



**HAMID & KUMAR ENTERPRISES LLC**

P.O. BOX: 50092, SAIH SHUAIB 2, DUBAI INDUSTRIAL CITY,  
DUBAI, UNITED ARAB EMIRATES.

## **CORPORATE SUSTAINABILITY REPORT**

**(1<sup>ST</sup> JANUARY, 2024 TO 31<sup>ST</sup> DECEMBER, 2024)**

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# TABLE OF CONTENT

<b>01 INTRODUCTION</b>	<b>3-11</b>	<b>04 SOCIAL</b>	<b>36-57</b>
Message from Managing Director	3	Fair Recruitment Audit	37
About Us	4	Working Hours Audit	37
Introduction to Corporate Sustainability Report	11	Safe and Sustainable Operations	37
<b>02 GOVERNANCE</b>	<b>13-20</b>	Safety First – Health and Good Practices	38
Driving Sustainable Growth– ESG Commitment	14	Prioritizing Well-being – Employee	39
Stakeholder Engagement	14	Health and Safety	
Fair Wage Audit	15	Ensuring Safety in Cold-Chain Logistics	39
Fostering Fair Futures	15	Health and Safety Audit	39
Fostering Fair Practices	15	Emergency Preparedness Procedure & Plans	39
Building a Culture of Integrity	16	Fire Emergency Mock Drill	40
Anti-Corruption Audit	16	Falls Emergency Mock Drill	41
ISO 22000:2018 Certification	17	Emergency Mock Drill for Action Plan	41
<b>03 ENVIRONMENT</b>	<b>21-35</b>	Chemical Spill Mock Drill	41
Use of Biodegradable and Eco-Friendly Materials	22	Injury Response Mock Drill	41
Empowering Change – Energy Conservation and Climate Action	22	Career Growth at HK	42
Sustainable Logistics – HK Commitment to ESG	22	Temperature-Controlled Systems	42
Safety and Sustainability	23	Operations Skill Development	
Purchase of Energy-Efficient Equipment and LED Bulbs	23	Building Our Future Together – Career Growth	42
Energy Management Audit	24	Fair Promotion Audit	43
Wastewater, Noise, and Air	24	Building a Respectful Workplace at HK	43
Pollution Testing	24	Inclusion at HK	43
Building a Sustainable Future Together	24	Building a Respectful Workplace / Inclusion Training	44
Sustainable Logistics – HK Commitment to ESG	25	Building an Inclusive Future – Disability Inclusion	44
Sustainable Logistics for a Resilient Future	25	Pay Gap Audit	45
Sustainable Operations at HK	26	Workplace Harassment Audit	45
Fostering Fair Practices & Sustainable Procurement	26	Workplace Respect & Inclusion Training Against Discrimination and Harassment	45
Sustainable Procurement	26	Mastering Cold-Chain Management	45
Supplier Management Audit	27	Equipment Failure Mock Drill	46
		Protecting Our Digital Foundation – Information Security	46
		Information Security Management System (ISMS) Audit	46
		<b>05 GRI CONTENT INDEX</b>	<b>58</b>

# Managing Director Message On Sustainability

At HK, sustainability is more than a responsibility—it is the foundation of how we operate, grow, and contribute to the community we serve. As a leading company in the UAE specializing in the Distribution of Dry, chilled and frozen Products, we recognize that our role extends beyond delivering safe and high-quality products. We are equally committed to ensuring that our operations support people, protect the planet, and create long-term value for all our stakeholders.

The food distribution sector operates at the intersection of food safety, supply chain efficiency, and environmental responsibility. With this in mind, HK has embraced Environmental, Social, and Governance (ESG) principles as a strategic framework that guides our decisions and actions. From implementing energy-efficient technologies to promoting fair workplace practices, our sustainability journey reflects our determination to align business success with positive societal and environmental impact.

During the past year, we achieved several important milestones that demonstrate our progress:

Stakeholder engagement and materiality assessment helped us define the key areas where our business can make the most meaningful difference.

We earned ISO 22000:2018 certification, ensuring that our food safety and management systems meet the highest international standards.

We invested in energy-efficient equipment and LED lighting to lower emissions and reduce our energy footprint.

We introduced eco-friendly and biodegradable materials across operations, reinforcing our commitment to circular economy principles.

We strengthened workplace culture through comprehensive training programs on integrity, inclusion, safety, and sustainability.

Through internal audits covering health & safety, fair recruitment, wages, promotions, and supplier management, we ensured transparency and accountability across our operations.

We conducted wastewater, noise, and air pollution monitoring to safeguard the environment and the community.

We organized emergency preparedness drills, enhancing the resilience and safety of our employees and facilities.

These initiatives reflect our belief that sustainable practices are not add-ons but integral to achieving operational excellence and long-term resilience. Our employees remain the driving force behind this progress. By empowering them with knowledge and skills, we continue to build a workforce that is motivated, engaged, and aligned with our ESG vision.

Looking ahead, we are setting clear and measurable GHG emission reduction targets, investing in renewable energy opportunities, and advancing our cold-chain logistics with sustainability at its core. We understand the challenges that come with balancing growth and responsibility, but we also see this as an opportunity to lead by example in our sector.

As Managing Director, I take great pride in the collective achievements of HK. However, this is only the beginning. Sustainability is a journey that demands continuous effort, innovation, and collaboration. Together with our stakeholders—employees, customers, suppliers, and the community—we are committed to shaping a resilient and sustainable future.

At HK, we believe that every step toward sustainability strengthens our business and our world. I look forward to continuing this journey with transparency, determination, and shared purpose.

Managing Director  
HK



# About Us



HK Enterprises has been a pioneer in the UAE food services industry since 1987. Starting with the import and distribution of frozen poultry and meat products, today the company is one of the leading suppliers of a vast range of frozen and non-frozen food products in UAE, sourced globally.

The group's success is based on a team effort to provide our clients with the best service at the best price. Our volume purchases ensure we pass on the savings to our customers. Meanwhile, our logistics team and our own fleet of specialised vehicles ensure smooth and timely deliveries. Our edge is our ability to deliver the exemplary quality of service to our clients, irrespective of the value of the order they place.

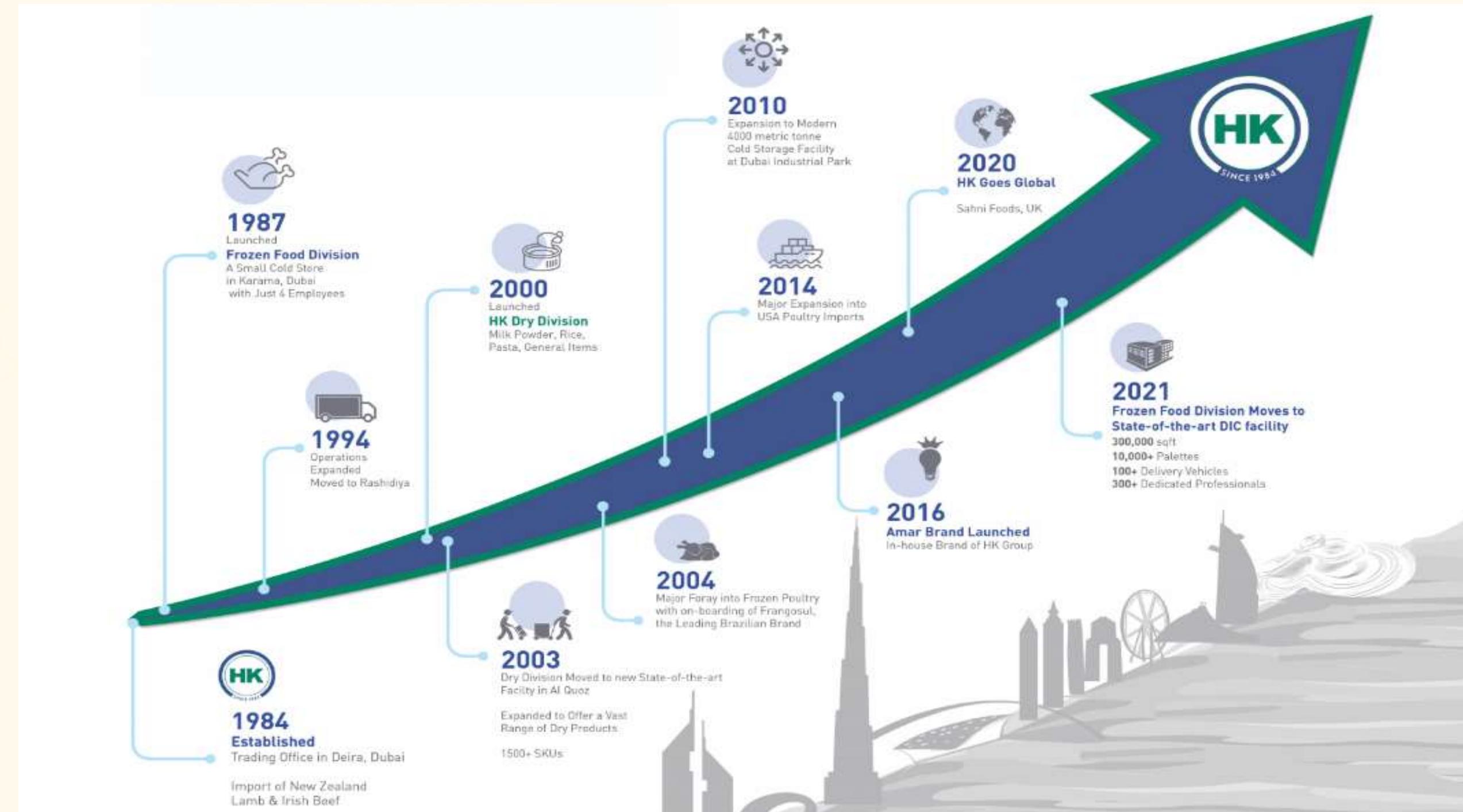
Our clients include various hotels, QSR and stand-alone restaurants, institutional catering companies and government contracts across UAE.

After witnessing growth and success in the UAE market, we expanded our horizons. Sahni Foods, UK was set up in 2020 to cater to an international audience. Looking at the acceptance of our brands and service, we have no doubt that we would replicate our success story.

Our mission is to be “YOUR LOCAL SUPPLIER OF GLOBAL FOOD”



# Our Journey





# Vision & Mission

## ► Company Vision

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Our vision at HK is to become the UAE's most trusted and sustainable partner in the Distribution of Dry, chilled and frozen Products. We aspire to lead the food logistics sector by setting benchmarks in food safety, cold-chain excellence, and environmental stewardship. We envision a future where every aspect of our operations contributes to a healthier planet, stronger communities, and long-term stakeholder value. By embracing innovation, sustainability, and resilience, we aim to build a supply chain that not only supports customer needs but also inspires positive change across industries and future generations.

## ► Company Mission

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The mission of HK is to deliver safe, reliable, and efficient cold-chain solutions that ensure customer success and satisfaction while maintaining the highest standards of quality, integrity, and sustainability. Guided by ESG principles, we are committed to minimizing our environmental impact, conserving resources, and promoting the well-being of people and communities we serve. Our mission extends beyond logistics—we strive to foster inclusive workplaces, support fair and ethical practices, and create opportunities for continuous improvement. By integrating responsibility with innovation, HK aims to build a resilient supply chain that is both sustainable and future-ready.



## Partner Brands



## Our Offering



Poultry/Chicken



Beef



Lamb/Mutton



Vegetables



Potato



Seafood

# Our Range of Product





## Why Us

HK Enterprises, with a pedigree spanning three and half decades, has been serving the UAE food industry with world-class products in the frozen and non-frozen category. Today, we are one of the leading suppliers of a vast range of food products. The top-of-the-line brands are sourced globally, catering to the high standards and diverse needs of our esteemed clients. The group's success is based on a team effort to provide our clients with the best service at the best price. Our volume purchases ensure we pass on the savings to our customers. Meanwhile, our logistics team and our own fleet of specialised vehicles ensure smooth and timely deliveries. Because when it comes to quality, there can be no compromise.



# Introduction to Sustainability Report

At HK, sustainability is deeply woven into the way we conduct our business and deliver value. As a leading company in the UAE specializing in the Distribution of Dry, chilled and frozen Products, we recognize that our role is not limited to providing safe and efficient cold-chain solutions. We have a responsibility to ensure that our operations contribute positively to society, protect the environment, and create long-term value for all stakeholders. This Sustainability Report reflects our journey, our achievements, and our ongoing commitment to integrating Environmental, Social, and Governance (ESG) principles into every aspect of our operations.

