have made significant contributions to the UAE's National Food Security Strategy through our acquisition of Al Foah, the UAE's leading date producer. Al Foah aims to support local farmers to improve crop yields and reduce water usage, thereby supporting the country's goal of increasing domestic food production. We are also making an effort to reduce food waste.

Waste Management		2020	2021	2022
Total Non-Hazardous Waste (MT)	Expired Material	5,967	4,825	5,741
	Non-Expired Material	12,489	12,597	16,763
	Total	18,456	17,422	22,504
KG of Waste Per Tonne of Production		5.71	5.73	8.87

Waste Management		2022
Total Recycled(%)	Hazardous Material	0.56%
	Non-Hazardous Material	99.44%
	Total	87%
Total Landfilled w/o Expired Material(%)	Hazardous Material	0.01%
	Non-Hazardous Material	99.99%
	Total	13%

In March 2022, Atyab installed and commissioned two cookers with a capacity of 5 tons each, capable of producing 147,500 Kg of animal protein and oil in a 6-hour cooking period. This byproduct was produced using the waste of slaughterhouses and the total revenue generated from this venture was AED 0.25 Million.

By promoting sustainable practices and reducing waste in our operations, Agthia aims to create a highly secure and sustainable food supply for the UAE, as well as the region's, population. As a leading food and beverage company in the region, our efforts serve as an example for the industry and demonstrate the important role that companies can play in contributing to a country's food security strategy.



87%
of waste
is recycled



Transitioning into a Circular Business

As a founding member of the Circular Packaging Association, we are part of the drive to transition the UAE from a linear to a circular economy. We are actively engaged in developing new standards and guidelines for the packaging industry in the UAE while collaborating with other members to research and develop new materials and technologies.

We are proud to be the first to adopt RECAPP – Veolia’s innovative digital service – which provides a free, door-to-door collection service for recyclables in Abu Dhabi. This partnership has enabled us to boost sustainability and reduce our environmental footprint by making recycling more convenient and accessible for our customers. In 2022, our partnership with RECAPP by Veolia saw a surge in users, increasing the community to over 46,000 people in total. In Abu Dhabi and Dubai, the digital app reached more than 130,000 family members.

Additionally, RECAPP helped reduce the equivalent of 671,985 kg of CO₂, recording a 482% increase year-on-year (YoY). Weekly collections also grew significantly, from 1,000 to 2,300 for a 130% YoY increase, and the average volume of recyclables collected per week was boosted from 5,100 kg to 15,000 kg, for a 194% YoY growth. In total, RECAPP collected 558 tonnes of recyclables, including 478 tonnes in Abu Dhabi and 84 tonnes in Dubai. As part of its efforts to encourage recycling, the service issued 35,200 vouchers and added 15 new reward partners for a total of 18 partners.

November 2022 saw the launch of RECAPP by Veolia’s B2B platform GoRECAPP.com, which enables UAE businesses to deploy recycling boxes on their premises. Within a three-month period, the platform has already worked with 50 offices and 56 schools, providing access to recycling solutions for brands and companies in the UAE, and raising awareness among students. Now, all types of companies can avail themselves of the deliver-collect-recycle feature for ordering the recycling solution online.

558

Tonnes of **recyclables**

RECAPP Growth 2022

January

14,098 registered users

+32,231



December

46,329 registered users

Growth **228%**

113,707 KGs

+558,278



671,985 KGs

Growth **482%**

5,100 collected per week

+9,900



15,000 collected per week

Growth **194%**

1,000 collections per week

+1,300



2,300 collections per week

Growth **130%**

RECAPP Equivalence of Waste Type

Waste Types	Equivalence of units
Metal Cans 40T	841,119 tins
Aluminium Cans 13T	1 Million cans
HDPE + PP 89T	1 Million home & personal care bottles
PET Bottles 384T	20 Million water bottles
Mix Plastic 7T	118,139 other plastics
PLA Bottles 3T	201,013 PLA bottles
LDPE Bags 7T	145,176 plastic bags
Rejection 15T	

CO₂ Equivalent
1,180
Tons of CO₂
Reduced

Scaling Health & Wellness

As a leader in the food and beverage industry, we are passionate about creating quality products that are safe, nutritious, and sustainable.

We have implemented a comprehensive quality control programme that ensures every product meets our rigorous standards. We also adhere to stringent safety protocols and conduct regular inspections so that all our products meet the highest safety standards.

We are also committed to promoting good nutrition while innovating to meet our consumers' needs. We understand that good nutrition is essential for a healthy lifestyle and optimal health.

UN SUSTAINABLE DEVELOPMENT GOALS



MATERIAL TOPICS

Consumer Awareness through Marketing & Communication

Product Safety & Quality

Nutritional Product Portfolio

Responsible Supply Chain Management & Sourcing



Responsible Marketing & Consumer Awareness

We understand that as a company, we have a responsibility to our customers to not only provide them with quality products but also to ensure that our marketing efforts are both socially and environmentally responsible. At Agthia, we believe that responsible marketing is an essential component of our business strategy and are committed to providing our customers with the highest quality products, ethically produced and lovingly distributed from our home in the UAE.

We embrace the philosophy of “marketing with a conscience” and strive to ensure that all our marketing activities fall under the five categories of consumer-oriented, innovative, value, sense-of-mission, and societal marketing

We are dedicated to building consumer-centric campaigns that deliver the best quality products, while also innovating responsibly so that our planet thrives. We also strive to ensure that

all of our marketing efforts meet the highest standards of sustainability and are respectful of all stakeholders. Our marketing initiatives are designed to be transparent and to promote the responsible use of our products and services.

By understanding our customers’ needs, offering cost-efficient and sustainable products, and promoting a sense of responsibility among our customers, we ensure that our products are of the highest quality and have a positive impact on society and the environment.

Furthermore, our employees received training on managing customer complaints, which provides detailed instructions on the process to be followed to receive, manage, document, investigate, report, and respond to customer and consumer complaints, including quality, food safety & service delivery complaints.

We are proud to uphold our exemplary record of compliance in 2022, as certified by third-party bodies, regulatory authorities, and customer audits. Furthermore, we did not experience any product recalls during this time.

ZERO

2020 | 2021 | 2022

- Incidents of non-compliance concerning product and service information and labelling
- Incidents of non-compliance concerning marketing communications
- Non-compliance cases in regards to certifications or regulations
- Product recall from the market

Consumer Awareness Initiatives

One of the key components of Agthia’s sustainability strategy is our commitment to promoting healthy eating. As part of this commitment, we have developed recipes featuring our healthy snacking categories.

Date Crown: Promoting healthy eating with date-based recipes

Our ‘Cooking with Date Crown’ website features over 500 recipes for those looking to make healthy, delicious meals with Date Crowns. Through our website, we aim to provide our consumers with helpful nutritional information for each recipe, allowing users to make informed decisions about the food they are preparing. Lastly, the website features a blog where users can find helpful tips and tricks on how to cook with Date Crowns as well as stay up-to-date on the latest food trends.



Product Safety and Quality

At Agthia, we are dedicated to providing our customers with the highest standards of product quality, ingredient safety, and transparency in product formulations. We are fully committed to accelerating consumer-centric product innovation to improve the nutritional value of our products. Our objective is to ensure that our products meet the changing needs of our consumers and that we are always aware of the health needs of the region.

To achieve this, we listen to our customers and incorporate their feedback into our operations. We continually track and examine the shifting

Agthia's approach to food safety and quality assurance is established under **three primary factors:**



An operational environment where facilities follow proper sanitary design principles.



A skilled workforce (Quality Assurance, Operations, and Supply Chain teams) trained on the highest food safety standards and best practices.



Best food safety management systems and processes across the whole food supply chain.

trends and needs of food, nutrition, and health. We collaborate with health and regulatory authorities to ensure that our products align with the health requirements of the region. All the data and insights are then consolidated in our comprehensive R&D roadmap, allowing us to innovate and reconfigure our products based on consumer preferences, while preserving the quality and taste of our products.

At Agthia, we are committed to creating a better future for our customers and the planet. We understand the importance of creating sustainable products, and we look forward to continuing to improve our processes and products in order to meet our customers' needs and help protect the planet.



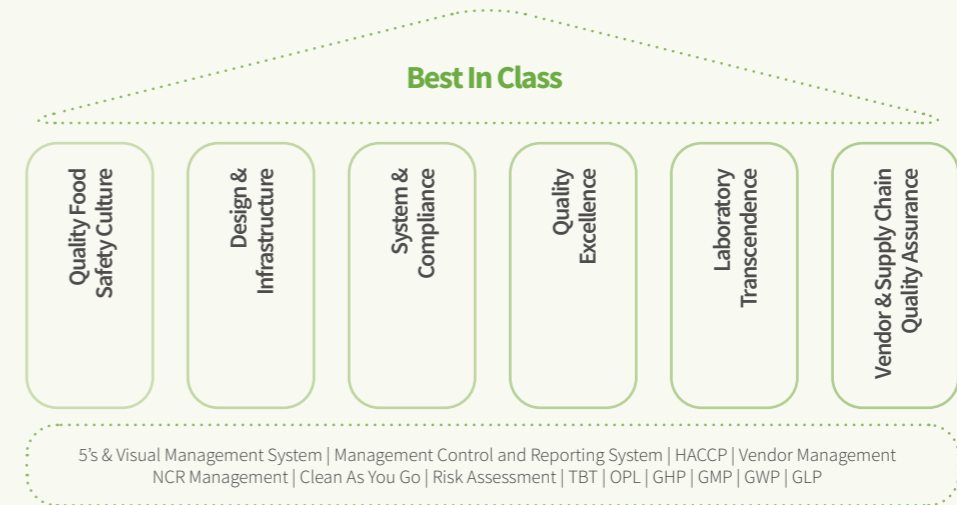
At Agthia, we are always striving to exceed customer and consumer expectations. Our strategy in Food Safety and Quality Assurance towards "Best in Class" is based on six main pillars: Food Safety Culture, Design and Infrastructure, Systems and Compliance, Laboratory Transcendence and Vendor and Supply Chain Quality Assurance. We have embedded Good Quality Management Systems across the Group to ensure that risks at every step of a process have been addressed and eliminated. In a challenging year, we have moved ahead with implementing standards across our newly acquired businesses to be in line with those of Agthia.

Sanjay Jagtap

Senior Director
Food Safety &
Quality Assurance



The Quality & Food Safety Strategy at Agthia is based on six pillars:



Quality Food Safety Culture

Agthia is dedicated to ensuring that all staff members have a good understanding of the importance of Quality & Food Safety. To achieve this, we provide training through toolbox talks, one-point lessons and the Agthia Academy online, to ensure that all staff have access to relevant information and guidance.



Design & Infrastructure

Agthia ensures that the design and infrastructure of all its manufacturing sites and warehouses are sound, and that the equipment used in producing products is risk assessed, monitored, and maintained. This guarantees that all products are safe and reliable for consumers.



Quality Excellence

Agthia has Food Safety Certifications for all sites from Lloyds Register Quality Assurance (UK). This is achieved on a foundation of systems, procedures and trained staff. Internal audits are conducted for 5S, Good Manufacturing Practices and Good Warehouse Practices to support continuous improvement within the business.



Laboratory Transcendence

All Agthia Laboratories function to the ISO 17025 standard, and the sites participate in the global ring test through LGC UK and BIPEA France. The ring tests give us the opportunity to monitor and assess the competencies of our Laboratory Analysts and build greater confidence in our results.



Vendor & Supply Chain Quality Assurance

We carry out a comprehensive risk assessment on all its vendors and raw materials to ensure they meet our high standards. In addition, audits are conducted on Good Manufacturing Practices and Good Warehousing Practices, giving Agthia the confidence that all products are delivered to customers and consumers in prime condition.



System & Compliance

We implement sound systems at all sites through Quality & Food Safety Procedures. Risk Assessments are conducted on all processes, and pre-requisite programmes such as approved suppliers, premises and equipment, potable water supplies, high standards of personal hygiene, trained staff, effective cleaning and disinfection, equipment calibration, preventive maintenance, integrated pest management, waste management, stock rotation, labelling, traceability and recall procedures are all implemented. All finished products are tested and analysed in line with regulatory requirements and compliance with GSO Standards.

At Agthia, we firmly believe in providing products of the highest quality and food safety, adhering to recognised international food safety systems (e.g., HACCP, ISO 22000, and FSSC 22000) and relevant legislative requirements. We have established a Sustainable Sourcing and Vendor Assurance Programme to ensure that our partners are supplying products that are safe, legally compliant, and meet the quality specifications agreed upon. Through rigorous monitoring of our systems, we guarantee that our products surpass customer and consumer expectations.

2020 | 2021 | 2022
ZERO



Major food safety findings by Certifying & Regulatory bodies

Raising the Bar on Food Safety Systems

We are proud to have been certified to Food Safety System Certification (FSSC) 22000 under the umbrella of the Global Food Safety Initiative (GFSI) in 2015. This certification serves as a testament to our commitment to delivering products of the highest food safety standards. Our Quality Assurance department works tirelessly to ensure that our food safety and quality measures are constantly held to these high standards.

We are committed to benchmarking and harmonising our practices and procedures with leading food safety experts from the food industry, governments, and academia. This commitment has ensured that 10 out of 18 of our sites are now certified FSSC 22000 v5 by Lloyds Register Quality Assurance (LRQA) in the United Kingdom, and 16 out of 18 sites are certified by the Global Food Safety Initiative’s (GFSI) recognised schemes.

We are also dedicated to educating our employees through training on food safety and quality measures. Our Quality Assurance department is continuously striving to improve and measure our system’s effectiveness and efficiency while publishing resources for educational purposes. We are confident that these measures help us to deliver on our commitment to providing safe, quality products. We are proud to witness the significant increase in training sessions delivered along with the number of attendees.

List of 14 training modules delivered through the Agthia Academy are as follows:

- HACCP & Food Safety
- Food Defence & Food Fraud Awareness
- Internal Audit
- Feedstuffs & Feed Manufacturing
- Wheat to Bread Process Control
- GMP GWP Training
- GMP GWP Auditor Calibration
- Warehouse and Distribution Food Safety
- Cold Chain Management
- Allergen Management
- Halal Awareness
- Customer Complaint Handling
- Merchandiser Training
- HOD – Cleaning of Dispenser

Indicator	2020	2021	2022
Training Delivered	286	320	922
Number of Attendees	2,689	3,733	15,846

Agthia Group Food Safety Policy

At Agthia, we are committed to considering food safety at every step, from sourcing our materials to delivering the finished products to our consumers. Our food safety and quality system is an integral part of our sustainability programme, and we have established a systematic framework for setting and reviewing objectives, communicating with all interested parties, and continually improving our system. We remain committed to upholding the highest standards of food safety and quality, and we are confident in our ability to do so.

Agthia Corporate Quality and Food Safety Procedures

Agthia has 13 Quality and Food Safety Procedures at the Corporate level, which form umbrella documents and consistency across the whole group – ONE AGTHIA. These are:

01. Group Recall & Withdrawal
02. Group Pest Management
03. Group HACCP
04. Group Food Fraud
05. Group Food Defence
06. Group Document Control
07. Group Customer Complaint
08. Group Calibration
09. Group Allergen Management
10. Group Management Review
11. Group Integrated Management System
12. Group Integrated Management of Change
13. Group Vendor Assurance and Management

At Agthia, we maintain multiple manufacturing and warehousing facilities in accordance with international best practices such as the British Retail Consortium and Food Safety System Certification 22000. We regularly conduct internal audits of our manufacturing sites for GMP and all warehouses for GWP with trained

and competent staff. Over the past three years, we have set and achieved challenging targets to improve the cleaning and hygiene, food safety, behaviour, building structures, and work environment. This has resulted in significant improvements in standards at our manufacturing sites and warehouses.

Indicator	2019	2020	2021	2022
GMP	89.3	91.6	90.7	91.55

* 2022 Ratings derived from Consumer & Agri Business (excluding newly acquired sites).

Our network of laboratories is equipped with state-of-the-art equipment to carry out analysis and testing on our raw materials, processes, and finished products, in order to meet the highest standards of quality and safety. Our team of analysts are highly experienced, certified and

regularly audited so they adhere to the highest safety and quality standards. Additionally, we participate in global proficiency tests with entities such as BIPEA (France) and LGC (UK) to verify our results, further demonstrating our dedication to sustainability.

Indicator	2019	2020	2021	2022
Lab Proficiency	92%	95%	96%	99%

GMP
Score of
91.55
achieved



Lab
Proficiency
of **99%**

We take pride in the effectiveness of our quality assurance system and strive to exceed the international benchmark for complaints per million products sold. We have implemented key performance indicators (KPIs) to measure the success of our processes, such as the ratio of customer/consumer complaints per one million units sold (for Consumer Business) and one million KG sold (for Agri Business), and total products that meet specific health and wellness requirements.

which are improved consistently through the implementation of our Group QA/FS standards and best practices, resulting in a CPM that is far lower than the industry's norm (typically between 4 to 6 CPM). In addition, if fewer units are sold, then it leads to a higher CPM. To guarantee the quality of our products, a complaints handling procedure is in place to address and mitigate any potential issues related to quality or food safety.

The two factors contributing to the increase in CPM in 2022 are the business acquisitions and units sold. We have set a different target range for our recently acquired businesses

Our ambitious goal is to further enhance our performance with our new acquisitions, as we recognise the improvement necessary and are confident that our quality assurance system will enable us to effectively address these issues and continue to deliver superior efforts.

Complaints per Million Sold	2020	2021	2022
Consumer Business (Units)	1.4	0.79	1.18
Agri Business (KG)	0.15	0.1	0.07



Other KPIs for Quality and Food Safety are as follows:

	2020	2021	2022
Product Recall	0	0	0
Market Withdrawals	3	1	8
Major Non-Conformances	0	0	0

Risk Assessment

At Agthia, we understand the importance of Risk Assessment in ensuring food safety and quality as well as providing assurance to our customers. As part of our commitment to food safety and quality, we have implemented a Risk Assessment programme to evaluate our products and processes.

The Risk Assessment programme is regularly adapted as part of our integration process with business acquisitions. This adaptation is done

initially through a robust workshop with the group’s technical team. During the workshop, the team identifies potential risks and verifies that controls are well established. In addition, a prerequisite programme audit is conducted to check for any potential risks and a process audit is done to ensure that the controls are effective.

All 18 of our sites apply the Risk Assessment matrix and the results of the matrix are reviewed annually. This helps us to ensure that the Risk Assessment programme is effectively meeting its goals and objectives. In addition, the matrix helps us to identify areas of improvement and develop strategies for continuous improvement.

Severity	Almost Certainly Will Occur	Good Chance it Could Occur	Likely to Occur	Unlikely to Occur	Extremely Likely to Occur
	Consequence to occur on a weekly basis or more frequently	Consequence expected to occur more than once in 3 months, but less than once a week	Consequence expected to occur more than once a year, but less than once in 3 months	Consequences expected to occur more than once in 3 years, but less than once a year	Consequences expected to occur less than once every 3 years
Disastrous	25	24	22	19	15
Critical	23	21	18	14	10
Serious	20	17	13	9	6
Significant	16	12	8	5	3
Minor	11	7	4	2	1

	FOOD SAFETY	QUALITY	REGULATORY	SAFETY	ENVIRONMENT
Disastrous	<ul style="list-style-type: none"> Fatality(ies) from illness or injury > AED 1,00,000 liability Immediate plant closure Prosecution imminent Extensive public alarm and media coverage 	<ul style="list-style-type: none"> Loss of sales over 1,000,000 AED Permanent loss of significant customer 	<ul style="list-style-type: none"> Any major regulatory non-conformity product Contaminated product in the Market cause death Banded ingredients use 	<ul style="list-style-type: none"> Fatality 	<ul style="list-style-type: none"> Prosecution & Directors / Senior Managers jailed on criminal charges by Regulatory body Widespread and extensive impacts affecting multiple environments Extensive public alarm, media coverage Extensive disruption to public
Critical	<ul style="list-style-type: none"> Multiple serious illness (es) or injury (ies) < AED 1,000,000 liability Possible plant closure Prosecution likely Product recall required Major public alarm attracting media attention 	<ul style="list-style-type: none"> Loss of sales over 100,000 AED Permanent loss of minor customer 	<ul style="list-style-type: none"> Product out of legal specification Contaminated product in the Market cause illness Non registered product launched 	<ul style="list-style-type: none"> Disabling injury ie amputation and/ or permanent loss of bodily function 	<ul style="list-style-type: none"> Prosecution & maximum penalty. fine imposed by Regulatory body Environmental impact extends well beyond site boundary Major public alarm, attracting media attention Major disruption to public activities
Serious	<ul style="list-style-type: none"> Multiple illness or injury < AED 100,000 liability Significant impact on sales Product recall required Significant public alarm 	<ul style="list-style-type: none"> Multiple customers complaints which may jeopardize contract with key customers Damage customer or Agthia brand 	<ul style="list-style-type: none"> Physical contamination in FP Wrong Receipte used Wrong packaging Product out of internal controlled spec Allergen ingredients used without declaration on the label Rejected material by legal authority 	<ul style="list-style-type: none"> An injury resulting in more than 1 week off normal duties 	<ul style="list-style-type: none"> Prosecution & penalty/fine imposed by Regulatory authority Environmental impact extends beyond immediate site boundary Serious public alarm Serious disruption to public authorities
Significant	<ul style="list-style-type: none"> Single illness or injury within days < AED 50,000 liability Product recall required Negligible public alarm Loss of production 	<ul style="list-style-type: none"> Multiple consumer complaints 	<ul style="list-style-type: none"> Improper date coding on the FP Unapproved packaging in use 	<ul style="list-style-type: none"> An injury resulting in less than 1 week off normal duties 	<ul style="list-style-type: none"> Warning notice issued by Regulatory body Environmental impact contained within site boundary Negligible public alarm Negligible disruption to public activities
Minor	<ul style="list-style-type: none"> No illness or injury < AED 20,000 liability Cosmetic/quality issue Brand quality/ reliability 	<ul style="list-style-type: none"> Occasional customer/ consumer complaints 	<ul style="list-style-type: none"> Wrong labelel in printing Not clear date coding Improper external packaging 	<ul style="list-style-type: none"> Minor first aid injury 	<ul style="list-style-type: none"> No action from Regulatory body Environment impact localised to area of occurrence No public alarm No disruption to public activities



Product Research & Development

At Agthia, we understand the importance of innovation in driving our business forward and the value it brings to the lives of our consumers. That is why our research and development (R&D) facility is of the highest standard, ensuring that all products we create meet stringent quality standards.

We believe that developing unique and differentiated products that meet both explicit

and implicit needs is essential to create a successful and sustainable business. To support this, we collaborate with both local and international stakeholders to identify new opportunities and push the boundaries of innovation.

Our R&D facility is equipped with the latest technology, giving our team the ability to develop products that are even more advanced, efficient, and cost-effective. We strive to create products that bring value to the lives of our consumers and support the growth of our business.



At Agthia, the Research and Development team focuses on innovating and introducing new products to the market, to the community, to the planet with a goal in mind to better people's lives on a daily basis. Natural, healthier, functional products, in line with sustainability guidelines and supported with unique sustainable packaging are our objective in bringing to life the company promise "For the better".

Following our vision to become the most innovative & sustainable F&B company in the region we are learning, improving, growing our team to achieve company's growth developing best class products and improve the consumer experience so we can collectively build the future better for all.

Danijel Juric
Senior Product Development Manager



Health, Wellness and Nutrition

As a company that has been committed to health, wellness, and nutrition for over 15 years, we are dedicated to providing our customers with access to high-quality, nutritious, and affordable food products that meet the highest standards of health, nutrition, and safety.

We are proud to introduce our latest acquisition of 2022, BMB, which is a leading regional healthy snacks and food company that caters to our customers' health needs and bolsters our position in the healthy food segment in the region. BMB's flagship brand, Freakin Healthy, is a range of all-natural and organic products that are free from preservatives and artificial ingredients.