The food logistics sector plays a critical role in ensuring food safety, reducing waste, and supporting resilient supply chains. However, this sector also faces challenges such as high energy consumption, emissions from logistics, waste generation, and the need for ethical labor practices. At HK, we see these challenges as opportunities to innovate and lead. By aligning our business practices with international sustainability frameworks and standards, we are driving change that not only benefits our company but also the broader community and environment.

Over the past year, we have taken significant steps to advance our ESG journey. We conducted stakeholder engagement and materiality assessments to identify key focus areas where HK can make the greatest impact. These insights allowed us to establish measurable KPIs for food safety, workplace well-being, energy efficiency, waste reduction, and supply chain sustainability. Our achievement of ISO 22000:2018 certification reinforces our commitment to food safety and international best practices, while our internal audits across areas such as fair wages, working hours, recruitment, anti-harassment, supplier management, and energy use demonstrate our accountability and governance standards.

Environmental stewardship has remained a top priority. We have invested in energy-efficient equipment and LED lighting, adopted biodegradable and eco-friendly materials, and implemented wastewater, noise, and air pollution monitoring systems. Additionally, through regular emergency preparedness drills, we ensure that our workforce and facilities remain safe and resilient in the face of risks.

Equally important is our investment in people. Our employees are at the heart of our sustainability strategy, and we have designed extensive training programs to promote workplace safety, inclusion, integrity, and professional growth. From building a culture of respect and non-discrimination to developing specialized skills in cold-chain management, we are equipping our workforce to thrive in a responsible and future-ready environment.

This report also outlines our forward-looking vision. HK is committed to setting time-bound targets for reducing greenhouse gas emissions, exploring renewable energy opportunities, strengthening sustainable logistics, and promoting circular economy principles. We believe that transparency and collaboration are vital, which is why this report not only highlights our achievements but also shares our challenges and areas for improvement.

Sustainability at HK is not a one-time initiative but a continuous journey of progress, innovation, and responsibility. By integrating ESG into our core strategy, we aim to build a business that is resilient, inclusive, and environmentally responsible—one that delivers safe and reliable products while making a meaningful contribution to society and future generations.





## Organizational Details

### Organizational Details: GRI 2-1

Legal Name : HAMID & KUMAR ENTERPRISES LLC

Nature of ownership and legal form: LLC

Countries of operation: UNITED ARAB EMIRATES

For the period: 01<sup>st</sup> January, 2024 to 31<sup>st</sup> December, 2024

# Governance





## Driving Sustainable Growth- ESG Commitment GRI: 2-22



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This program educated employees on HK's ESG policies, strategy, and reporting practices, building awareness of the company's sustainability vision and commitments. Staff were trained to integrate ESG considerations into decision-making processes, ensuring that environmental, social, and governance priorities are embedded across daily operations. The program also emphasized the importance of transparent disclosures, accountability, and alignment with international sustainability frameworks. By strengthening organizational capacity in ESG reporting, HK enhanced its ability to track progress, meet stakeholder expectations, and drive ESG-aligned growth. This initiative reinforced a culture of responsibility and long-term value creation.

## Stakeholder Engagement GRI 2-29



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HK conducted structured engagement sessions with key stakeholder groups, including customers, employees, suppliers, and regulatory authorities, to ensure that their perspectives and expectations are reflected in our sustainability journey. These sessions provided valuable insights into market needs, operational challenges, regulatory compliance requirements, and employee aspirations. By fostering open dialogue, we strengthened relationships, built trust, and aligned our ESG priorities with stakeholder concerns. The outcomes were systematically analyzed and integrated into our sustainability strategy, ensuring relevance, accountability, and shared value creation. This engagement also supports continuous improvement and transparency in achieving long-term sustainable growth.



## Fair Wage Audit GRI: 202-1



The fair wage audit evaluated HK's compensation structures to ensure equitable pay for all employees. It confirmed that wages met or exceeded UAE legal requirements and aligned with industry benchmarks. The review also assessed wage transparency, equity policies, and consistency in remuneration practices. By identifying gaps and reinforcing fair pay standards, the audit strengthened employee trust, satisfaction, and engagement. This proactive approach demonstrates HK's commitment to ethical employment practices, compliance with labor regulations, and promoting a workplace where all staff are fairly compensated. It reinforces the company's dedication to fairness, equity, and sustainable workforce management.

## Fostering Fair Futures GRI: 204



This training focused on strengthening ethics in labor practices, procurement, and community relations to promote fairness and accountability across operations. Employees were trained on principles of fair trade, respect for human rights, and responsible sourcing to ensure suppliers and partners align with HK's values. The program emphasized transparency, equitable treatment, and ethical decision-making, reinforcing integrity throughout the supply chain. By embedding these practices, HK enhanced supply chain resilience, protected stakeholder interests, and positioned itself as a socially responsible business. This initiative advanced corporate responsibility and contributed to sustainable community partnerships.

## Fostering Fair Practices GRI: 204



This training equipped employees with the knowledge to uphold ethical business conduct and fair practices across all operations. Key topics included anti-bribery measures, transparent procurement processes, and maintaining equitable supplier relationships. Staff were trained to identify and report unethical practices, follow codes of conduct, and safeguard the company's integrity. The program reinforced HK's strong commitment to responsible operations throughout its supply chain and business network. By embedding fairness, honesty, and compliance into daily practices, HK ensures sustainable growth, strengthens stakeholder trust, and builds a resilient foundation for long-term success in a competitive business environment.

## Building a Culture of Integrity

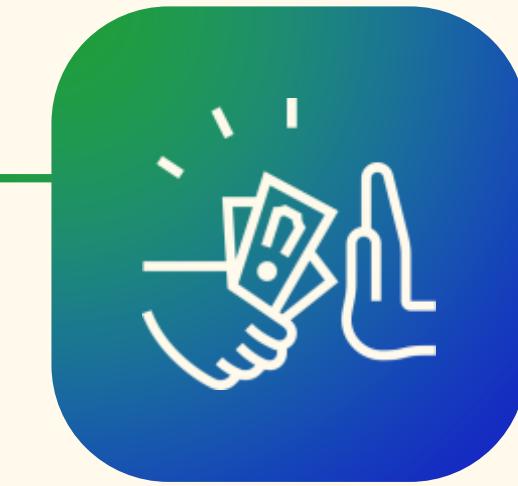
GRI: 205



This program emphasized the importance of ethics, transparency, and accountability in all aspects of business operations. Employees were trained on anti-bribery policies, compliance requirements, and responsible practices to ensure adherence to the highest governance standards. The sessions highlighted the role of integrity in decision-making, encouraging employees to act responsibly and uphold the company's values. By embedding ethical conduct into daily operations, HK strengthened its governance framework and reinforced stakeholder confidence. This initiative advanced the company's ESG commitments by promoting fairness, accountability, and long-term trust with customers, partners, and regulators.

## Anti-Corruption Audit

GRI: 205-1



The anti-corruption audit evaluated HK's policies, practices, and employee understanding of ethical business conduct. It assessed the effectiveness of anti-bribery measures, conflict-of-interest disclosures, and reporting mechanisms, ensuring robust controls were in place. The review strengthened transparency, accountability, and compliance across all operations, aligning with stakeholder expectations and regulatory standards. Findings and recommendations from the audit were used to enhance employee training and update the company's Code of Conduct. By addressing gaps and reinforcing ethical practices, HK demonstrated its commitment to integrity, responsible governance, and maintaining trust within its business network and wider community.





**ISO 22000:2018 Certification  
GRI 416-1**

HK achieved certification for ISO 22000:2018 – Food Safety Management Systems, reinforcing our commitment to food safety, quality assurance, and customer well-being. This globally recognized standard integrates hazard analysis, preventive controls, and continuous improvement in food safety practices. The certification demonstrates that HK maintains rigorous procedures in receiving, storage, and distribution of Distribution of Dry, chilled and frozen Products, safeguarding against contamination and operational risks. Achieving this milestone not only strengthens regulatory compliance in the UAE but also enhances customer trust and stakeholder confidence. It reflects our dedication to governance excellence, consumer health, and sustainable cold-chain management.





## Business Ethics Coverage

GRI  
205

Ethical governance is the backbone of HK's corporate culture. In 2024, we achieved 100% business ethics coverage, ensuring all employees and suppliers were trained and aligned with our Code of Conduct. The program included anti-corruption, compliance, transparency, and responsible business practices. Regular monitoring and training reinforced accountability and minimized risks of misconduct. This milestone reflects our zero-tolerance approach to unethical behavior while strengthening stakeholder trust and corporate reputation.

## Corruption Incident Count

GRI  
205

Ethical business conduct is at the heart of HK's governance framework. In 2024, we achieved zero incidents of corruption, reflecting our robust compliance systems, whistleblower protections, and strict anti-bribery policies. Employees and suppliers are trained on integrity, fair practices, and accountability, ensuring adherence to national laws and international standards. Maintaining a corruption-free record builds trust with stakeholders, reinforces transparency, and safeguards our reputation as a responsible company. Our zero-tolerance approach ensures that ethics remain embedded across our operations and supply chain.

## Whistleblower Report Count

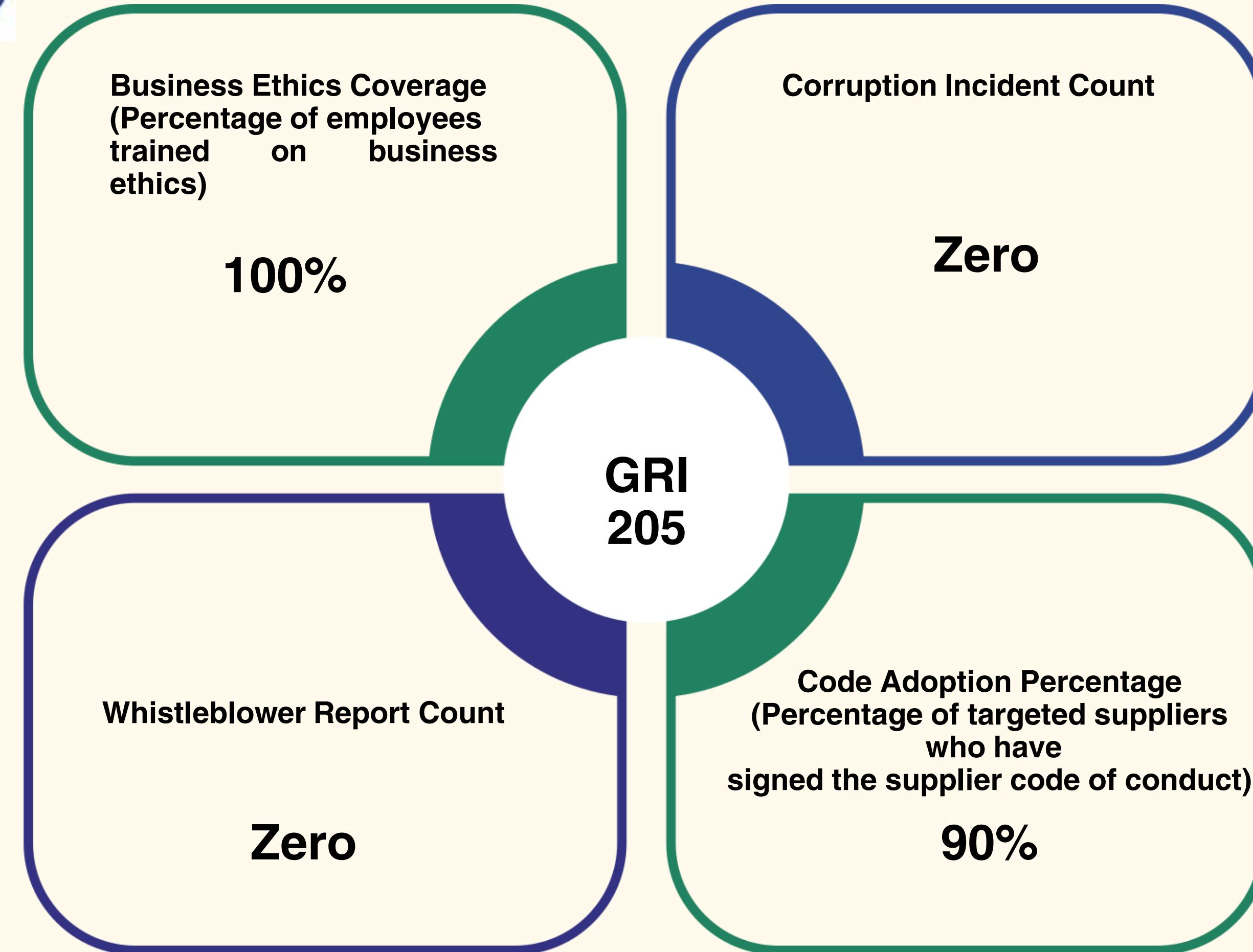
GRI  
205

Integrity and transparency are core values at HK. In 2024, we recorded zero whistleblower reports, reflecting employee confidence in our governance framework and grievance mechanisms. Our whistleblower policy ensures employees and stakeholders can report concerns related to misconduct, fraud, or violations without fear of retaliation. This proactive approach builds trust, promotes accountability, and ensures compliance with ethical standards. Maintaining a transparent culture further strengthens stakeholder confidence in our governance systems.