The Freakin Healthy range introduces a functional snacking system based solely on healthy, wholesome and clean nutrition that caters to the needs of our consumers. All of the products in

this range are free from preservatives, additives, and artificial colours and flavours, making them safe and healthy for everyone to enjoy. The range is also gluten-free, meaning they are suitable for those with gluten intolerance. This makes our products even more accessible to a wider range of customers.

We are committed to providing our customers with products that are both delicious and nutritious, so we continually focusing on listening to them and keeping their health, wellness, and nutrition our top priority.

Product Innovation



At Agthia, we believe that innovation is essential to achieve our goal of becoming the leading F&B regional company by 2025. We are constantly looking for new ways to meet the needs of our customers, protect the environment, and support our local community. Through our innovative initiatives, we are confident that we can create a brighter future for everyone.

“

At Agthia, we believe in the power of the good. For the better is the NorthStar that guides our innovation agenda to deliver a positive impact across the Agthia eco-system: our consumers, our community, our shareholders, and our planet. Mindful of new trends and focused on consumer and customer benefits, the Agthia innovation team develops solutions and experiences that contribute to healthier food and designing responsible packaging while addressing social and environmental challenges.



Narjiss El fadi

Senior Director Innovations & Insights



For the planet

We recognise the importance of preserving the environment and are committed to reducing our carbon footprint.



For the consumers

We understand that our customers are increasingly concerned about their health, and we are committed to creating products that can meet their needs.



For the community

We understand that our actions have an impact on the people and communities around us, and we are dedicated to making a positive contribution.



أغذية
agthia

For The Better • من أجل الأفضل

In alignment with the Abu Dhabi Economic Vision 2030, to become a global leader in innovation, we have prioritised innovation, research and development to create new products and enhance our production processes. Agthia's culture of innovation has enabled the launch of pioneering products, including but not limited to:

2018

Al Ain Plus with Vitamin D


Agthia launched Al Ain Plus with Vitamin D, the world's first Vitamin D-enriched water, responding to the region's significant Vitamin D supplementation need.



2019


Alpin Alkaline

Agthia positioned Alpin, the natural mineral water as Alkaline, from natural springs with rich alkalisating compounds. pH8.5



Al Ain Zero Bromate

We launched Al Ain Zero Bromate for kidney patients and pregnant mothers, sold exclusively in pharmacies. Al Ain Zero Bromate is easy on the kidneys and well suited to consume during pregnancy with all the naturally occurring bromate completely removed.



2020

Yoplait Plain Yogurt

We launched Yoplait Plain Yogurt, the first yogurt made freshly in the UAE from grass fed cow's milk, with no added hormones.



2021

Agrivita Broiler Pre-Starter


We launched the Broiler Pre starter to stabilise the growth of day-old chicks. The product leads to increased productivity, reduction in energy and other farm management costs and a reduced environmental impact.



2022


Freakin' Healthy's Raw Date Cookies

These Raw Date Cookies are filled with nut butters that are minimally processed and preservative-free. The recipe utilises very few ingredients, therefore, reducing our carbon footprint significantly.




Freakin' Healthy's Vegan Cheese

This is a cashew-based non-dairy alternative cheese spread that utilises HPP technology to maintain our preservative-free promise while simultaneously extending shelf life, therefore, reducing food wastage.




Al Ain Glass Bottle

Agthia's Glass Bottle innovations include improved aesthetics, better differentiation, reduced glass weight, and no labels.




Bambini Water

We launched Al Ain Bambini Water for babies, which is rightly balanced in essential minerals and meets the highest food safety standards to make it ideal for infants. Agthia upgraded the filtration and disinfection system, which has no nitrate, no fluoride, no sodium and no bromate.




Al Ain Water Box

Agthia launched Al Ain Water Box, an ultra-convenient, environmentally-friendly water product that is 100% recyclable. It uses a more sustainable packaging solution made from a corrugated board on the outside and a PE bag with water inside. As it is light, it cuts on energy during transport while reducing waste and carbon emissions.



Al Ain Plant Bottle

Agthia Launched Middle East's first plant-based water bottle, Al Ain Plant Bottle. It is environmentally friendly and made of 100% plant-based sources, including the cap.



Agrivita Layer Parent Nutrition

Layer breeding is a crucial segment of the poultry industry in the country. This year, we introduced the complete life stage feeding program for the layer breeders that are critical for the success of breeding farms, enabling complete control on factors impacting the commercial flock's health, productivity and profitability. Supporting sustainable egg production in the country ensures the availability of top-quality protein for all ages of consumer, enhancing the country's food security.



Freakin' Healthy's Nut Butter-Filled Dates

These are Agthia's latest innovation where we cut out unnecessary processes by making our chocolate and nut butter in-house, and sourcing our dates locally, once again reducing our carbon footprint.



Date Crown 5G Pouches

The pouch's 5th generation (5G) packaging uses a combination of lightweight and recyclable materials, making it both sustainable and cost-effective.



On-the-Go Date Crown Pouches

Agthia's innovation of these low unit pack of dates enables the affordability of luxury dates by all markets.





Responsible Supply Chain Management

We aim for our supply chain to be agile, cost-competitive and sustainable, and to this end, we are engaging closely with our suppliers to ensure they are aligned with our core values. As part of this commitment, we have developed our Sustainable Sourcing Programme and Supplier Self-Assessment – both of which go beyond industry norms and local regulations. It is our hope that this programme will help to create a dynamic understanding of our sourcing and

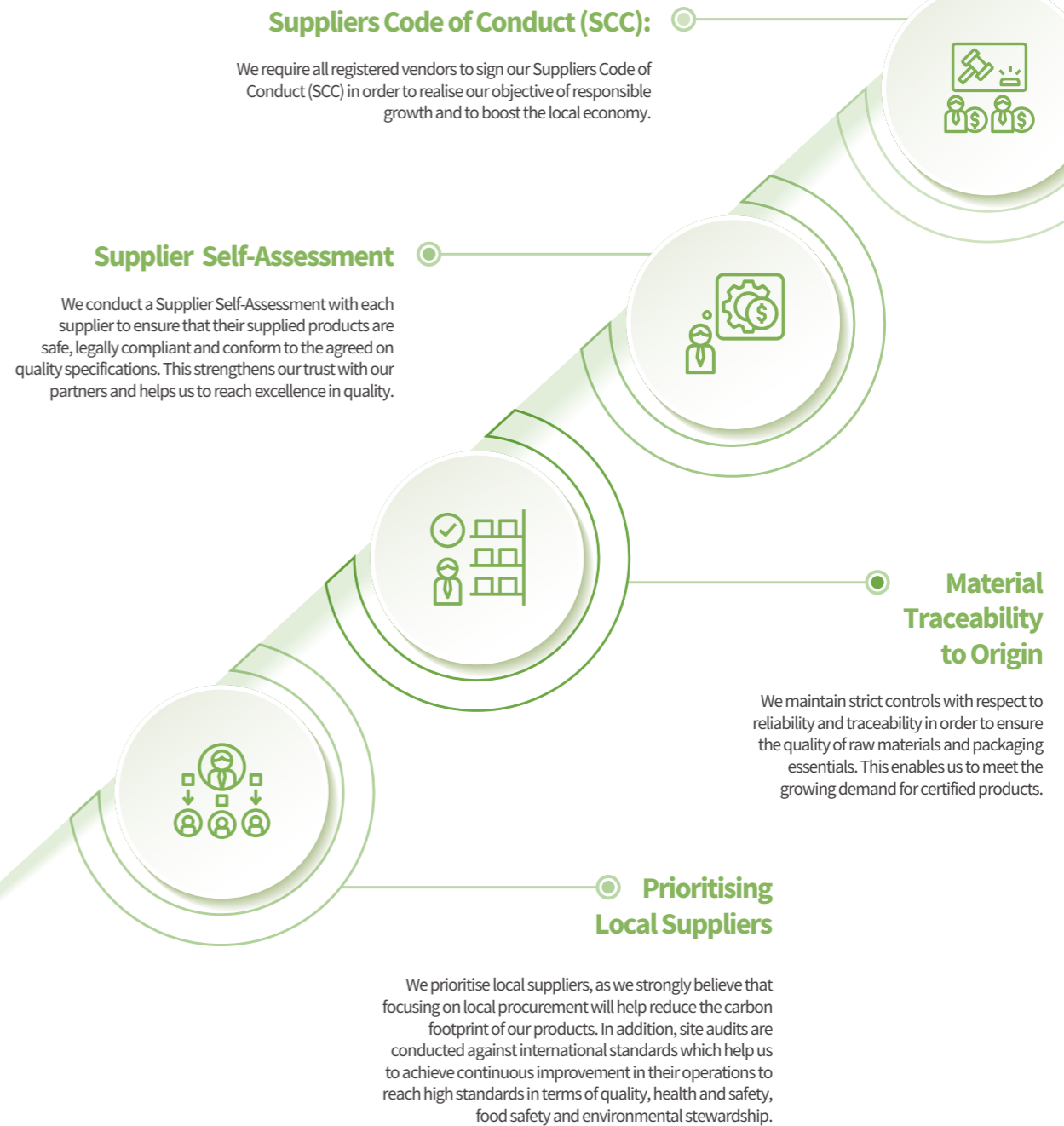
supply chain activities.

We are committed to building a resilient and sustainable supply chain that integrates environmental conservation principles, ethical standards, and socially responsible practices. To achieve this, our Sustainable Sourcing Programme consists of four main pillars: Assessment, education, development, and wellbeing.



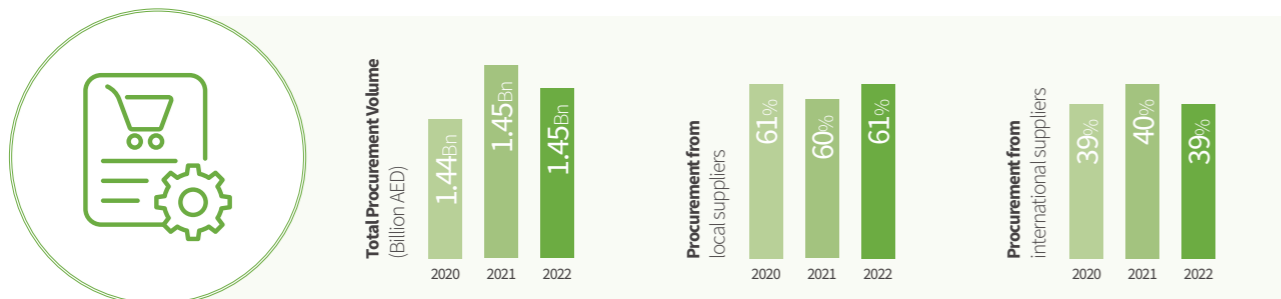
It is now well understood that a company’s sustainability is only as good as the suppliers it relies on. In 2022, Agthia updated its supplier self-assessment questionnaire as a springboard for improvement in the pursuit of social and environmental compliance and is used in the selection of new suppliers as well as in confirming of existing suppliers

Don Doherty
Director- Vendor Assurance



Food safety is of paramount importance and take a global approach to meeting and maintaining the highest standards. We have a comprehensive supplier network in place that provides us with the necessary ingredients and packaging materials, and we are committed to ensuring their compliance with relevant regulations.

Our Vendor Assurance Programme is our assurance that our existing and potential suppliers are assessed and approved in a consistent and thorough manner. We use the Global Food Safety Initiative (GFSI) standards as our benchmark and our process include an initial document request, self-assessment questionnaire, and risk assessment. We will continue to look closely at our global supplier base to ensure the quality and safety of our products and materials.



This year, we assessed and screened 109 suppliers, conducting 22 follow-up site audits to ensure compliance with our standards for food safety, legality, quality, and continuity of supply. In cases where major non-compliances posed a significant breach, we rejected 12 suppliers, four for Food Safety concerns and eight for incomplete documents. Additionally, there was no negative environmental impacts reported by Agthia Group on its Supplier base.

Our commitment to sustainability is further demonstrated by our local procurement. This year, we procured goods and services from 805 suppliers across different countries, amounting to AED 1.45 billion. 61% of our procurement was from locally registered suppliers in the UAE, amounting to over AED 887 million in local procurement. This is a testament to our dedication to environmental stewardship and local economic development.

Supplier Insights	2020	2021	2022
Number of approved suppliers <small>(direct materials/co-manufacturers)</small>	586	805	873
Number of total suppliers screened <small>(self-assessment questionnaires - new and Reassessed)</small>	114	135	109
Risk assessment carried out regarding social issues <small>for potential new suppliers (due diligence)</small>	100%	100%	100%
Risk assessment carried out regarding social issues <small>for existing suppliers to identify those that are high risk</small>	100%	100%	100%
Risk assessment carried out regarding environmental issues <small>for potential new suppliers (due diligence)</small>	100%	100%	100%
Risk assessment carried out regarding environmental issues <small>for existing suppliers to identify those that are high risk</small>	100%	100%	100%
The number of suppliers that have undergone a site audit <small>(year total)</small>	23	19	22
Percentage of total suppliers screened	100%	100%	100%
Total number of suppliers declined/not approved	5	9	12
Percentage of major non-compliant gaps with corrective actions implemented	100%	100%	100%

We ensure that all of our suppliers comply with the relevant national and international standards. Our suppliers must also commit to upholding human rights and providing equal opportunities to their workforce. We do not condone the use of forced labor and have in place a comprehensive health and safety system to protect employees, contractors, and visitors. Furthermore, our suppliers must not engage in any type of corruption or bribery to influence public officials or seek any undue or improper advantages. We also ensure that our suppliers do not engage in any form of corrupt practices with our own employees in order to influence our business decisions.



Supplier Human Rights Assessment Insights (Social Screening)	2022
Number of suppliers identified as having significant actual and potential negative social impacts.	15
Significant actual and potential negative social impacts identified in the supply chain.	15
Number of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of the assessment.	11*
Number of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.	4**

*10 Suppliers were either conditionally approved and/or approved after receiving follow up Corrective Action plan.
**4 for Food Safety concerns

100% of suppliers are screened on **quality, social, and environmental criteria**



Fostering Positive Potential

At Agthia, we strive to create an environment where employees can thrive and reach their full potential. We aim to continually provide our people with the resources and support they need to develop their skills and knowledge, as well as access to personal and professional support services.

We are committed to providing an inclusive workplace that values and celebrates the differences among our employees. We strive to foster an environment of respect, acceptance, and equal opportunity, and we are dedicated to promoting policies and practices that protect and advance human rights.

UN SUSTAINABLE DEVELOPMENT GOALS



MATERIAL TOPICS

- Workplace Health & Safety
- Employee Development, Retention & Well-being
- Workplace Diversity & Equal Opportunities
- Community Contribution & Investment

Our People

Our focus is the people that have made us who we are, and we find ourselves committed to fostering an environment that allows them to grow professionally and personally. We eagerly invest in accelerating our employees' skill development and leadership capabilities while fostering ongoing engagement to enhance employee performance.

We attribute our success and evolving business strategy to individuals who have the ability to create positive change in their teams, communities, and the world around them. In response, we are more dedicated than ever to employee satisfaction, safety, and engagement. We are continually evaluating our workplaces to create increasingly collaborative and innovative spaces.

We are proud of our culture of inclusion at Agthia and hope to continue aiding employee development and leadership capabilities. In 2022, Agthia's total workforce stood at 8,954 employees, and we welcomed 1293 new employees – a testament to our commitment to hiring, developing, and retaining the best talent.

Even with the increase in our total number of employees, our turnover rate remained below 11% in 2022. This number reflects our commitment to creating a workplace environment where employees feel supported, valued, and respected. A stable turnover rate also allows new people to bring fresh perspectives and ideas to the organisation.

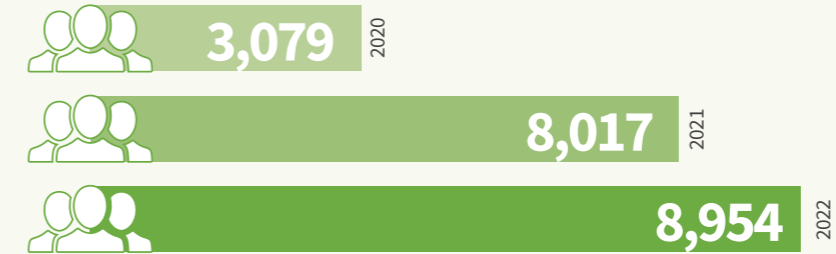


Our focus on people, social value creation, and responsible organisational behaviour is a cornerstone of our commitment to being a trustworthy and sustainable business. We understand that our employees are our greatest asset and that creating a culture of inclusiveness and respect is essential to their happiness, engagement, and success. By continuously integrating these values into our company culture and operations, we aim to create a sustainable and thriving workplace that delivers value to all our stakeholders and contributes to the overall success of our business.

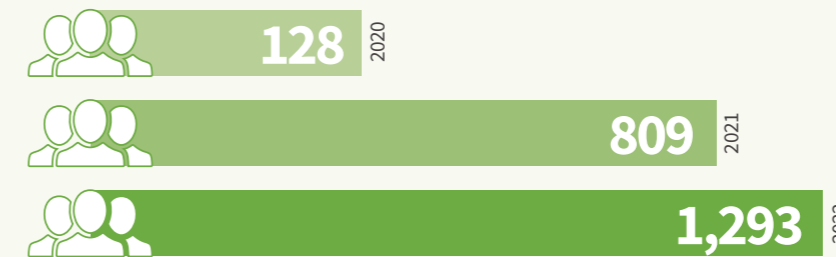
Mubarak Al Mansoori
Chief Human Resource Officer



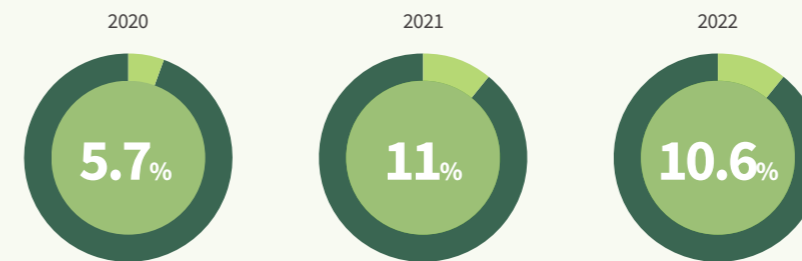
Full-Time Employees



Total Newly Hired Employees



Voluntary Turnover Rate



Part-Time Employees

ZERO
2020 | 2021 | 2022

* All Human Resources-related data excludes our new acquisition, Abu Auf. We understand that Abu Auf is an important part of our organization, and we are committed to ensuring its success. We are in the process of establishing Abu Auf's policies and procedures, and as such, we are not yet able to disclose its HR data in our sustainability report. We are confident that once established, we will be able to provide accurate and comprehensive data in the following year. In the meantime, we are proud of our commitment to sustainability and will continue to monitor and report on our progress.



Benefits & Compensation

We recognise that our employees are our most valuable asset. We strive to create an environment where our employees feel supported, valued, and respected. We offer a comprehensive benefits package to ensure that our employees get the support they need and deserve, which includes:

- Annual leave of 25 working days per year
- Sick leave
- Compassionate (bereavement) leave
- Study leave
- Wedding (marriage) leave
- Medical escort leave
- Haj leave
- Maternity leave of 60 calendar days
- Three days' paternity leave.
- Emergency health leave of three days a year, not requiring a medical report

In addition, we offer a competitive compensation scheme that includes housing and transportation allowances, long-term incentive plans for senior management, performance-based annual bonuses, sales, and other incentives, overtime (as per the Labour Law), schooling assistance, family airfare, life insurance, and comprehensive medical insurance for employees and their families. Our employees also have the option to carry forward unclaimed leave days into the following calendar year. Additionally, we provide our employees with the opportunity to join the Agthia Savings Plan to support them further.



8,954
employees
work at **AGTHIA**



1,293
new employees
joined us this year



10.6%
Turnover
rate



Gender Equality

At Agthia, we are committed to promoting gender equality and inclusivity in the workplace. We recognise that this not only creates a more productive and creative environment but also allows for more diverse perspectives on our company strategy.

We are proud to be part of a nation that is making good progress in terms of gender equality and women's empowerment. It is the first Arab country to have a female Minister of State for Gender Balance and has seen a steady increase in the number of women in leadership positions. This is reflected in our internal guidelines that facilitate diversity, safety, encouragement, and harassment-free workplaces. The remuneration rate at Agthia is 1:1 between female and male employees.

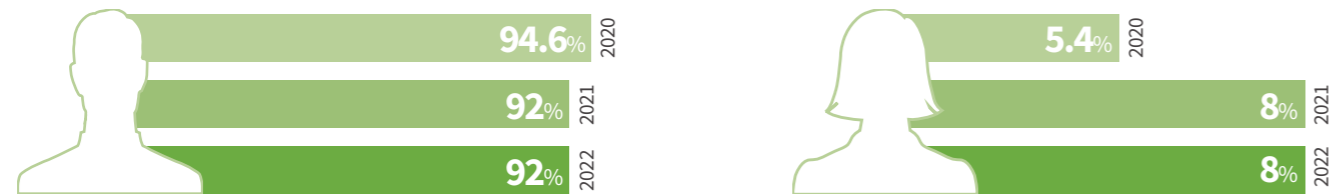
In the past year, we have seen an increase in female representation in both non-management and management positions. Specifically, we have seen a 6.1% increase

in non-management positions and a 3.3% increase in management positions. This demonstrates our commitment to creating an environment inclusive of all genders.

3.3%
Increase in
FEMALES
in Management
positions



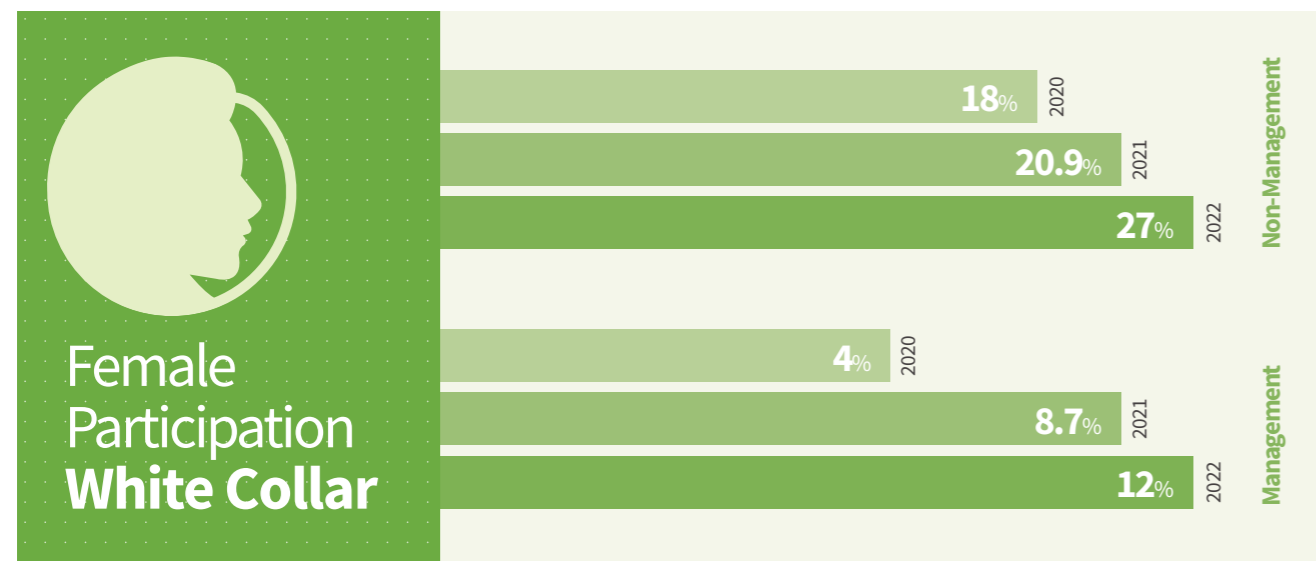
Full-Time Employees
BY GENDER



Newly Hired Employees
BY GENDER



Turnover by
BY GENDER



Age Diversity

Age diversity is a key component of our people strategy and provides long-term benefits for our employees, customers, and suppliers. Our older employees bring invaluable life experience and lead by example in being conscientious and responsible citizens. This helps build stronger relationships within our organisation, as well as with customers and suppliers outside of it, contributing to a healthier, more vibrant corporate culture. Over 53% of our employees have been with us for over five years, and we remain dedicated to empowering and developing them, as we strongly believe in each member's contribution to Agthia's performance.