## Code Adoption Percentage

GRI  
205

At HK, ethical governance forms the foundation of our ESG approach. In 2024, we achieved 90% adoption of our Code of Conduct across employees and suppliers, reinforcing accountability and transparency. The Code covers compliance, anti-bribery, workplace ethics, and human rights. Training sessions, policy dissemination, and monitoring mechanisms ensured high adoption rates and awareness. This achievement reflects our commitment to integrity, fair business practices, and global best standards, while ensuring stakeholder trust.



## List Of Material Topics GRI 3-1



### Environmental Topics

1. Energy Efficiency in Cold Storage
2. Greenhouse Gas (GHG) Emissions
3. Refrigerant Management
4. Water Usage and Conservation
5. Waste Management and Recycling
6. Food Waste Reduction
7. Sustainable Transportation
8. Packaging Sustainability
9. Climate Change Adaptation and Resilience



### Social Topics

1. Consumer Trust & Transparency
2. Supply Chain Responsibility
3. Employee Work-Life Balance
4. Community Engagement & Social Contribution
5. Customer Health & Safety
6. Fair Labor Practices & Human Rights
7. Employee Engagement & Retention
8. Diversity, Equity & Inclusion (DEI)
9. Employee Training & Development
10. Employee Health, Safety & Well-being



### Governance Topics

1. Whistleblower Protection & Grievance Mechanisms
2. Diversity, Equity & Inclusion in Leadership
3. Stakeholder Engagement & Accountability
4. ESG Reporting & Disclosure
5. Risk Management & Business Continuity
6. Data Privacy & Cybersecurity
7. Regulatory Compliance & Food Safety Governance
8. Ethical Business Conduct & Anti-Corruption
9. Corporate Governance & Board Oversight



## ENVIRONMENT



**Use of Biodegradable and Eco-Friendly Materials**  
**GRI 301-2**

HK adopted biodegradable and eco-friendly packaging and operational materials to reduce plastic waste and promote circular economy principles. This initiative improves end-of-life disposal and minimizes environmental impact. Staff received training on proper usage, segregation, and disposal to ensure sustainable practices are followed across operations. By embedding environmentally responsible materials into daily workflows, HK reduces its ecological footprint, enhances operational sustainability, and aligns with stakeholder expectations for responsible cold-chain logistics and food distribution. These measures reflect the company's commitment to environmental stewardship, resource efficiency, and long-term sustainable growth.

**Empowering Change – Energy Conservation and Climate Action**  
**GRI: 302**

This training enhanced employee awareness of energy-saving practices, renewable energy, and climate action initiatives tailored to cold storage operations. Staff were equipped to identify energy-intensive processes, adopt conservation measures, and contribute to HK's organizational targets for reducing carbon emissions. By aligning with UAE's national climate goals and international sustainability standards, the program empowered employees to take ownership of energy efficiency and environmental stewardship. It reinforced the company's ESG commitment by connecting daily operational practices with climate resilience, while highlighting the importance of technological innovation and efficiency in achieving a sustainable cold-chain logistics system.

**Sustainable Logistics – HK Commitment to ESG**  
**GRI 302**

This program trained employees on embedding sustainability into logistics operations, with a focus on reducing emissions, improving fuel efficiency, and adopting eco-friendly technologies in cold-chain transport. Staff learned the value of optimized route planning, load management, and energy-efficient refrigeration in achieving climate action goals. The sessions also highlighted sustainable procurement in logistics, emphasizing how fleet choices and packaging impact long-term resilience. By aligning logistics strategies with sustainability, HK reinforced operational efficiency while minimizing environmental impact, ensuring services meet both business objectives and ESG commitments. This initiative strengthened climate-smart logistics across the organization.

**Safety and Sustainability  
GRI 302-1**

This training reinforced employees' dual responsibility of ensuring workplace safety while protecting the environment. Staff were guided on safe operating standards for cold-chain facilities, chemical handling, and correct use of personal protective equipment. Alongside safety, they learned practices to minimize waste, conserve energy, and reduce emissions within daily operations. The program highlighted how safety and sustainability are mutually supportive pillars of modern logistics. By encouraging innovation and adoption of best practices, HK ensured compliance with safety laws while advancing environmental stewardship, empowering employees to deliver both operational excellence and sustainable impact.

HK upgraded its facilities with energy-efficient refrigeration systems, lighting, and equipment to cut electricity use and reduce greenhouse gas emissions. Replacing traditional bulbs with LEDs across warehouses and offices optimized energy consumption, lowered operational costs, and supported carbon reduction targets. Staff received training to operate and maintain the new equipment responsibly, maximizing energy savings. These upgrades showcase HK's proactive approach to environmental stewardship and operational efficiency. By implementing these measures, the company aligns with UAE sustainability goals and global climate action standards, reinforcing its commitment to responsible, sustainable, and efficient operations.

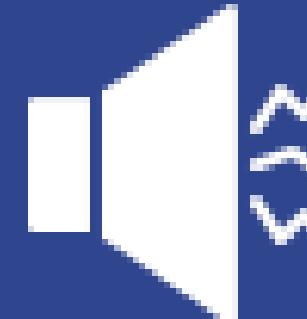
**Purchase of Energy-Efficient Equipment and LED Bulbs  
GRI 302-1**

## **Energy Management Audit** **GRI 302-1**



The energy management audit evaluated HK's energy consumption across storage, distribution, and office operations. It examined the efficiency of refrigeration systems, fuel use in logistics, and energy monitoring practices. The audit provided recommendations such as optimizing temperature controls, upgrading to energy-efficient equipment, and integrating renewable energy solutions where feasible. By implementing these measures, HK enhanced its ability to reduce emissions, conserve resources, and improve operational efficiency. This proactive approach supports the company's energy-related KPIs, reinforces its commitment to environmental sustainability, and contributes to long-term responsible management of energy across all facilities.

## **Wastewater, Noise, and Air Pollution Testing** **GRI 303-1**



HK conducted regular environmental monitoring to assess wastewater quality, noise levels, and air emissions, ensuring compliance with UAE regulations and international best practices. The assessments identified areas for improvement, allowing implementation of corrective measures such as wastewater treatment, noise mitigation, and emission reduction strategies. By proactively addressing environmental impacts, the company minimizes risks to surrounding communities while maintaining operational efficiency. These measures demonstrate HK's commitment to sustainable operations, environmental stewardship, and responsible logistics management, reinforcing both regulatory compliance and the company's dedication to protecting the environment and supporting long-term operational excellence.

## **Building a Sustainable Future Together** **GRI 305**



This session highlighted collective responsibility in achieving long-term climate and environmental goals. Employees were trained on biodiversity conservation, emissions reduction, and responsible resource use. Practical guidance on efficient refrigeration, waste minimization, and emissions tracking connected sustainability with operational excellence. By encouraging collaboration across teams, the training created a culture where sustainability is shared by all employees. It reinforced HK's vision of climate-smart logistics, ensuring environmental practices are embedded into the company's daily operations and future growth strategy.

## Sustainable Logistics – HK Commitment to ESG GRI 305



This session emphasized the importance of collective responsibility in driving long-term climate and environmental goals at HK. Employees were trained on key topics such as biodiversity conservation, emissions reduction, and responsible use of natural resources. Practical modules covered efficient refrigeration practices, waste minimization, and accurate emissions tracking, linking sustainability directly to operational excellence. By fostering collaboration across teams, the program built a culture where sustainability is shared and practiced by all employees. It reinforced HK's commitment to climate-smart cold-chain logistics, embedding environmental responsibility into daily operations and ensuring resilience in the company's future growth strategy.

## Sustainable Logistics for a Resilient Future GRI 305



This program strengthened HK's green logistics approach by integrating resilience measures to address climate and market disruptions. Employees were trained in adaptive logistics planning, sustainable packaging methods, and strategies to reduce vulnerabilities across the supply chain. Practical modules focused on optimizing vehicle load capacity, minimizing transit-related food waste, and improving overall resource efficiency. By embedding resilience into daily operations, the training ensured that logistics systems remain both sustainable and adaptable to external challenges. Employees gained the skills to safeguard resources, lower environmental impacts, and reinforce cold-chain reliability for long-term ESG performance and business sustainability.



## Sustainable Operations at HK GRI 306



This program focused on embedding sustainability into daily business functions, particularly cold storage and logistics operations. Employees were trained on practical methods such as waste reduction, eco-friendly packaging solutions, and optimizing refrigeration systems to minimize energy consumption and resource use. The sessions also introduced energy and water monitoring practices to enhance operational efficiency and reduce environmental impact. By promoting sustainable practices across all departments, HK strengthened organizational accountability and ensured measurable progress toward environmental KPIs. The training further encouraged integrating sustainability into supply chain management, aligning food safety, operational excellence, and environmental responsibility.

## Fostering Fair Practices & Sustainable Procurement GRI 308



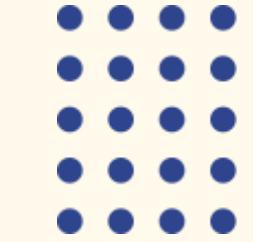
This training equipped employees with knowledge of ethical procurement, supplier code of conduct, and ESG-based supplier assessments to strengthen responsible sourcing. Staff learned to evaluate vendors on environmental, social, and governance performance, ensuring alignment with HK's sustainability commitments. The program emphasized integrating ESG standards into procurement decisions, reducing risks, and fostering transparency across the supply chain. By promoting accountability and sustainability in vendor management, HK reinforced its role as a responsible partner. This initiative advanced ethical business conduct while supporting long-term supply chain resilience and stakeholder trust.

## Sustainable Procurement GRI 308



This program educated employees on the impact of procurement decisions on environmental and social sustainability. Staff received training on supplier evaluation, ESG compliance, and responsible sourcing standards. The sessions highlighted the importance of working with suppliers committed to environmental performance, labor rights, and fair trade practices. Employees gained skills to assess risks, prevent unethical sourcing, and build sustainable supply chain partnerships. By integrating ESG criteria into procurement, HK reinforced its commitment to transparency and accountability. This approach positions the company as a leader in responsible supply chain management while supporting long-term sustainability and stakeholder trust.





## **Supplier Management Audit GRI 308-1**



This audit evaluated HK's procurement practices, supplier performance, and compliance with ESG standards. It ensured suppliers adhered to the company's sustainability, quality, and ethical sourcing requirements. The review assessed supplier code of conduct compliance, conducted risk evaluations, and examined monitoring frameworks. By identifying gaps and reinforcing best practices, the audit enhanced transparency and accountability across the supply chain. It enabled HK to proactively manage environmental and social risks associated with third-party operations. This process strengthened responsible sourcing, supported sustainable supply chain management, and reinforced the company's commitment to ethical, sustainable, and trustworthy business practices.

## Materials, Chemicals, and Waste

### GRI 301

HK actively monitors the use of materials and chemicals across cold-chain operations to ensure safe handling and reduced environmental risks. In 2024, we managed 1,812.59 liters of materials, chemicals, and waste, with strict adherence to safe storage and disposal protocols. All materials were tracked, with hazardous elements handled responsibly to avoid pollution. This effort reflects our commitment to compliance, circularity, and environmental protection. By training staff on chemical safety and using eco-friendly alternatives wherever possible, we ensure sustainable operations.



## Green Energy Consumption

### GRI 302

HK in the UAE is committed to advancing sustainability across its cold-chain operations in Distribution of Dry, chilled and frozen Products. In line with our ESG strategy, we have prioritized the use of renewable sources to reduce our environmental footprint. In 2024, we achieved Green Energy Consumption of 3,569 kWh, reflecting our ongoing transition towards cleaner and more efficient energy systems. This initiative reduces dependency on non-renewable sources, lowers carbon emissions, and supports national energy transition goals. By embracing renewable energy, we strengthen our contribution to climate action and sustainable growth.