We equally recognise the importance of providing our younger generations with the necessary support and opportunities to help them to reach their potential. We remain committed to attracting and retaining young talent and to providing them with the necessary tools and encouragement to develop their skills and help them to reach their goals. This can be seen in our recruitment practices, as 58% of our newly hired employees in 2022 were under the age of 30. This has resulted in the number of young employees (under 30 years of age) making up 28% of our workforce, a 2% increase from 2021.

Full-Time Employees by Age Groups*	2020	2021	2022
Under 30 Years	23%	26%	28%
Between 30 – 50	68%	66%	65%
Above 50	9%	8%	7%

Newly Hired Employees by Age Groups	2020	2021	2022
Under 30 Years	40%	60%	58%
Between 30 – 50	59%	39%	41%
Above 50	2%	1%	1%

Full-Time Employees by Years of Service	2020	2021	2022
0 – 4 years	35%	42%	46.4%
5 – 9 years	38%	32%	28.2%
10 – 14 years	22%	18%	17.4%
15 years and more	5%	8%	7.9%

Fostering Inclusions



We choose to define diversity as an amalgamation of thought, experience, education, and lifestyle. In a bid to achieve a rich contrast within our workplaces, we've created a vibrant workforce that's inclusive of age, culture, gender, ethnicity, and background. Our idea is to recognise that people are different from one another, then learn to appreciate those differences and work together to achieve common goals.

We are aligned with the Forward Economy pillar of the 'We the UAE 2031 Vision', which reflects the UAE's belief in the importance of human capital as the main driver of the next 10-year development plan. We believe that our expatriates and UAE nationals are essential in driving this plan forward and helping us reach our sustainability goals. We are also committed to creating a culture of respect and appreciation for the unique

contributions of both our employee groups. We recognise that while our percentage of UAE nationals dropped by 2% over the course of the last year, we are exploring opportunities to improve and are focusing on implementing initiatives to ensure that both our local and expat employees have the necessary training, resources, and support needed to be successful.

Furthermore, our employees are trained in the 'Leading Diverse Teams' programme that teaches team leaders and individuals to appreciate diversity, different cultures, and perspectives in order to incorporate different ideas, opinions, and perspectives for a more inclusive workplace.

58



different nationalities work at **AGTHIA**

Employees by Origins	2020	2021	2022
Percentage of Expat Employees	94%	92%	94%
Percentage of Local Employees	6%	8%	6%

Supporting Human Rights

As a global leader in the food and beverage industry, we are deeply committed to maintaining the fundamental human rights and dignity of all individuals. We recognise that our work has a direct impact on the communities in which we operate and are dedicated to protecting the rights of all people.

Our Code of Conduct and Anti-Harassment Policy are regularly reviewed and updated to ensure that they remain relevant and effective. We have established clear guidelines and procedures for our employees to follow, and we provide them with the necessary training and resources to understand and comply with our policies.

At Agthia, we are committed to adhering to all labour laws in the countries in that we operate. We believe that all employees should have access to safe and secure working conditions and that they should be paid a fair wage for their labour. We take our responsibility to see that our employees are provided with these rights very seriously and have established a comprehensive system of checks and balances.

Our policies and their implementation are designed to ensure that we adhere to all applicable laws while upholding the fundamental human rights and dignity of all individuals, as outlined in the United Nations Universal Declaration of Human Rights.

In order to ensure that our commitment to human rights is sustained throughout our supply chain, we have established a Supplier Code of Conduct (SCC). The SCC outlines our expectations for all of our suppliers, and we work closely with them to maintain adherence to the SCC.

Learning and Development

At Agthia, we are committed to building a strong foundation for Learning and Development (L&D) and creating pathways to revitalise our learning architecture. We have come to associate a fulfilled and engaged workforce with the ultimate success of the company's goals and aspirations. As such, we are constantly looking for the most relevant tools and resources to empower our people to reach their full potential. We recognise that learning is a key component in this process, and we strive to provide our employees with opportunities to reskill, upskill, work more flexibly, and adapt to the changing world of work. Our commitment to putting our people first has led us to focus on their overall health and wellness.

Additionally, we are committed to providing our employees with a wide range of technical and non-technical opportunities through training, courses, and programs throughout the year. These efforts have set us apart in the market as an employer with a highly resourceful and innovative team.

We saw an increase in the number of female staff attending learning interventions in 2022 compared to 2021, despite not having designed any specific learning interventions for them. In 2023, we will continue to strive forward and introduce interventions to raise awareness around diversity and inclusion. These interventions will empower women and underrepresented groups, increasing their self-motivation and confidence, enabling them to find their voices and celebrate their successes in the workplace and beyond.

In 2022, we paused our previous Emirati development programmes for review and alignment with the overall Agthia Talent Development strategies, Emiratisation and

development needs. Despite this, we saw an increase in the number of Emirati employees attending the programmes. In 2023, we plan to conduct research into industry trends and best practice in Emirati development programmes, in line with our overall Emiratisation target and development strategies. This research will ensure that the latest insights inform our Emirati development programmes, and that we are continuing to invest in the growth and development of our Emirati employees.

This year, Agthia made a substantial investment in the development of our employees in the UAE, providing a total of 13899 hours of training for our male employees and 1301 hours of training for our female employees, an average of 5.4 hours per target employee. We have dedicated an amount of AED 0.8 million towards their development and growth, which has led to improved performance and productivity, as well as increased morale and engagement. By investing in our employees, we are able to drive innovation, creativity, and collaboration, as well as develop a workplace culture of excellence and respect.

Employee hours of training	2020	2021	2022*
# hours of training for females	44	1,428	1,301
# hours of training for males	318	4,187	13,899
# hours of training for total workforce	362	5,615	15,200
# hours of training per year per female employee	0.27	2.23	4.2
# hours of training per year per male employee	0.11	0.57	5.6
# hours of training per year per employee	0.12	0.70	5.4

*2022 data is calculated based on UAE based staff who attended training in 2022



In our commitment to increasing our focus on mental well-being and resilience, and to promoting organisational resilience, health, safety, and productivity, our Learning and Development department launched employee engagement activities and initiatives. These included:

1. The formation of the Happiness Committee, comprised of 90 site-based volunteers tasked with organising events, gatherings, and area get-togethers.
2. The implementation of an employee engagement calendar of activities and events, which included cross-team sports matches, a monthly well-being and resilience webinar series, and trauma briefings for employees affected by natural disasters and incidents.
3. The establishment of Happiness@Work communication which is a dedicated channel that releases two to three weekly communications on employee health, well-being, engagement, and a sense of belonging.
4. The formation of a Sports Committee within the Happiness Committee that organises team sports events and matches.
5. The celebration of relevant World Days with activities such as a mental well-being toolbox talk in the operations area in partnership with the HSE team.
6. Continually upgrading the physical environment and facilities in collaboration with the Facilities team.

In addition to the formal training programs, many bite-sized learning opportunities and operational training interventions were offered to our employees, numerous sessions focused on well-being and leadership development were introduced in 2022. These include:



Exploring and Managing Change

This training programme is designed to help participants understand and navigate their thoughts, feelings and emotions that may affect how they respond to difficult times and changes. Through this programme, participants will be able to develop strategies and frameworks to effectively manage their actions during such times of change.



Positive Psychology PERMA

This training programme is designed to teach participants how to use the principles of positive psychology to create a more positive outlook and to help them thrive in challenging times. Additionally, the programme explores the positive effects of gratitude, kindness, and resilience and provides participants with practical tools to help them develop these attributes.



Impact Players

This is a programme that teaches participants to recognise opportunities rather than threats when faced with everyday challenges. Through this programme, participants will be encouraged to think outside of the box and to identify new ways to add value. Additionally, they learn how to create an environment that is open to new ideas and how to foster an atmosphere of collaboration and innovation.



Innovative Thinking and Problem Solving

This programme is designed to help participants become more creative and innovative in their thinking and problem-solving. It teaches participants a range of techniques to generate and evaluate ideas, such as brainstorming and mind-mapping. It also looks at how to develop an idea through to implementation and how to use problem-solving techniques to find the best solutions.



Trust; Open and Candid

This training programme looks at the factors and behaviours that build and erode trust between teams and their managers. Through this programme, participants are encouraged to be open and honest in their communication and to foster an environment of trust and mutual respect.



Leading Diverse Teams

This programme teaches team leaders and individuals to appreciate diversity and different cultures and to incorporate different ideas, opinions, and perspectives for a more inclusive workplace. Participants are encouraged to foster an atmosphere of collaboration and understanding and to use their leadership skills to create an environment where everyone feels respected and heard.



Six Thinking Hats

This is a technique that encourages participants to look at a problem from six different angles, taking them beyond any instinctive positions to explore a range of perspectives. They are also taught how to identify potential solutions and evaluate them in order to find the best solution.



Disney Creative Strategy

This is a tool for brainstorming and developing ideas. It involves utilising three sequential roles, or thought processes, namely the Dreamer, the Realist, and the Critic. Through this programme, participants are taught how to use these three roles to develop creative ideas.

We are committed to democratising learning opportunities and addressing the needs of modern learners and their learning patterns. In 2022, we achieved a significant milestone by adding more than 2000 new users to our Coursera platform and relaunching Coursera communications. We also piloted new platforms and introduced fit-for-purpose modern blended learning approaches and platforms to scale up development and bring learning into the daily flow of work.

We have also established a monthly corporate induction programme for new joiners to ensure that they are thoroughly briefed on the company’s values, policies, and practices. In addition to this, starting in 2022, we initiated

the Breakfast with CEO and CHRO programme, which gives new joiners the opportunity to engage directly with the company’s leadership and ask questions. This initiative aims to create an environment of open communication and collaboration between the new joiners and the leadership team and to foster a sense of inclusivity and belonging amongst all employees.

Our goal is to continue to innovate and explore new opportunities to maximise the impact of our learning and development initiatives in order to build a high-performing and engaged workforce. We also strive to increase our user base and expand our reach so our learning and development initiatives are accessible to all.



AED
0.8 million
total
investment on
**LEARNING &
DEVELOPMENT**



Health & Safety

At Agthia, we take the health and safety of our employees very seriously. We have made it our mission to create a healthy, safe and secure work environment by minimising potential workplace hazards and operational threats. We are committed to upholding top-of-the-line safety measures at all our facilities and training our employees accordingly.

We are proud of our Health, Safety, and Environment (HSE) performance and constantly benchmark our practices against the latest health and safety regulations. Our leadership is actively involved in further strengthening our HSE strategy, and we are committed to demonstrating how vital the safety of our staff is to us. To this end, 33% of our sites are certified with the ISO 45001 certification, and we strive to improve this further.



Our safety vision is “To passionately develop and sustain a culture of care where people possess the skills, knowledge, and confidence to work safely, feel respected, and are engaged with their hearts and minds”

This vision was created at the Behaviour Visioning Workshop held in the UAE with the intention of creating a culture of safety and sustainability throughout the company. This workshop was attended by senior management and HSE personnel, and focused on creating a shared vision of Agthia’s safety excellence journey.