## Energy and Emissions

### GRI 302

HK continues to strengthen energy efficiency and emission reduction in its cold-chain operations. In 2024, our facilities recorded 1,943,637 kWh of energy consumption, monitored through advanced systems to reduce environmental impact. We implement energy-saving initiatives, optimize logistics, and maintain efficient refrigeration to lower emissions. Tracking and reporting energy data enhances transparency and supports UAE's sustainability goals. This achievement reflects our dedication to climate action, reduced carbon footprint, and compliance with global best practices.



## Water GRI 303

Efficient water management is critical for HK's sustainability goals. In 2024, our operations consumed 12,896.59 cubic meters of water, monitored to ensure responsible use and minimized wastage. We have implemented conservation practices, leak prevention, and staff training to optimize water use. These measures help safeguard resources, comply with UAE regulations, and align with global sustainability standards. By tracking consumption and adopting efficient systems, HK contributes to responsible resource management and environmental stewardship.



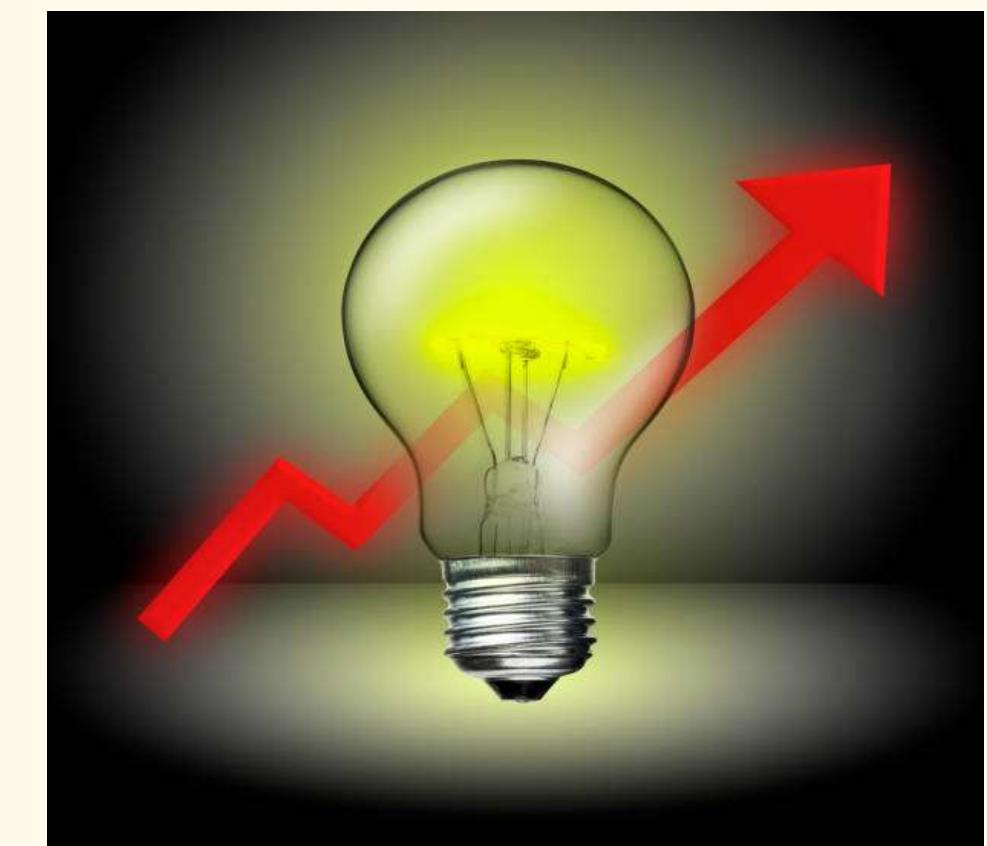
## Biodiversity GRI 304

HK acknowledges the importance of biodiversity in maintaining environmental balance and sustainability. In 2024, 23% of our operations and initiatives incorporated biodiversity considerations, such as green landscaping, responsible waste management, and resource conservation. By reducing pollution and supporting nature-friendly practices, we contribute to protecting ecosystems around our facilities. Our commitment aligns with global conservation goals and UAE's sustainability vision. Through awareness programs and community partnerships, HK seeks to expand biodiversity efforts across the value chain.



## Overall Energy Consumption GRI 305

HK in the UAE is committed to sustainable operations in receiving, storage, and Distribution of Dry, chilled and frozen Products. As part of our ESG integration, we closely monitor and manage air pollution within our facilities and logistics operations. In 2024, we achieved an Air Quality Index (AQI) score of 37, which falls within the "Good" range, demonstrating minimal impact on air quality. This achievement reflects our continuous efforts in maintaining energy-efficient cold-chain systems, optimizing vehicle routes, and adopting eco-friendly practices. Through proactive monitoring, we ensure cleaner operations while supporting community health and environmental stewardship.



## Total Gross Scope 1 GHG Emissions GRI 305-1

HK continuously monitors and reports its direct emissions to support climate accountability. In 2024, our Scope 1 GHG emissions amounted to 765.53 tCO<sub>2</sub>e. These emissions largely stemmed from transport vehicles and cold-chain refrigeration units. To mitigate them, we implemented route optimization strategies, preventive fleet maintenance, and investment in energy-efficient equipment. Regular reporting enables transparency and aligns with international frameworks on climate disclosure. By targeting direct emissions reduction, HK reinforces its commitment to operational efficiency and climate action while supporting the UAE's broader decarbonization goals.

## Total Gross Scope 2 GHG Emissions GRI 305-2

Electricity consumption remains a major factor in HK's cold-chain operations. In 2024, Scope 2 GHG emissions were recorded at 777.457 MtCO<sub>2</sub>e (market/location-based). To address this, we invested in energy-efficient refrigeration, implemented conservation campaigns, and initiated renewable energy adoption. Smart metering systems were also introduced to monitor consumption more effectively. These initiatives have reduced overall energy intensity while improving operational reliability. By responsibly managing electricity-related emissions, HK supports the UAE's national climate strategies and demonstrates its dedication to energy transition and sustainability leadership.

## Total Gross Scope 3 GHG Emissions GRI 305-3

HK recognizes the critical importance of addressing value-chain emissions. In 2024, our Scope 3 emissions were measured at 5,662.9 MtCO<sub>2</sub>e, covering upstream supplier activities and downstream customer operations. To address these, we engaged with partners to encourage sustainable sourcing, introduced efficiency programs in logistics, and promoted greener practices throughout the chain. By measuring Scope 3 emissions, we identified emission hotspots and developed collaborative solutions. HK views Scope 3 management as an opportunity to drive sector-wide decarbonization, strengthening resilience and aligning with global sustainability benchmarks.



## Total Gross Scope 3 Downstream Emissions

### GRI 305-3

Downstream activities, particularly product distribution and end-use operations, accounted for 2,914.51 MTCO2eo of HK's emissions in 2024. To address this, we partnered with clients to promote efficient transportation, low-carbon storage systems, and sustainable logistics practices. These collaborations aim to reduce environmental impacts while enhancing service performance. Our monitoring ensures transparency and identifies areas for joint improvement. By engaging customers in climate action, HK demonstrates shared responsibility in reducing downstream emissions, creating a stronger, more sustainable supply chain.

## Total Gross Scope 3 Upstream Emissions

### GRI 305-3

Supplier-related logistics and production activities contributed 2,748.97 MTCO2eto to HK's Scope 3 emissions in 2024. To mitigate this, we conducted supplier audits, integrated sustainability criteria into procurement policies, and encouraged collaborative improvement projects. These measures ensure that suppliers adopt responsible practices, aligning with our ESG principles. By addressing upstream emissions, HK builds a more resilient and sustainable value chain while reducing climate risks. This proactive approach not only supports emission reduction but also enhances partnerships with suppliers committed to sustainable growth.

## Total Weight of Non- Hazardous Waste

### GRI 306

HK actively manages waste to minimize environmental impact and promote responsible operations. In 2024, we generated 58.276 tons of non-hazardous waste, which was safely handled, segregated, and directed for recovery or disposal as per UAE guidelines. Our focus remains on reducing waste at source through efficiency, awareness, and recycling initiatives. Continuous monitoring ensures compliance and supports the transition towards a circular economy. This effort reflects our commitment to resource efficiency and environmental stewardship.



## Total Weight of Waste Recovered GRI 306

In line with our ESG commitments, HK emphasizes recycling and recovery of materials. In 2024, we successfully recovered 61 tons of waste, which exceeded the amount of non-hazardous waste generated. This demonstrates our proactive initiatives in waste segregation, recycling partnerships, and circular economy practices. Waste recovery reduces landfill dependency, conserves resources, and lowers environmental impact. By engaging employees and suppliers, we further strengthen sustainable waste management systems and align with international standards.



## Hazardous Waste Mass GRI 306

At HK, we ensure responsible waste management as part of our ESG commitments. In 2024, we generated 1.417 tons of hazardous waste, which was managed through licensed vendors in compliance with UAE regulations. Our waste handling processes emphasize safe storage, segregation, and disposal, minimizing risks to people and the environment. Regular monitoring and training ensure compliance with international standards while reducing future waste generation. This reflects our commitment to sustainable resource use, pollution prevention, and protecting community health.



## Air Pollution GRI 305-7

As part of our environmental stewardship, HK carefully monitors its air quality impacts from logistics and storage operations. In 2024, we recorded an Air Quality Index (AQI) level of 100. While this reflects moderate conditions, it also indicates opportunities for improvement. To address this, we initiated measures such as upgrading refrigeration systems, enhancing fleet efficiency, and piloting cleaner energy technologies. Monitoring air pollution ensures compliance with UAE regulations while protecting community health. Our proactive efforts underline HK's commitment to continuous environmental improvement, contributing to cleaner air and safer living conditions for stakeholders.





## Supplier Audit

**GRI 308**

As part of our ESG commitments, HK ensures that suppliers align with our sustainability, quality, and ethical standards. In 2024, we achieved 20% supplier audits, covering areas such as food safety, environmental compliance, labor practices, and governance. These audits help us evaluate supplier performance, mitigate risks, and encourage sustainable practices throughout our value chain. By strengthening oversight, we improve transparency, build responsible sourcing networks, and reinforce trust with stakeholders. Supplier engagement is a vital component of our strategy to ensure resilience and accountability in our supply chain.