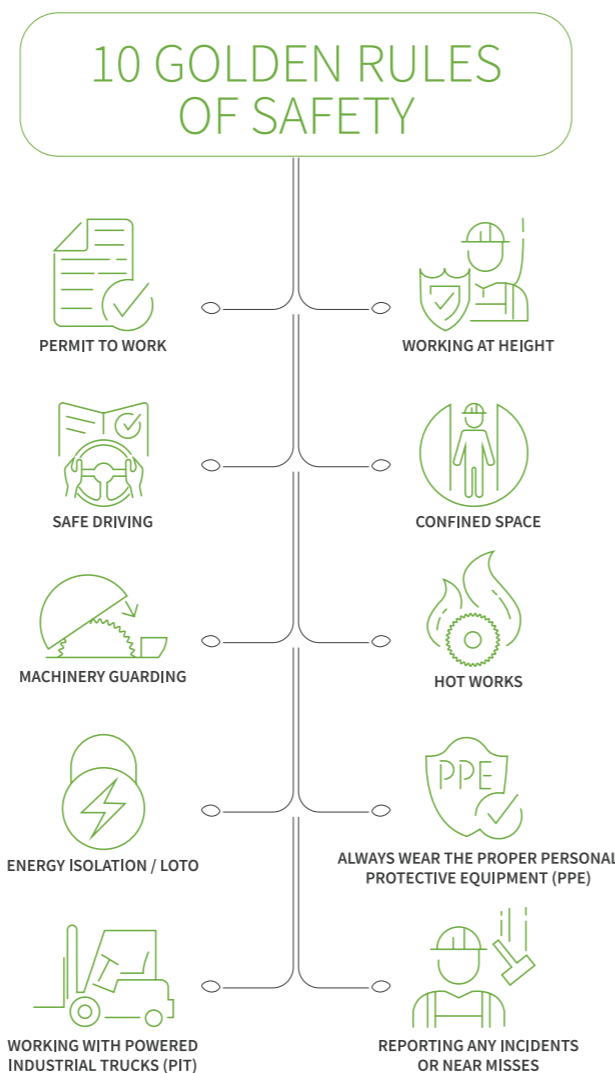
HSE Vision



Safer Together

Building on the success of the 10-Golden Rules of Safety introduced in 2021 as part of Agthia's HSE Strategy, the Agthia HSE 10 Golden Rules Campaign was launched in 2022 and implemented in all UAE sites. This campaign was designed so all Agthians, contractors, and frontline workers had access to the best industry standards of safety. The 10-Golden Rules of Safety, with the slogan "Safer Together", was designed to promote Agthia's recognition as one of the safest manufacturers globally.

These rules are also part of the newly launched HSE E-book, in order to further our safety excellence journey.



Health and Safety Training

At Agthia, we understand that training plays a critical role in building robust HSE management systems. To ensure that all employees understand the importance of HSE and are equipped with the necessary competencies to carry out their quality control tasks, we have established a detailed training matrix that outlines the required training and competency requirements.

To aid the success of the training, we have implemented a variety of experiential, practical, and informative courses and talks, both in-person and virtually. This approach has enabled us to ensure that all employees receive the relevant training and are able to apply their knowledge in their day-to-day roles. As a result, we have been able to instil a culture of safety and responsibility throughout our organisation.

In 2022, a total of 36,790 health and safety training hours were carried out, which amounts to an average of 4.08 hours of training completed by each employee across our businesses, which is a significant improvement from the 3.65 hours achieved last year.

Health and Safety Training	2020	2021	2022
Total worked hours	-	16,522,904	25,831,564
Total health and safety training hours	17,894	27,524	36,790
Number of toolbox training attendees	2,390	4,050	6,300
Average health and safety training hours per employee	4.8	3.7	4.08



Health and Safety Inspections

We have a strong commitment to HSE standards, which is evident in the rigorous Good Manufacturing Practices (GMP) and Good Warehouse Practices (GWP) inspections conducted so the necessary HSE standards are met and procedures are being followed. These audits also allow Agthia to remain in compliance with the relevant regulatory and legislative standards, as well as industry standards and best practices. By conducting regular audits, we are able to ensure that the required safety measures are being implemented and followed

in a timely manner, helping to reduce the risk of potential workplace accidents and illnesses.

In 2022, we demonstrated our commitment to the health and safety of our people with a successful audit of all newly acquired businesses. We take great pride in our achievement of an HSE Audit score of 90%, ensuring that all entities within our Group are in line with the values of Agthia. This is a testament to our dedication to creating a safe and secure work environment.

HSE audits across the Group (%)	2019	2020	2021	2022
	86.5	91.2	93	90

HSE Committee

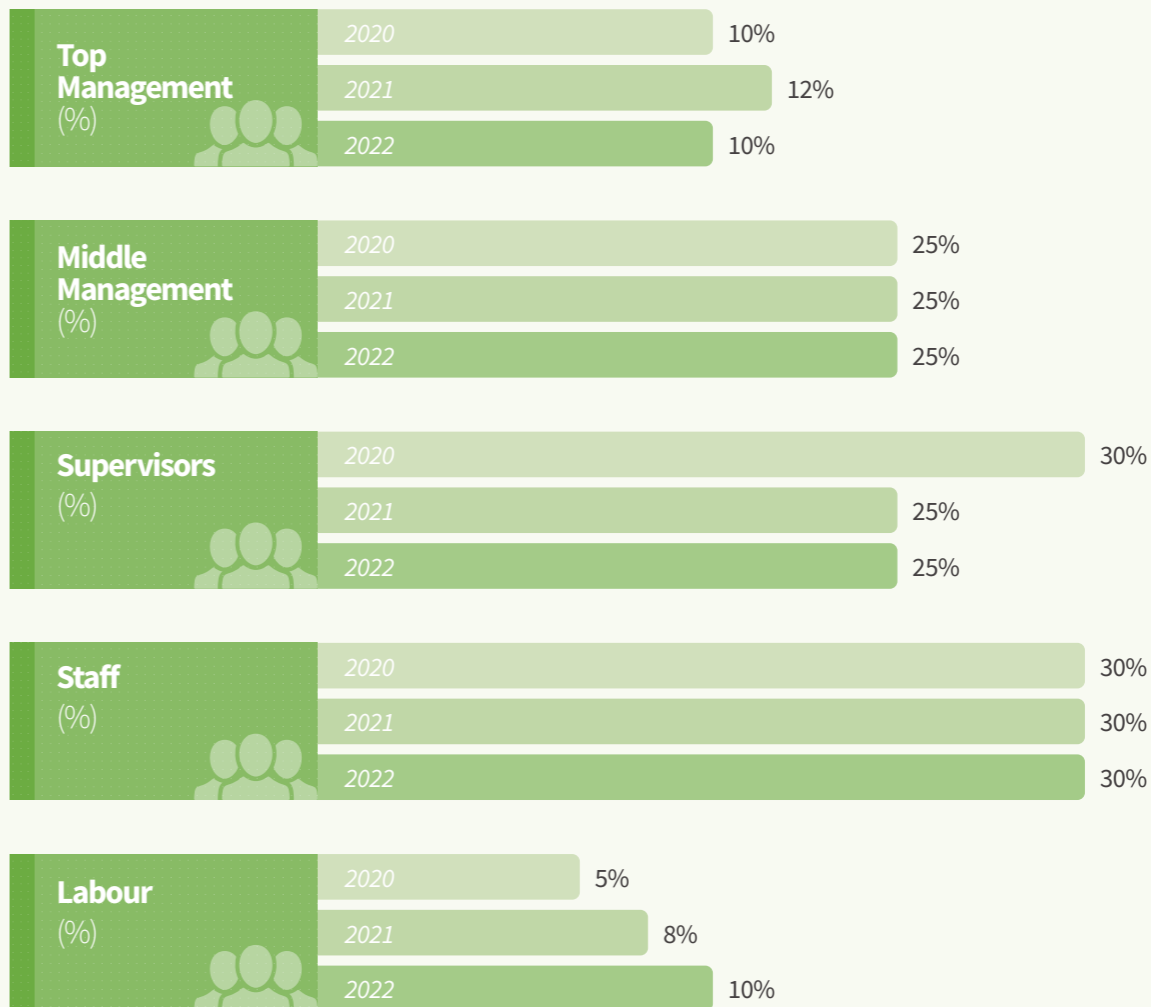
At Agthia, we have implemented HSE committees across our operational sites to make sure all employees are heard, and their concerns are actively discussed. This has resulted in a 9.3%* increase in employee

participation over the course of just one year, demonstrating the success of our processes. The committees have a structured agenda that follows our key performance indicators and are conducted on a monthly basis.



Number of Employees at Health and Safety Committees

2020 **102** | 2021 **124** | 2022 **160**



*Data presented last year excluded our acquisitions of the year 2021. Upon compilation, the Number of Employees in the Committee, including acquisitions of 2021 is 145 for 2021. Hence, the increase is witnessed from 145 to 160 members this year.

Personnel Health and Safety

Our approach to eliminating hazards and minimising risks is comprehensive. We conduct an in-depth analysis of relevant incidents and share key learnings, update procedures accordingly, run training sessions, and explore alternative learning solutions.

In 2022, we laid the groundwork for HSE practices in our latest acquisitions and are pleased to report on our collective progress this year. Despite it being the inaugural year of our ownership, the performance metrics across all key statistics demonstrate the potential of these operations, and we are committed to continuing to improve them in the years to come. We have already taken further measures to ensure continuous progress is made in the future.

Health and Safety Metrics	2020	2021	2022
Number of Lost Time Injuries (LTIs)	11	10	67
Number of lost days from LTIs	110	50	201
Lost Time Injury Frequency Rate (LTIFR)	1.23	1.05	2.7
Number of fatalities	1	1	2
Number of near misses	2651	2999	4441
Vehicle collision rate (Collision/Million KM)	0.9	0.6	1.4
Vehicle violation rate (Violation/Million KM)	6.2	5.62	10.5
Number of Collisions	36	25	68
Number of Violations*	236	219	496
Vehicles Audits Score*	80.1	80.82	79%

We have improved incident reporting acquisitions so that incidents, even minor ones, are reported and captured. This includes the reporting of first aid, medical treatment, and

other minor incidents. By capturing even minor incidents, we are able to identify potential areas of improvement and take action to reduce the risk of more serious incidents.

Serious Injury and Fatality (SIF) Prevention

In order to further improve safety, Agthia is now working on a Serious Injury and Fatality (SIF) methodology. This methodology is designed to prevent serious incidents and fatalities by identifying potential risks and taking necessary actions to reduce exposure to such risks. Any event or incident, near miss, damage, or injury, having SIF potential will be investigated and corrective actions will be implemented to reduce SIF exposure.

To ensure that the SIF methodology is properly implemented, we have established SIF committees (chaired by the senior leadership) for each business unit. These committees will be formed in March 2023, and the first SIF review will take place in April. The committees

will be responsible for the identification of potential risks and the development of corrective actions, as well as the monitoring of their implementation strengthening the HSE Governance across the organisation..

Moreover, the HSE department has developed detailed HSE action plans for each business unit. These plans will be reviewed monthly with area owners to address safety concerns and prevent injuries. This includes the identification of potential risks and the implementation of preventive measures.



70.64%
of vehicles have
GPS installed

Fleet Dashboards

We are also focusing on the prevention of violations and accidents through the use of fleet safety dashboards. These dashboards are designed to monitor the drivers' performance and control violations. The drivers' performance is tracked through the recording of violations, accidents, and other incidents, and corrective actions are taken accordingly.

Furthermore, we are working to improve the data quality related to the fleet. This includes the capturing of data from all the sites, including the acquisitions, and the immediate

implementation of the required actions. This is to ensure that any potential risks are identified and addressed promptly in order to reduce the likelihood of accidents and injuries.

In conclusion, we are committed to providing a safe working environment for all our employees and protecting our operations. Through our various health and safety initiatives, we are able to raise awareness among employees about safety protocols and how to identify and address risks in a timely manner.



Community Engagement

Community building is central to Agthia’s vision for the better. We believe that collaborating on a singular vision is the strongest route to approach sustainability and corporate governance practices that are rooted a people-first approach.

Our strategy focuses on creating a positive ecosystem and on creating an impact where they are most needed. We have built these programs by collaborating with the expertise of governments, local authorities, NGOs, and citizen-led initiatives. We feel privileged to have been able to offer our assistance and support to those in our communities who were in need. Our Corporate Social Responsibility (CSR) initiatives amounted to over AED 0.65 Million, and we are honoured to have been able to make a difference.

At Agthia, we also recognise that our employees are the backbone of our success. With this understanding, we have launched a corporate social assistance program utilising our CSR fund to support the wellbeing of our employees. We are confident that this program will help our employees reach their full potential, while also reflecting our core values. We are dedicated to providing our employees with the resources they need to succeed, both professionally and personally.

The program will provide financial assistance to employees in need in the form of grants, scholarships, and other forms of aid. In addition, it will provide access to counselling and other resources with the aim of helping employees improve their mental and physical health. We understand that the well-being of our employees is essential for the success of our business and we are committed to supporting them in any way we can.

Key Community Initiatives in 2022:

We not only focus on providing high-quality products and services but also place a great emphasis on giving back to the community. As a Group, we have a number of community initiatives across many countries that aim to promote health, sustainability, and community well-being. We try to align these impacts with our values, excellence, and social responsibility. Our key community initiatives in 2022 have included:

UAE

- **Medical and Educational Support:** In 2022, Agthia provided financial support to those in need by covering the academic tuition fees of a student facing financial difficulties due to COVID-19, with a contribution of AED 15,000. We also provided medical and educational assistance to a six-year-old orphan from the people of determination, including occupational therapy, speech and language therapy, and sensory integration, with a total contribution of AED 45,000. In addition, we provided AED 50,000 to cover the medical expenses of an 11-year-old girl diagnosed with Diabetes type 1, who needed an insulin pump to regulate her blood sugar levels, and her family was unable to afford it.
- **Goodness Begins Here Campaign:** Al Ain Water has launched the “Goodness Begins Here Campaign” to promote community service, volunteerism, and social responsibility. The campaign also provides medical aid and financial assistance for education to orphans affected by COVID-19.
- **Al Ain Water Sponsorships:** We are proud to be the official water partners for renowned events such as the ADNOC Marathon, UAE Tour, Triathlon World, each a celebration of sportsmanship and fitness. We also sponsored the Mother Of The Nation Festival which is the biggest community festival of Abu Dhabi
- **Blood Donation:** We conduct blood donation campaigns, where our employees donate blood, making a significant impact on our community by supporting local hospitals and blood banks. 105 employees donated blood as part of campaign.
- **National Recruits Training Program (NTIP):** Al Foah designed a skill and training program to provide members of the National Service and Reserve Authority with the skills and knowledge they need to serve the country. We supported a group of the Alternative National Service Members with required skill development training at Emirates Data Factory in Al Ain. Educational tours were also organized for NTIP trainees to provide hands-on learning experiences and exposure to real-world applications of the concepts learned in training.
- **Recycling for Jalilah Foundation:** Under our Recapp program, we encourage people to recycle and donate their points for charity through the Jalilah Foundation, which treats children with serious illnesses.



Jordan

- **King Hussein Cancer Foundation:** Nabil Foods actively participates in sponsorships and donations to cancer treatment foundations such as the King Hussein Cancer Foundation to help cover the costs of treatment for patients in need while also participating in events such as the Goal for Life Charity Tournament which is a football tournament that raises funds for the Foundation. We have installed charity boxes in showrooms to collect donations for the Foundation and the Palestine Children’s Relief Fund.
- **Tkiyet Om Ali:** Nabil foods supports Tkiyet Om Ali, a charity organization that focuses on delivering food to deprived communities. It has impacted the lives of hundreds of families and supported them in fighting hunger.
- **Eye on the future:** Nabil food also organizes programs such as Museum day where they take kids from orphanage to Museums to help them attain knowledge about history and science. They also run programs like Little League for childrens to create an inclusive environment through sports events.
- **Next Step:** A career development initiative aimed at helping university students develop their career objectives, Nabil Foods conducted 10 mock-up interviews, while delivering three training sessions and accepted 5 students in placement vacancies. The event was a great success with 400 students participating.
- **Dietitians Association Scientific Day:** At Nabil Foods, we recognise the importance of a healthy diet and the impact it can have on individuals and communities. We sponsored and participated in the Dietitians Association Scientific Day, a scientific conference for nutritionists and dietitians, where we had the opportunity to deliver a scientific presentation to over 300 attendees on the role of food manufacturers in promoting healthy eating habits.



Kuwait

In Kuwait, our CSR work has impacted lives more than 9,000 direct beneficiaries. Our sports events, industrial visits, and other CSR initiatives have had a positive impact on the community, especially the younger generations. These events and programs are creating awareness and significant impact on our people.

- **Kuwait Squash Federation Sponsorship (KSF):** Al Fasayal, our subsidiary, provided sponsorship to KSF to promote a healthy society, aligning with Agthia’s vision.
- **Mishref Vaccination Center:** Our subsidiary Al Fasayal provided support to Mishref Health workers for their extraordinary effort in vaccinating all individuals in Kuwait by distributing free samples of our products.
- **Charitable Donations:** Al Ain Water and Al Faysal products are donated to charities such as our business in Kuwait donates to charities such as Al Salam Community, Najath Charity, Kuwait Red Crescent Society, MOI, MOD, and Alturah. We also provide sponsorship and donations to various sports events to promote healthy living. We have been partners for events such as the Kuwait Winters Game Club, FIFA Final at Qortuba, and the Black Knight Event held by the Philippines Embassy.
- **Eye on future:** We provide industrial visits to local schools to introduce them to the Agthia brand and promote brand attachment.



Shared Accountability

Shared accountability is an essential component of a successful sustainability programme, as it encourages effective collaboration between stakeholders and promotes a culture of responsibility.

At Agthia, we strive to maintain the highest levels of integrity, transparency, and accountability in all our operations and activities. We are committed to being a responsible corporate citizen and are dedicated to upholding the highest standards of ethical conduct in all our business dealings. We believe in the power of collaboration and partnership to foster sustainable development, and we strive to promote social and economic progress in the communities in that we operate.

UN SUSTAINABLE DEVELOPMENT GOALS



MATERIAL TOPICS

Corporate Governance

Data Privacy & Digitalisation

Responsible Growth

Corporate Governance



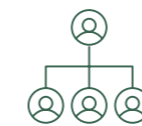
Agthia is dedicated to upholding the highest standards of corporate governance and compliance. This chapter of the sustainability report offers a comprehensive overview of our commitment to ensuring a safe and compliant workplace. It highlights the initiatives taken in the areas of Governance, Risk, and Compliance, which have resulted in significant improvement in the achievement of ADQ's minimum compliance standards.

These endeavours include the development of a Compliance Framework to review more than 70+ internal policies from all functions, providing a greater level of transparency and strengthening governance and compliance mechanisms across the organisation. Furthermore, a Whistleblower Hotline was developed for many geographies, and compliance training sessions were conducted for the executive leadership team as well as new recruits. Additionally, Agthia extended subject matter expertise and support on sanctions applicability under geopolitical tensions to the support functions.

Governance & Compliance Initiatives

Delegation of Authority

A framework and format have been developed to distribute authority from the Board to Departmental Heads for various decision areas, such as support functions, operations, and management decisions.



Compliance Training Module

A mandatory compliance training module has been developed and will be implemented by January 2023. The module has already been launched for new recruits, and three sessions have been completed successfully.



Review of Corporate Policies

To maintain compliance with the changing business environment, 63 policies related to risk management, IT security, finance, and procurement have been reviewed and updated in 2022.



Sanctions Support

To remain compliant with applicable laws and regulations, the Finance team has been provided with support to deal sensitively with the ecosystem in sanctioned countries due to geopolitical tensions.



Governance Structure

A corporate governance structure is integral to any successful business. It enables stakeholders, from shareholders to employees, to have access to a clear framework outlining roles and responsibilities within the organisation. Agthia's governance structure is designed to create a level of accountability and trust between the organisation's leadership and its shareholders, customers, and other stakeholders, which is essential in building a sustainable business.



This commitment to sustainability and sound corporate governance has been key to Agthia's success and is evidence of the Board's ability to make informed and effective decisions.

The Board currently has seven members, of which five members were elected at the Annual General Meeting, and two members were nominated by General Holding. The Board comprises an independent Non-Executive Chairman and six independent Non-Executive Directors, with a tenure of three years.

As part of our commitment towards diversity and inclusion, we are proud to announce the incorporation of a female Board member in the year 2022. We believe that a diverse Board of Directors brings a range of ideas and experiences to the table and allows for a more comprehensive and effective decision-making process while being representative of the people we serve.

The Board ensures, on an ongoing basis, that Directors possess the required skills, knowledge, and experience necessary to fulfil their obligations. Composition of the current Board of Directors:



Khalifa Sultan Al Suwaidi
Chairman
Non-Executive, Independent



Salmeen Obaid Alameri
Vice Chairman
Non-Executive, Independent

Our Board of Directors

Agthia's Board of Directors is actively engaged in the company's sustainability strategy and is committed to creating a more sustainable future for the company. The Board is the primary decision-maker for all matters considered material to the Group and works with management to oversee the implementation of the Group's strategy. As part of this commitment, the Board regularly reviews and evaluates the Group's strategies and performance, identifies areas where improvement is needed and encourages management to take corrective action when necessary.

The Board is taking steps to ensure that the company is making progress towards its sustainability goals and is committed to promoting transparency and accountability, encouraging all stakeholders to be part of the company's sustainability journey.



Khamis Mohamed Buharoon Al Shamsi
Member
Non-Executive, Independent



Gil Adotevi
Member
Non-Executive, Independent



Gianluca Fabbri
Member
Non-Executive, Independent



Sharmila Jennifer Murat
Member
Non-Executive, Independent



HE Khalaf Al Hammadi
Member
Non-Executive, Independent

The Board Committees

The Board has set up two Committees to assist in its governance roles. Their charters determine their scope of authority, responsibilities, composition, and procedures for reporting to the Board.

Audit Committee

The Audit Committee, made up of three Independent Non-Executive Directors with financial and accounting expertise, ensures that the Group and its subsidiaries and ventures observe all applicable laws and regulations when it comes to financial statements and internal control. The Committee also governs conflicts of interest and reports the cases to the Compliance function. During 2022, six Audit Committee meetings were held.

Nomination & Remuneration Committee

The Nomination and Remuneration Committee (NRC) is responsible for verifying that all criteria for a board position are met, including diversity. As a result, a woman director was appointed to ensure that diversity is represented on the board. The NRC also reviews the requirements for independence and experience in order to present qualified nominees to shareholders. The Committee composes three independent, non-Executive Directors and is further responsible for evaluating the Group's Human Resources framework and compensation programmes. It also makes recommendations to the Board on the remuneration, allowances, and terms of service of the Group's senior executives to ensure they are suitably rewarded for their individual contributions. During 2022, five Committee meetings were held.

Insider Trading Management Committee

The Insider Trading Management Committee is appointed by the Board as a Management Committee to oversee and follow up on insiders' trading and their holdings. The Committee is entrusted by the responsibilities of ensuring that the reputation of the Group is not adversely impacted by perceptions of trading in the Group's securities at inappropriate times or in an inappropriate manner by employees of the company, including many others.

Conduct & Values Committee

The Conduct and Values Committee is appointed as a sub-committee of the Audit Committee by the Board of Directors to assist the Audit Committee to review arrangements by which staff of the Group may, in confidence, raise concerns about possible improprieties including fraud, and to ensure that a process is in place for the independent investigation of such matters and for appropriate follow-up action. The Committee is entrusted by the Audit Committee with responsibilities for receiving, reviewing, assessing the credibility of allegations, and investigating allegations. The Committee through its established mechanism has reviewed all such cases or allegations reported in 2022 and reported the conclusion of the proceedings to the Audit Committee. The Committee convened twice in 2022.