## Sustainable Procurement Training

**GRI 308**

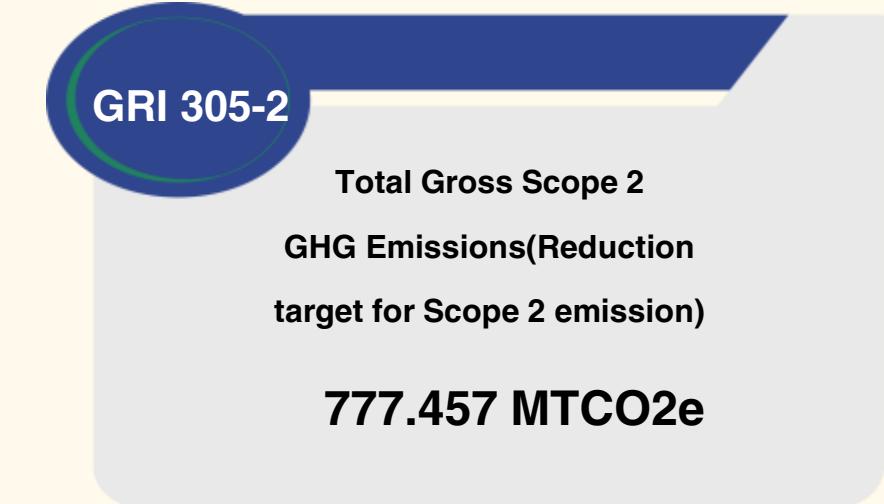
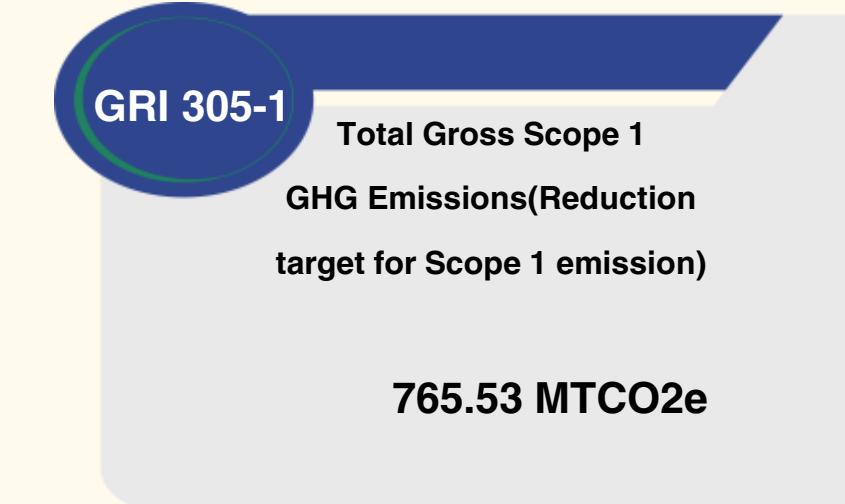
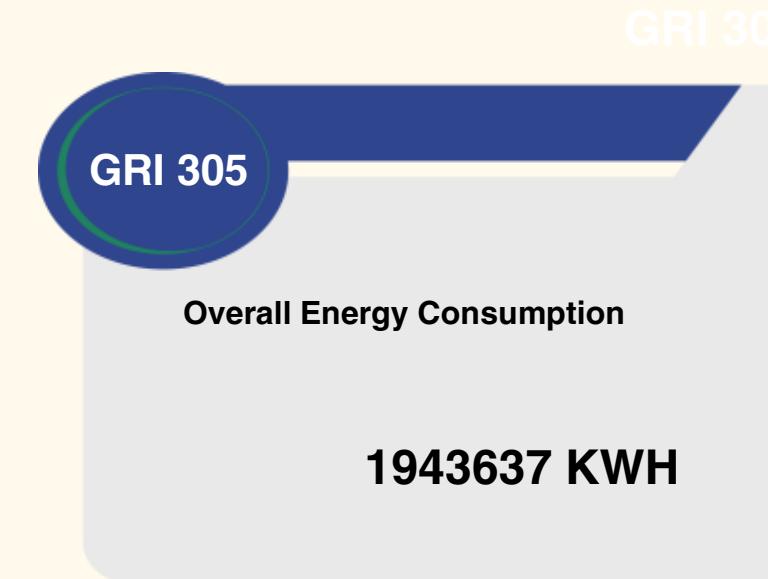
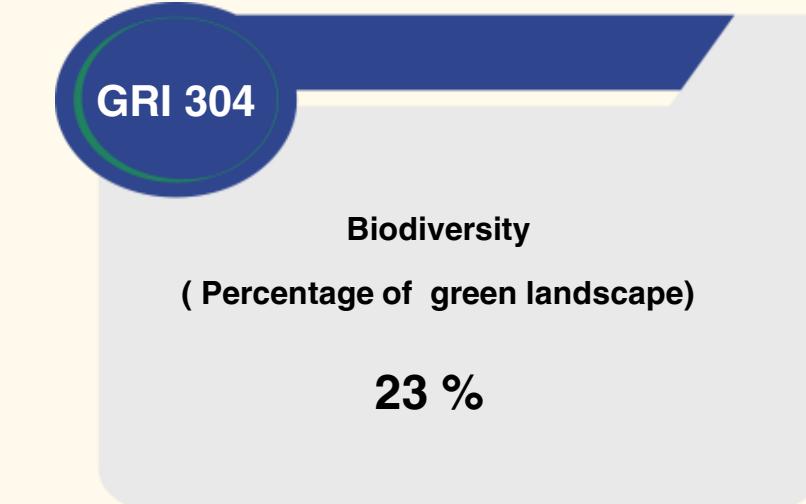
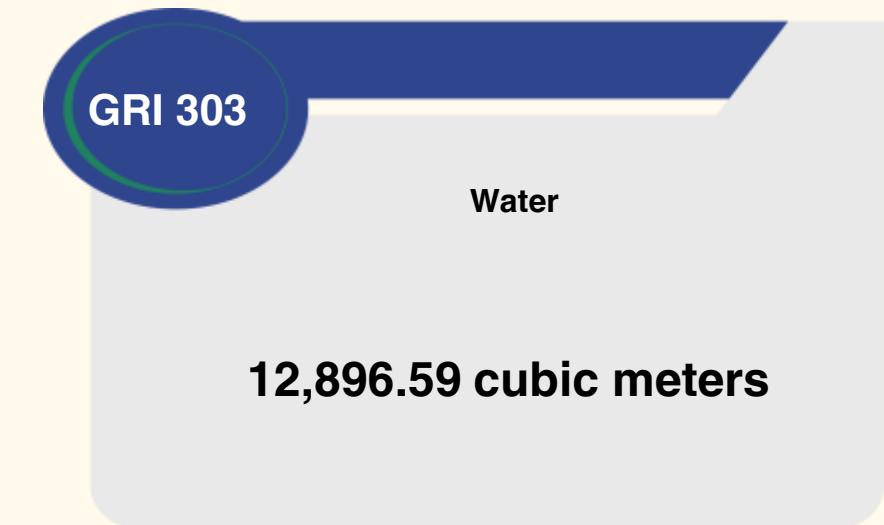
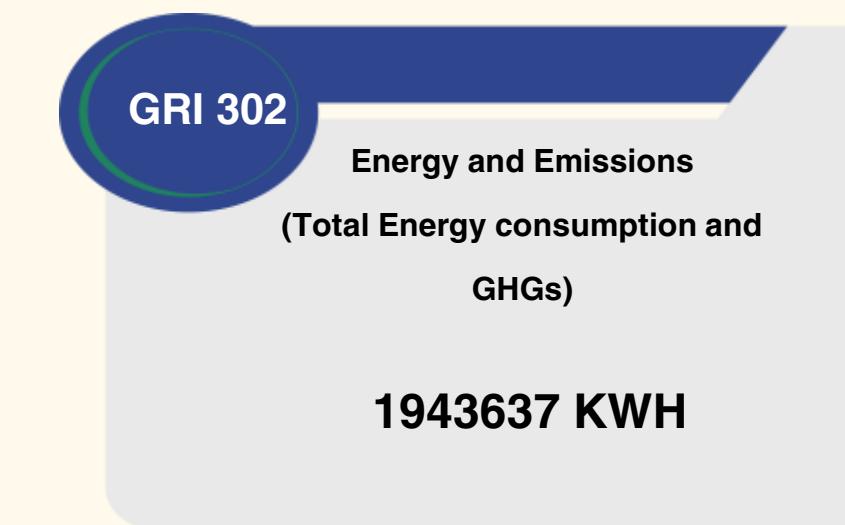
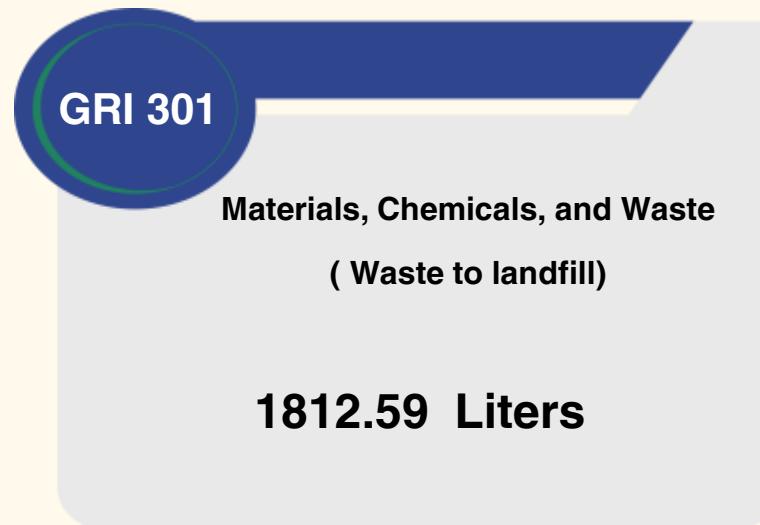
HK promotes sustainability beyond its operations by engaging suppliers and employees in responsible procurement practices. In 2024, we achieved 100% coverage for sustainable procurement training, ensuring all relevant staff understood environmental, social, and governance criteria in supply chain management. The training included responsible sourcing, ethical supplier evaluation, and waste minimization practices. This strengthens supply chain resilience, reduces risks, and supports UAE's sustainability goals. Embedding sustainability into procurement ensures long-term value creation for stakeholders and partners.

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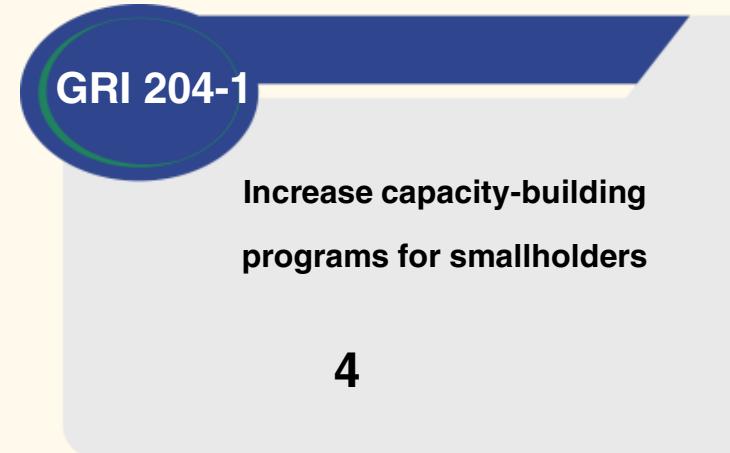
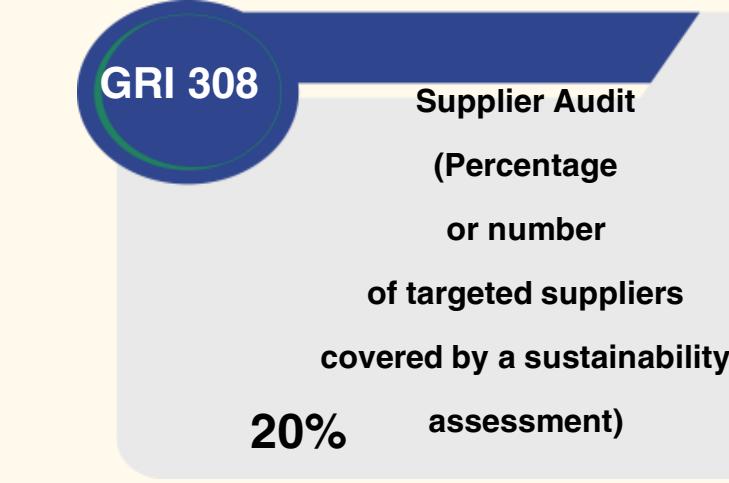
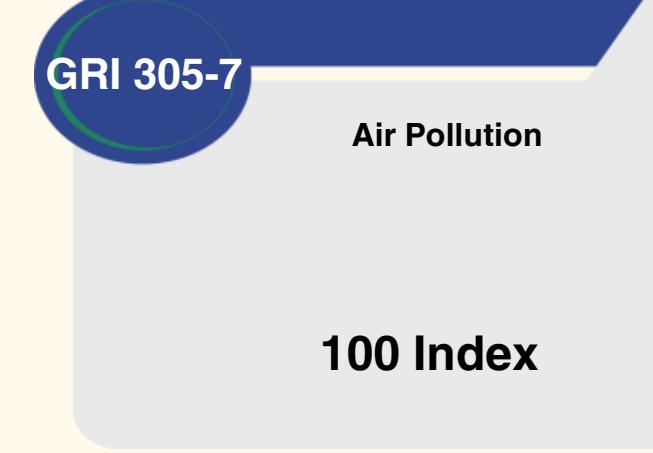
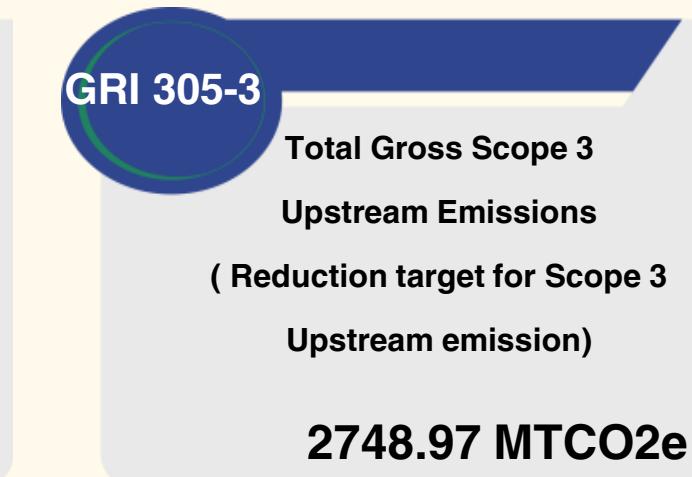
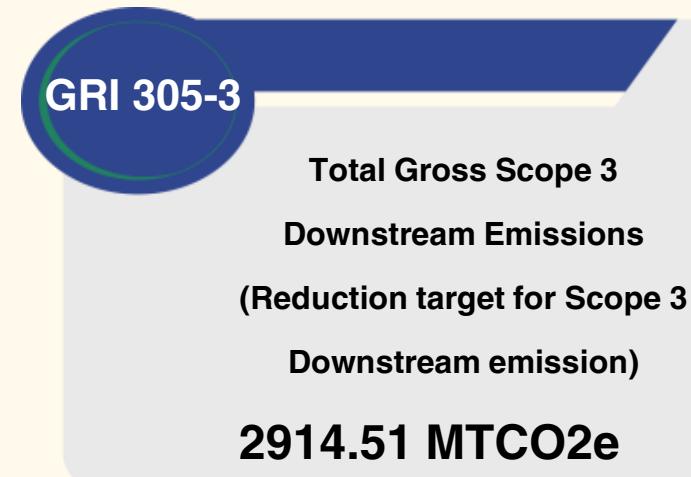
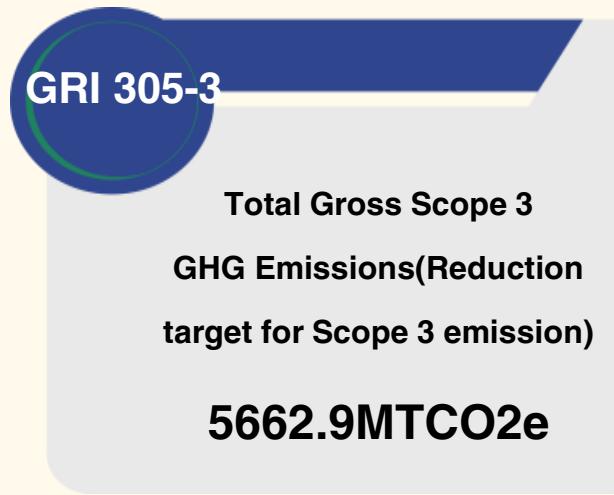