Strategy, Investment, and Innovation Committee:

Strategy, Investment, and Innovation Committee is formed to assist the Board by reviewing and endorsing: The Group's strategy; Business development activities, including merger & acquisition, and greenfield and brownfield development, and disposals of assets and businesses. ; Proposals for capital expenditure or abandonment expenditure by a member of the Group, whether such proposals are for projects that are part of the approved annual budget or the approved capital program, which are not within the approval authority of the Group Chief Executive Officer according to the Delegation of Authority ; Receive quarterly treasury report and financing activity as defined in DOA ; Annual budget and business plans, as well as overruns defined in DOA. This Committee also oversees the implementation of the strategies and investments, or disposals approved by the Board. During the year 2022, four meetings were conducted



Risk Management



Our commitment to effective governance of sustainability and its impact is underlined by our unwavering compliance with all applicable regulatory requirements and best practices. Our timely risk assessments confirm the efficient management of environmental risks and mitigate any potential impacts on our business activities and operations on the local environment. The UAE has recently announced the UAE Net Zero by 2050 Strategic Initiative, the first country in the region to do so. Agthia will be contributing to this ambitious target through our robust and innovative ESG strategies.

Alok Tuteja
Director Risk & Governance



The Enterprise Risk function has been re-launched, shifting from operational risk assessment to strategic and tactical risk assessment in the year 2022. This has led to the introduction of regulatory compliance, fraud risk management, competition risk assessment, cyber threat, and change management.

The design of Agthia’s Enterprise Risk Management framework is based on the internationally recognised standard “Enterprise Risk Management Integrating with Strategy and Performance” (COSO ERM Framework 2017). The structured approach is equally compatible with ISO 31000.



Internal Control

The Group’s system of internal control aims to ensure that the Board and management can fulfil the Group’s business objectives. An effective internal control framework contributes to safeguarding the shareholders’ investment and the Group’s assets.

The Board has delegated responsibility for oversight of the Internal Control (Audit) Department to the Audit and Risk. The Head of Internal Control (Audit) is appointed by the Audit and Risk Committee. The Audit and Risk Committee reviews the effectiveness of the Internal Control (Audit) function. 31 reports prepared by Internal Control (Audit) are submitted to the Audit and Risk Committee and copied to the senior management of the Group for action. The overall internal controls environment remains robust across the Group. During the year, there were certain process level internal control enhancements that were identified and accepted for implementation towards continuous improvement of internal controls across the Group. On an ongoing basis, the Audit and Risk Committee monitors the progress that management has made with respect to remedial actions



At Agthia, we have clear and effective governance structures and frameworks throughout the Group, along with appropriate standards and controls. Robust governance is vital if we are to deliver our commitments penned in Agthia’s Strategy 2025. We’ve built robust governance mechanisms at all levels of the business to ensure we hold ourselves accountable to them whilst driving performance excellence

Aamarjit Singh

Head of Internal Audit and Compliance



Ethical Business Conduct

By integrating ethical principles into our business decisions, we are able to create a positive chain reaction that benefits not only our company but also our customers, employees, suppliers, investors, and the community.

Our stringent Code of Business Conduct details our Anti-bribery and Corruption rules and includes our Whistleblower and Fraud policies. This Code outlines the main rules that Agthia employees must adhere to, creating a productive work atmosphere for everyone.

Through our Whistleblower Policy, our stakeholders have a secure channel to report any breaches of the Code of Business Conduct, internal policies, or relevant laws and regulations. These reports are kept confidential and are only accessible to the Conduct and Values Committee and the Audit Committee.

New employees are trained on the policies during the induction program, with an annual reminder to confirm their understanding and agreement with Agthia’s Code of Business Conduct. 70% of our employees were trained on anti-corruption policies and procedures.

In 2022, there were two instances in which the Code of Business Conduct was not adhered to, a decrease from the previous year’s total of four. Both cases were managed in an appropriate manner. In 2022, we witnessed three confirmed corruption cases and the termination of one employee as a result. There were zero bribery and discrimination cases this year.

Cyber Security, Data Privacy & Digitalisation

We take our customers' security seriously and prioritise cyber security above all else. To make sure that our customers are safe, we have implemented stringent security protocols and use advanced technology to protect their data.

We have also taken steps to ensure that our customers' information is encrypted and secure. We have implemented 24*7 security incident monitoring for critical infrastructure, as well as Email Security and Web Security Solutions. We have also conducted cyber security awareness sessions and sent awareness newsletters to our employees to ensure that they are aware of emerging cyber security threats. In 2022, 60%-70% of our employees were trained in data security.

As part of our Digital Strategy, we revamped our consumer-facing digital assets in the last quarter of 2022. This initiative brings benefits to customers, consumers, and business users alike. Additionally, we are looking to implement a group-wide e-commerce platform in the coming years.

We are committed to providing our customers with the highest standard of security and are taking every measure to ensure that their data is secure and protected. We understand that our customers' trust is invaluable, and our commitment to them is unyielding.

2022

Total number of substantiated complaints received concerning breaches of customer privacy, categorised by:



Zero

Complaints received from outside parties and substantiated by the organisation

Zero

Complaints from regulatory bodies

GRI Content Index

Statement of use	Agthia PJSC has reported in accordance with the GRI Standards for the period 1 st January 2022 till 31 st December 2022
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Sector Standard for Agriculture, Aquaculture, and Fishing

GRI Standard	Disclosure	Location
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	4,5
	2-2 Entities included in the organization's sustainability reporting	4,5
	2-3 Reporting period, frequency and contact point	4,5
	2-4 Restatements of information	4,5
	2-5 External assurance	4
	2-6 Activities, value chain and other business relationships	64-67
	2-7 Employees	70-77
	2-8 Workers who are not employees	70,71
	2-9 Governance structure and composition	96,97
	2-10 Nomination and selection of the highest governance body	96-99
	2-11 Chair of the highest governance body	97
	2-12 Role of the highest governance body in overseeing the management of impacts	96,97
	2-13 Delegation of responsibility for managing impacts	96-103
	2-14 Role of the highest governance body in sustainability reporting	96,97
	2-15 Conflicts of interest	96-99
	2-16 Communication of critical concerns	96-99
	2-17 Collective knowledge of the highest governance body	96-99
	2-18 Evaluation of the performance of the highest governance body	96-99
	2-19 Remuneration policies	96-99
	2-20 Process to determine remuneration	96-99
	2-21 Annual total compensation ratio	Reason for Omission: Not Applicable

	2-22 Statement on sustainable development strategy	8-11, 96-99
	2-23 Policy commitments	96-103
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	96-103
	2-25 Processes to remediate negative impacts	96-105
	2-26 Mechanisms for seeking advice and raising concerns	96-105
	2-27 Compliance with laws and regulations	96-105
	2-28 Membership associations	96-103
	2-29 Approach to stakeholder engagement	22-25
	2-30 Collective bargaining agreements	Reason for Omission: Not Applicable

Material topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	22-27
	3-2 List of material topics	24,25

Economic performance

GRI 3: Material Topics 2021	3-3 Management of material topics	18-27
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report 2022
	201-2 Financial implications and other risks and opportunities due to climate change	Reason for Omission: Not Applicable
	201-3 Defined benefit plan obligations and other retirement plans	72
	201-4 Financial assistance received from government	Reason for Omission: Not Applicable

Market Presence

GRI 3: Material Topics 2021	3-3 Management of material topics	68-91
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	70-73
	202-2 Proportion of senior management hired from the local community	76-77

Indirect economic impacts

GRI 3: Material Topics 2021	3-3 Management of material topics	90,91
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	90,91
	203-2 Significant indirect economic impacts	90,91

Procurement practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	64-67
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	64-67
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	100-103
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	100-103
	205-2 Communication and training about anti-corruption policies and procedures	100-103
	205-3 Confirmed incidents of corruption and actions taken	100-103
Anti-competitive behavior		
GRI 3: Material Topics 2021	3-3 Management of material topics	100-103
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	100-103
Tax		
GRI 3: Material Topics 2021	3-3 Management of material topics	Reason for Omission: Not Applicable
GRI 207: Tax 2019	207-1 Approach to tax	Reason for Omission: Not Applicable
	207-2 Tax governance, control, and risk management	Reason for Omission: Not Applicable
	207-3 Stakeholder engagement and management of concerns related to tax	Reason for Omission: Not Applicable
	207-4 Country-by-country reporting	Reason for Omission: Not Applicable
Materials		
GRI 3: Material Topics 2021	3-3 Management of material topics	34-37, 62-63
GRI 301: Materials 2016	301-1 Materials used by weight or volume	34-37
	301-2 Recycled input materials used	34-37
	301-3 Reclaimed products and their packaging materials	44-45
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	32,33
GRI 302: Energy 2016	302-1 Energy consumption within the organization	38,39
	302-2 Energy consumption outside of the organization	38,39
	302-3 Energy intensity	38,39
	302-4 Reduction of energy consumption	38,39
	302-5 Reductions in energy requirements of products and services	38,39

Water and effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	32,33
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	41
	303-2 Management of water discharge-related impacts	41
	303-3 Water withdrawal	41
	303-4 Water discharge	41
	303-5 Water consumption	41
Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	32,33
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	32,33
	304-2 Significant impacts of activities, products and services on biodiversity	32,33
	304-3 Habitats protected or restored	32,33
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Reason for Omission: Not Applicable
Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	32,33
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	39,40
	305-2 Energy indirect (Scope 2) GHG emissions	39,40
	305-3 Other indirect (Scope 3) GHG emissions	39,40
	305-4 GHG emissions intensity	39,40
	305-5 Reduction of GHG emissions	39,40
	305-6 Emissions of ozone-depleting substances (ODS)	39,40
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	39,40
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	42-45
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	42-45
	306-2 Management of significant waste-related impacts	42-45
	306-3 Waste generated	42-45
	306-4 Waste diverted from disposal	42-45
	306-5 Waste directed to disposal	42-45

Supplier environmental assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	64-67
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	64-67
	308-2 Negative environmental impacts in the supply chain and actions taken	64-67
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	70
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	71
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	72
	401-3 Parental leave	71-74
Labor/management relations		
GRI 3: Material Topics 2021	3-3 Management of material topics	70-72
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	70-72
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	83-89
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	83-89
	403-2 Hazard identification, risk assessment, and incident investigation	83-89
	403-3 Occupational health services	83-89
	403-4 Worker participation, consultation, and communication on occupational health and safety	83-89
	403-5 Worker training on occupational health and safety	83-89
	403-6 Promotion of worker health	83-89
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	83-89
	403-8 Workers covered by an occupational health and safety management system	83-89
	403-9 Work-related injuries	83-89
	403-10 Work-related ill health	83-89
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	79-81

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	79-81
	404-2 Programs for upgrading employee skills and transition assistance programs	79-81
	404-3 Percentage of employees receiving regular performance and career development reviews	79-81
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	71-77
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	97
	405-2 Ratio of basic salary and remuneration of women to men	71-73
Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	103
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	103
Freedom of association and collective bargaining		
GRI 3: Material Topics 2021	3-3 Management of material topics	Reason for Omission: Not Applicable
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Reason for Omission: Not Applicable
Child labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	78
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	78, 64-67
Forced or compulsory labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	78
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	78, 64-67
Security practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	Reason for Omission: Not Applicable
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Reason for Omission: Not Applicable
Rights of indigenous peoples		
GRI 3: Material Topics 2021	3-3 Management of material topics	Reason for Omission: Not Applicable
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Reason for Omission: Not Applicable

Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	90-91
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	90-91
	413-2 Operations with significant actual and potential negative impacts on local communities	90-91
Supplier social assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	64-67
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	64-67
	414-2 Negative social impacts in the supply chain and actions taken	64-67
Public policy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Reason for Omission: Not Applicable
GRI 415: Public Policy 2016	415-1 Political contributions	Reason for Omission: Not Applicable
Customer health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	48-59
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	50-57
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	49
Marketing and labeling		
GRI 3: Material Topics 2021	3-3 Management of material topics	48,49
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	48,49
	417-2 Incidents of non-compliance concerning product and service information and labeling	48,49
	417-3 Incidents of non-compliance concerning marketing communications	48,49
Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	104,105
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	104,105



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