# ESG PERFORMANCE DATA





# ESG PERFORMANCE DATA



# Social



## Fair Recruitment Audit

### GRI 401-1



This audit assessed HK's hiring practices to ensure equal opportunities, transparency, and merit-based recruitment. It evaluated compliance with anti-discrimination policies and confirmed that all candidates were treated fairly throughout the recruitment process. Findings highlighted areas for improvement and informed updates to recruitment procedures, reinforcing best practices. By promoting fair and unbiased hiring, HK strengthened its commitment to diversity and inclusion. This proactive approach ensures a workforce reflective of varied backgrounds and perspectives, fostering innovation, collaboration, and equity. The audit supports the company's long-term goal of building a diverse, inclusive, and high-performing organization.

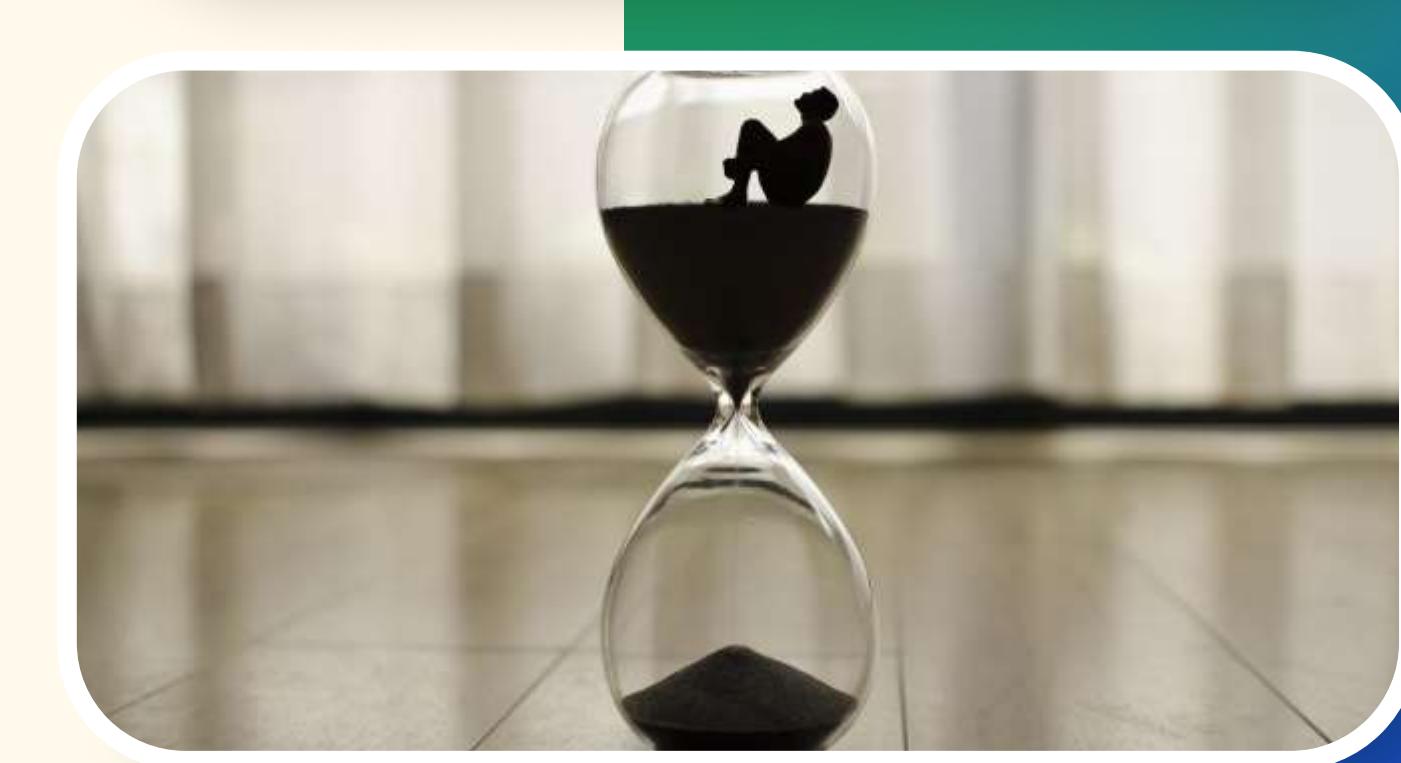


## Working Hours Audit

### GRI 401-2



The working hours audit evaluated HK's compliance with UAE labor laws and international labor standards. It reviewed employee shifts, overtime, and rest periods to ensure fairness and adherence to regulations. The audit aimed to safeguard employee well-being, minimize fatigue, and support a healthy work-life balance. Findings informed improvements in scheduling and operational practices, reinforcing equitable treatment and labor rights. By monitoring and managing working hours effectively, HK strengthened workforce satisfaction, productivity, and overall safety. This proactive approach demonstrates the company's commitment to ethical labor practices, regulatory compliance, and creating a supportive, balanced work environment for all employees.



## Safe and Sustainable Operations GRI 403



This dual-focus training integrated occupational health and safety with environmental sustainability, highlighting their role as interconnected pillars of operational excellence. Employees were trained in safe refrigerant handling, proper use of energy-efficient equipment, and effective waste segregation practices, ensuring compliance with both safety and environmental standards. The program reinforced HK's ESG-driven culture by embedding sustainable habits into daily operations while protecting employee well-being. Staff gained practical tools to work safely, minimize risks, and reduce environmental impacts. This initiative strengthened organizational resilience, accountability, and commitment to safe, sustainable cold-chain operations.

This training combined safe workplace practices with sustainability principles to minimize both environmental and operational risks. Employees were trained on safe refrigeration handling, waste segregation, and energy-efficient operations while maintaining strict safety standards. Case studies showcased how cleaner technologies and proper maintenance reduce carbon footprints without compromising worker protection. The program reinforced the connection between safety and sustainability, ensuring staff understand how everyday practices support HK's ESG commitments. By building accountability and awareness, the initiative empowered employees to achieve operational excellence while advancing environmental responsibility across cold-chain logistics.



## **Safety First – Health and Good Practices** **GRI 403**

This training equipped employees with essential knowledge on food handling, hazard identification, and safe storage practices in line with international standards. Modules emphasized the proper use of personal protective equipment (PPE), effective emergency response, and maintaining safe working environments. By strengthening awareness and compliance, the program fostered a strong safety culture across operations. It ensured that employees are well-prepared to prevent risks, protect themselves, and safeguard food quality. By prioritizing both worker protection and consumer health, HK reinforced food integrity, enhanced stakeholder trust, and advanced its commitment to operational excellence and global best practices.

## **Prioritizing Well-being – Employee Health and Safety** **GRI 403**

This training focused on promoting holistic employee well-being by addressing physical safety, mental health, and ergonomics within cold-chain facilities. Employees were provided practical guidance on stress management, maintaining work-life balance, and adopting safe workplace practices. The program emphasized that a healthy and motivated workforce is essential for productivity, resilience, and long-term engagement. By integrating well-being into its operational culture, HK demonstrated its commitment to protecting employee health while fostering a positive work environment. This initiative not only improved workplace safety but also enhanced employee satisfaction and retention, supporting sustainable growth.



## **Ensuring Safety in Cold-Chain Logistics** **GRI 403**

This training focused on safety in refrigerated logistics, equipping employees with knowledge of hygiene standards, risk management, and safe handling protocols. Staff were trained to identify potential hazards, implement preventive measures, and follow best practices to maintain product integrity throughout the cold-chain process. Emphasis was placed on safeguarding customer health by ensuring strict compliance with international food safety standards. By integrating safety with operational efficiency, the program reinforced HK's safety-first approach to sustainable distribution. This initiative enhanced employee accountability, reduced risks, and strengthened consumer trust in the company's reliable, quality-driven services.

## **Health and Safety Audit** **GRI 403-1**

This audit assessed HK's compliance with occupational health and safety standards, emphasizing safe handling in cold storage, use of protective equipment, and emergency preparedness. Findings identified areas for improvement, enhancing risk management and reinforcing a culture of safety throughout operations. The audit informed updates to training programs and safety policies, ensuring staff are well-equipped to handle hazards effectively. By addressing gaps and promoting best practices, HK strengthened workplace safety, minimized potential risks, and supported regulatory compliance. This proactive approach demonstrates the company's commitment to protecting employees, maintaining operational continuity, and fostering a safe, responsible work environment.

## **Emergency Preparedness Procedure & Plans**

### **GRI 403-1**



HK developed comprehensive emergency preparedness procedures and action plans to address critical risks in cold storage and logistics operations. The plan outlined evacuation routes, hazard communication, first-aid measures, and coordination with local authorities for effective crisis response. Employees received training on step-by-step protocols to ensure swift, safe, and efficient action during emergencies. Detailed documentation and reporting practices were implemented to strengthen compliance and enhance operational readiness. This initiative reinforced the company's resilience, promoted a strong safety culture, and ensured adherence to UAE regulatory requirements, demonstrating HK's commitment to protecting employees, assets, and surrounding communities.

## **Fire Emergency Mock Drill**

### **GRI 403-2**



HK conducted fire mock drills across warehouses and storage facilities to strengthen fire safety preparedness. The drills focused on safe evacuation, proper use of fire extinguishers, and coordination with firefighting authorities. Employees practiced responding to simulated fire alarms, isolating hazards, and protecting critical assets. These exercises improved awareness of fire safety protocols, enhanced evacuation efficiency, and reinforced compliance with fire safety standards. Post-drill evaluations highlighted areas for improvement, such as equipment maintenance and staff readiness. This initiative fostered a strong culture of fire safety, resilience, and proactive risk management across HK's operations.

**Falls Emergency Mock Drill**  
**GRI 403-2**

Falls are a major risk in warehouse operations, and HK conducted mock drills simulating incidents from ladders, loading docks, and elevated platforms. Employees practiced immediate response measures, including administering first aid, securing hazardous areas, and promptly reporting incidents. Supervisors were trained to perform root-cause analysis and implement corrective actions to prevent recurrence. The drill enhanced employee awareness, preparedness, and confidence in handling such emergencies. By reinforcing preventive practices and swift response, HK reduced operational risks and strengthened its safety culture. This initiative reflects the company's commitment to creating a safer and more resilient workplace.

**Emergency Mock Drill or Action Plan**  
**GRI 403-5**

HK conducted a general emergency mock drill to test the effectiveness of its emergency action plans. The exercise simulated multiple scenarios to evaluate response speed, communication, and resource mobilization. Employees practiced evacuation, hazard isolation, and coordination with internal and external response teams. Post-drill evaluations identified improvement areas and corrective measures to enhance preparedness. These drills not only strengthened systems but also built employee confidence to act swiftly and responsibly in emergencies. By minimizing risks to health, safety, and operations, HK reinforced resilience, regulatory compliance, and its commitment to maintaining a strong safety culture across all facilities.

**Chemical Spill Mock Drill**  
**GRI 403-7**

HK conducted a chemical spill mock drill to manage risks from refrigerants and cleaning agents. Employees were trained in spill containment, proper use of personal protective equipment (PPE), and safe disposal of hazardous substances. The exercise tested the effectiveness of safety equipment, emergency response teams, and communication systems under simulated conditions. Post-drill findings were used to enhance handling, labeling, and storage practices, reducing potential risks to employees and the environment. This proactive initiative strengthened compliance with occupational safety and environmental regulations while reinforcing HK's commitment to workplace safety, sustainability, and responsible operational practices.

**Injury Response Mock Drill**  
**GRI 403-9**

HK conducted a workplace injury response drill to prepare employees for incidents such as cuts, slips, and falls in cold storage facilities. Staff were trained in first aid, emergency reporting, and safe transfer of injured colleagues. The exercise also tested evacuation routes, ambulance coordination, and medical support systems to ensure swift response. Post-drill feedback strengthened readiness and highlighted areas for improvement. This initiative boosted employee confidence in handling workplace accidents effectively, minimized potential risks, and ensured compliance with occupational health and safety standards, reinforcing HK's commitment to a safe and supportive work environment.

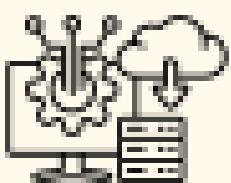


### Career Growth at HK GRI 404



This program supported employees in identifying and building career paths within HK, focusing on skill enhancement, leadership development, and professional progression. Staff received guidance through mentoring, on-the-job training, and structured promotion pathways. By investing in people, the company demonstrated its commitment to nurturing talent and creating equal opportunities for growth. The initiative boosted motivation, retention, and employee satisfaction, while ensuring workforce readiness for future challenges. Through transparent career development, HK strengthened sustainable human capital management, building long-term business resilience supported by a skilled, engaged, and empowered workforce.

### Temperature-Controlled Systems Operations Skill Development GRI 404



This program focused on advancing employees' technical skills in operating and maintaining temperature-controlled systems, which are critical for cold-chain logistics. Training emphasized efficiency, safety, and minimizing food loss through proper system management and preventive maintenance. Employees learned to handle specialized refrigeration equipment, optimize performance, and ensure compliance with food safety standards. By building these technical competencies, HK enhanced workforce capacity to deliver smooth, reliable, and sustainable operations. The program reinforced the company's commitment to ensuring safe food distribution while reducing environmental impacts and maintaining customer trust in service quality.

### Building Our Future Together – Career Growth GRI 404



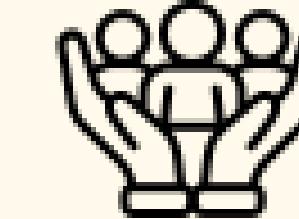
This training was designed to enhance employee career development and strengthen skills relevant to food logistics operations. Staff were guided on planning career paths, leveraging training opportunities, and building competencies aligned with HK's long-term growth strategy. The program reinforced the company's commitment to nurturing talent, promoting equal opportunities, and supporting professional advancement for all employees. By investing in workforce development, HK improved motivation, inclusivity, and retention while preparing employees for future leadership roles. This initiative ensures business sustainability by empowering individuals to grow within a supportive environment that values learning, progress, and shared success.

**Fair Promotion Audit  
GRI 404-3**

The fair promotion audit evaluated HK's advancement practices to ensure opportunities were equitable, merit-based, and transparent. It reviewed HR policies, promotion procedures, and employee feedback to identify potential gaps or biases. The audit confirmed that promotions were aligned with performance, skills, and clear criteria, supporting fairness across all levels. By reinforcing meritocracy and transparency, HK strengthened its commitment to diversity, inclusion, and employee development. This proactive approach promotes trust, motivation, and engagement among staff while ensuring that career growth is accessible to all, reflecting the company's dedication to a fair, inclusive, and high-performing workplace culture.

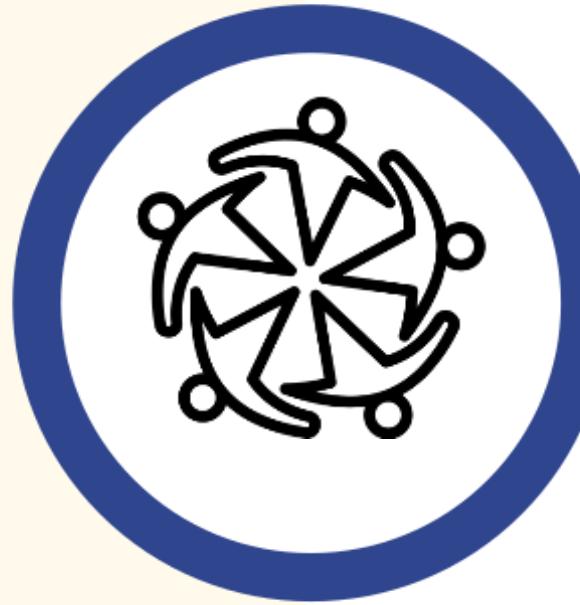
**Building a Respectful Workplace at  
HK  
GRI 405**

The training aimed to foster respect, collaboration, and professionalism across all levels of HK's workforce. Employees were trained on workplace ethics, respectful communication, and cultural sensitivity, reinforcing the company's zero-tolerance stance on discrimination. The program emphasized diversity, equity, and inclusion as key pillars of a positive organizational culture. Through interactive modules, staff learned to recognize unconscious bias, resolve conflicts constructively, and uphold company values. By promoting dignity and mutual respect, the initiative strengthened employee well-being and positioned HK as a responsible employer committed to inclusivity and social responsibility.

**Inclusion at HK  
GRI 405**

This program emphasized embedding inclusivity as a core value at HK. Employees were trained to support diverse colleagues, adopt accessibility practices, and ensure equitable opportunities across the workplace. The sessions raised awareness of challenges faced by underrepresented groups and provided strategies to build inclusive, collaborative teams. Through role-playing and discussions, staff enhanced empathy, cultural awareness, and allyship skills, fostering stronger workplace connections. By promoting diversity and inclusion, HK strengthened its commitment to fairness, respect, and equal opportunity. This approach ensures employees feel valued, supported, and empowered to contribute meaningfully to the company's long-term growth and success.

## Building a Respectful Workplace / Inclusion Training GRI 405



This training focused on fostering respect, inclusion, and cultural sensitivity across the workplace. Employees were educated on anti-discrimination practices, harassment prevention, and professional communication, reinforcing HK's zero-tolerance policy against harassment and unfair treatment. The program encouraged collaboration, equity, and mutual respect, ensuring that diversity is embraced and valued as a strength within the organization. By promoting inclusive behaviors and ethical workplace conduct, the initiative advanced HK's social responsibility commitments. It also contributed to building a supportive and fair environment where all employees feel safe, respected, and empowered to perform at their best.



## Building an Inclusive Future – Disability Inclusion GRI 405



This program focused on raising awareness of disability inclusion, accessibility, and equal opportunity in the workplace. Employees were trained on supportive practices such as empathy, reasonable accommodations, and fostering accessibility through inclusive infrastructure. The session emphasized fair treatment, representation, and the importance of valuing colleagues with diverse abilities. By embedding inclusivity into daily operations, HK reinforced its role as a socially responsible employer committed to equity and fairness. The program promoted a culture of belonging where all employees are empowered to thrive, ensuring that diversity and inclusion remain central to organizational growth and sustainability.

## Pay Gap Audit GRI 405-2

The pay gap audit assessed gender- and role-based wage differences at HK, identifying areas of disparity in compensation. It provided recommendations to address gaps and ensure equitable pay and equal opportunities for all employees. The audit reinforced the company's commitment to fairness, workplace equity, and inclusivity. By implementing corrective measures, HK strengthened transparency in remuneration practices and promoted a culture where talent is recognized and rewarded without bias. This proactive approach supports employee trust, engagement, and long-term retention, demonstrating the company's dedication to fostering an inclusive, fair, and equitable work environment across all levels of the organization.



## Workplace Harassment Audit GRI 406-1

This audit assessed HK's anti-harassment policies, grievance mechanisms, and reporting procedures to ensure a safe, respectful, and inclusive workplace. It evaluated the effectiveness of existing measures in preventing, addressing, and resolving harassment incidents. Findings identified areas for improvement and informed updates to employee training, communication, and support systems. By reinforcing clear protocols and accountability, the audit strengthened the company's zero-tolerance stance on harassment. This proactive approach promotes employee well-being, trust, and engagement, ensuring that all staff feel protected and valued. HK's commitment to a harassment-free workplace supports a positive, inclusive, and equitable organizational culture.



## Workplace Respect & Inclusion Training Against Discrimination and Harassment GRI 406

This training reinforced HK's strict zero-tolerance policy against discrimination and harassment. Employees were trained to identify, prevent, and report workplace misconduct while fostering an inclusive and respectful culture. The program emphasized gender equality, fair treatment, and equal opportunity for all. Through interactive scenarios, staff gained practical skills to build a safe, supportive work environment. The sessions also outlined company policies, grievance procedures, and corrective measures to address violations effectively. By embedding respect and inclusivity in everyday practices, HK not only strengthened compliance with international labor standards but also enhanced employee trust, engagement, and organizational integrity.



## Mastering Cold-Chain Management GRI 416

This technical training enhanced employee expertise in cold-chain management with a focus on temperature monitoring, risk management, and refrigeration systems. Staff were trained to identify and mitigate risks that could compromise product quality, ensuring the safe handling and storage of food. The program emphasized strategies to prevent spoilage, optimize system efficiency, and uphold international food safety standards. By building technical skills and operational knowledge, HK strengthened its capacity to deliver reliable, high-quality services. This initiative not only enhanced consumer trust but also reinforced operational excellence and compliance with global best practices.





## **Equipment Failure Mock Drill** **GRI 416-1**



HK conducted a mock drill simulating breakdowns of critical cold-chain equipment, including refrigeration systems and handling machinery. Employees practiced emergency shutdown procedures, temporary containment strategies, and swift coordination with technical teams to minimize disruption. The exercise ensured business continuity while safeguarding food safety and product integrity. Post-drill evaluations highlighted the importance of preventive maintenance, timely response, and staff awareness in managing operational risks. Lessons learned were integrated into updated equipment management protocols, strengthening resilience. This initiative reinforced HK's commitment to reliability, safety, and efficiency in cold-chain operations while reducing potential risks to customers and stakeholders.

## **Protecting Our Digital Foundation – Information Security** **GRI 418**



This specialized training was designed to build cyber security awareness and resilience across HK's workforce. Employees were trained on safe digital practices, password security, phishing prevention, and methods to identify and respond to potential risks. The program also emphasized data protection protocols to safeguard sensitive business and customer information. By equipping staff with practical skills to prevent breaches, the training minimized cyber security vulnerabilities and reinforced compliance with global standards. This initiative not only strengthened the company's governance framework but also safeguarded customer trust, ensuring secure and reliable operations in today's increasingly digital business environment.

## **Information Security Management System (ISMS) Audit** **GRI 418-1**



The ISMS audit assessed HK's cyber security policies, data privacy measures, and digital infrastructure protections. It ensured compliance with international standards and minimized risks to sensitive customer and business data. Audit findings were used to enhance IT governance, improve employee awareness, and refine incident response plans. By identifying gaps and strengthening security protocols, the company reinforced its ability to prevent and respond to cyber threats effectively. This audit highlighted HK's commitment to safeguarding stakeholder trust, maintaining operational resilience, and upholding high standards of data protection in the digital era, supporting long-term business integrity and confidence.



## Working Conditions

### GRI 401

HK in the UAE places employee well-being at the core of its sustainability journey. In 2024, we proudly achieved 100% compliance with our working condition standards. This covers fair wages, safe workplace practices, and equal treatment for all employees. Our approach includes regular safety audits, anonymous surveys, and continuous feedback mechanisms to ensure transparency and accountability. We also integrate international labor practices into our policies, ensuring inclusivity and non-discrimination. By maintaining strong governance around working conditions, HK demonstrates its dedication to building a resilient workforce and a supportive, ethical workplace culture.

## Labor-Management Dialogue

### GRI 402

HK fosters open communication between employees and management to strengthen workplace culture and employee engagement. Through regular meetings, feedback mechanisms, and participatory programs, we ensure employees' voices are heard in decision-making. This practice enhances trust, collaboration, and continuous improvement in workplace practices. In 2024, our structured labor-management dialogue initiatives promoted inclusivity and respect across all levels of the organization. This commitment helps prevent conflicts, strengthens relationships, and ensures fair treatment of employees, aligning with global labor standards.

## Injury Leave Days

### GRI 403

HK in the UAE prioritizes the safety and well-being of its employees across all operations in receiving, storage, and distribution of Distribution of Dry, chilled and frozen Products. In 2024, we proudly recorded zero injury leave days, reflecting the effectiveness of our proactive safety measures. Through regular training, hazard identification, emergency drills, and preventive maintenance, we create a safe and resilient workplace. This achievement highlights our strong safety culture and commitment to employee health, ensuring uninterrupted productivity while meeting international best practices.



## Workplace Incident

**GRI 403**

Ensuring a safe work environment is central to HK's ESG strategy. In 2024, we achieved zero workplace incidents, demonstrating the strength of our health and safety management systems. Regular risk assessments, safety audits, and employee awareness sessions have enabled us to identify and mitigate potential hazards in advance. This milestone reflects our commitment to safeguarding employees, reducing operational risks, and maintaining compliance with regulatory standards. By fostering a culture of accountability and vigilance, HK ensures that workplace safety remains a top priority for sustainable operations.

## Workplace Safety Program

**GRI 403**

HK continuously strives to enhance safety standards through structured workplace safety programs. In 2024, however, we recorded zero new workplace safety programs introduced, as our existing systems and practices were deemed robust and effective. Our safety framework already includes regular mock drills, first-aid preparedness, fire safety protocols, and machinery safety checks. While no new programs were introduced, continuous monitoring and training ensured strong compliance and operational excellence. Going forward, HK remains committed to reviewing and updating safety measures to align with evolving best practices and international guidelines.

## Career Growth Training

**GRI 404**

HK in the UAE is committed to empowering employees by fostering skill development and career advancement. In 2024, we achieved 100% career growth training coverage, ensuring that every employee participated in structured learning programs. These trainings focused on technical skills, leadership development, workplace safety, and ESG awareness. By investing in our workforce, we build future-ready capabilities, enhance productivity, and strengthen employee engagement. This achievement reflects our dedication to fair opportunities, inclusivity, and continuous learning, which are critical for long-term success.



## Employee Training Hours

### GRI 404

Employee growth is key to HK's long-term competitiveness. In 2024, each employee received an average of six hours of training focused on technical skills, workplace safety, ESG awareness, and career development. The programs included classroom sessions, on-the-job learning, and digital courses, ensuring accessibility and relevance. Training initiatives also aligned with global best practices, improving operational efficiency and compliance. This investment not only enhances employee retention and satisfaction but also fosters innovation. By empowering its people, HK builds a capable workforce ready to meet industry demands and sustainability challenges.

## Gender Representation

### GRI 405

At HK, we value diversity and inclusivity as drivers of innovation and organizational success. In 2024, women represented 25% of our total workforce, reflecting progress in promoting equal opportunity. Recruitment, training, and leadership programs are designed to encourage women's participation at all levels of the company. We remain committed to closing gender gaps, creating career growth opportunities, and ensuring a workplace free from discrimination. This achievement aligns with our ESG principles, labor rights commitments, and global diversity goals.

## Female Board Representation

### GRI 405

Board diversity is an essential aspect of strong corporate governance. In 2024, women represented 9.6% of HK's Board of Directors, highlighting our progress in enhancing gender inclusion at leadership levels. Through succession planning, leadership training, and equal opportunity policies, we encourage greater female participation in decision-making. Although we continue to build on this number, the current representation reflects our commitment to inclusivity, transparency, and international best practices. Expanding women's leadership roles supports long-term governance resilience and stakeholder trust.



## Minority Executive Representation

**GRI 405**

HK recognizes the value of diversity in leadership and is committed to fostering inclusion across management levels. In 2024, 12% of executives identified as minorities, demonstrating our efforts to create a leadership team that reflects our broader workforce and society. Policies on equal opportunity, non-discrimination, and fair promotion practices support this achievement. By empowering minority leaders, we strengthen decision-making, innovation, and cultural awareness. This progress highlights our ESG commitment to equity and diversity in leadership roles.

## Executive Pay Ratio

**GRI 405**

HK ensures fair and transparent compensation practices as part of its ESG and governance framework. In 2024, we achieved an executive pay ratio of 0.8, demonstrating alignment between leadership remuneration and employee earnings. This reflects our commitment to equitable pay structures that promote fairness, motivation, and long-term sustainability. Through regular benchmarking, compliance checks, and transparent reporting, we ensure competitive yet responsible compensation policies. This strengthens employee trust, governance accountability, and stakeholder confidence in our ethical business practices.

## Unadjusted Pay Disparity

**GRI 405**

Fair pay is central to HK's workplace ethics and inclusivity. In 2024, we proudly achieved 0% unadjusted pay disparity, ensuring equal pay for equal work across gender and minority groups. Regular salary reviews, transparent policies, and compliance with labor standards underpin this achievement. By eliminating pay gaps, we promote diversity, gender equality, and employee satisfaction while aligning with international labor rights. This reinforces our culture of fairness, respect, and inclusivity, essential for sustainable growth and stakeholder trust.



## Women Executive Percentage

**GRI 405**

HK is committed to advancing gender diversity in leadership. In 2024, 10% of executive roles were held by women, reflecting progress toward inclusivity in decision-making positions. We support this through leadership development programs, succession planning, and equal opportunity policies. Increasing female participation in executive roles contributes to stronger governance, innovation, and cultural balance. While we continue to strive for higher representation, this milestone showcases our alignment with ESG commitments and global gender equality goals.

## Inclusive Staff Percentage

**GRI 405**

Diversity and inclusion are core values at HK. In 2024, 9.5% of our staff represented minority or underrepresented groups, reflecting our efforts to build an equitable and inclusive workforce. Recruitment, training, and career advancement opportunities are provided without discrimination, ensuring fairness for all employees. This achievement underlines our ESG focus on inclusivity, equality, and non-discrimination. Building a diverse workplace enhances innovation, resilience, and collaboration while reinforcing compliance with international labor standards.

## Reported Incident Count

**GRI 406**

In 2024, HK recorded zero reported incidents related to workplace misconduct, regulatory violations, or unethical practices. This result reflects the effectiveness of our grievance mechanisms, whistleblower protections, and compliance systems. Employees are encouraged to report issues confidentially, with guaranteed protection against retaliation. Maintaining a zero-incident record demonstrates our commitment to transparency, integrity, and continuous improvement in ESG practices. It also strengthens trust with employees, regulators, and stakeholders.



## Workplace Misconduct Issues

**GRI 406**

HK in the UAE is strongly committed to upholding integrity, fairness, and respect across all operations in receiving, storage, and Distribution of Dry, chilled and frozen Products. As part of our ESG approach, we have implemented strict policies, awareness programs, and grievance mechanisms to prevent and address misconduct. In 2024, we recorded zero workplace misconduct issues, reflecting the effectiveness of our compliance framework and positive workplace culture. This achievement demonstrates our zero-tolerance approach to harassment, discrimination, and unethical behavior, while reinforcing employee trust and stakeholder confidence.

## Labor Rights Violations

**GRI 407**

HK maintains strict compliance with international labor laws and human rights standards. In 2024, we recorded zero labor rights violations, demonstrating our commitment to fair treatment, inclusivity, and workplace dignity. Our policies cover equal opportunity, non-discrimination, fair wages, and safe working conditions. Regular training and audits ensure that labor rights remain safeguarded across operations and supply chains. This achievement highlights our strong governance and alignment with ethical labor practices.

## Security Incident Count

**GRI 410**

Safety and security remain critical priorities at HK. In 2024, we recorded zero security incidents, reflecting strong risk management and protection measures across our facilities. Through regular security audits, access controls, employee training, and emergency preparedness, we ensure the safety of people, assets, and operations. This achievement underscores our robust security framework, compliance with legal standards, and proactive management of potential risks. Maintaining zero incidents reinforces stakeholder trust and operational resilience.



## External Rights Protection

### GRI 412

Respecting external stakeholder rights is central to HK's ESG commitment. In 2024, we recorded zero cases of rights violations, confirming our proactive adherence to international ethical standards. We have implemented transparent grievance mechanisms that allow communities, suppliers, and partners to raise concerns safely and effectively. Regular assessments ensure that our operations do not adversely affect local communities or stakeholder groups. By promoting fairness, accountability, and mutual respect, HK strengthens trust across its value chain. Zero incidents highlight our robust governance systems and our commitment to protecting rights beyond our direct operations.

## Environmental Advocacy Programs

### GRI 413

HK promotes environmental awareness through advocacy and community engagement. In 2024, we successfully conducted six environmental advocacy programs, focused on energy conservation, waste reduction, biodiversity protection, and climate action. These programs involved employee participation, stakeholder collaboration, and partnerships with local organizations. By leading awareness campaigns, we strengthen environmental responsibility and encourage collective action for sustainability. Such initiatives underline our role as a responsible corporate citizen in advancing UAE's sustainability agenda.

## Supplier Ethics Contracts

### GRI 414

Responsible sourcing is a priority at HK, and in 2024, we achieved 100% supplier ethics contract compliance. All suppliers were required to adhere to our Supplier Code of Conduct, covering areas such as labor rights, anti-bribery, sustainability, and environmental responsibility. This milestone ensures that ethical standards are embedded throughout our supply chain. By engaging suppliers through audits, capacity building, and monitoring, we promote integrity, resilience, and sustainability across our value chain, aligning with global ESG standards.



## Onsite Sustainability Audits

**GRI 413**

To reinforce ESG accountability, HK conducted 100% onsite sustainability audits across operations in 2024. These audits evaluated environmental performance, health and safety compliance, labor rights, and governance practices. Findings were used to drive continuous improvement and corrective actions where necessary. Full audit coverage demonstrates our transparency, risk management capability, and commitment to sustainable operations. Regular assessments also strengthen stakeholder trust and support long-term resilience in line with international sustainability standards.

## Corrective Action Engagement

**GRI 419**

HK maintains a robust compliance and monitoring framework to ensure continuous improvement in operations and supply chain practices. In 2024, we achieved 100% corrective action engagement, meaning that every identified non-conformance during audits or assessments was addressed through structured improvement plans. This achievement highlights our proactive approach to risk management, accountability, and sustainable operations. By ensuring timely resolution, we safeguard product quality, workplace safety, and ethical business practices. Corrective action engagement also strengthens supplier relationships and reinforces stakeholder confidence in our commitment to transparency and responsible business conduct.

# ESG PERFORMANCE DATA

Working Conditions

100%

GRI  
401

Labor-Management Dialogue  
(Number of employees participated  
in Social Dialogue)

7 Count

GRI  
402

Injury Leave Days

Zero

GRI  
403

Workplace Incident

Zero

GRI  
403

Workplace Safety Program(Employee  
health and safety)

Zero

GRI  
403

Career Growth Training(Career  
management and training)

100%

GRI  
404

Employee Training Hours( Average  
hours of training per employee)

6 Hours

GRI  
404

Gender Representation  
( Percentage of women employed  
in the whole organization)

25%

GRI  
405

# ESG PERFORMANCE DATA

Female Board Representation  
(Percentage of women within the organization's board)

9.6%

GRI  
405

Minority Executive Representation  
( Percentage of employees from a minority or vulnerable group at top management level)

12 %

GRI  
405

Executive Pay Ratio( Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees)

0.8 Ratio

GRI  
405

Women Executive Percentage  
( Percentage of women at top management level)

10%

GRI  
405

Inclusive Staff Percentage

9.5%

GRI  
405

Reported Incident Count( Number of identified discrimination or harassment incidents or corrective actions)

Zero

GRI  
406

Unadjusted Pay Disparity(Average unadjusted gender pay gap)

0 %

GRI  
405

Workplace Misconduct Issues  
( Number of Reported incident of Discrimination & Harassement)

Zero

GRI  
406

# ESG PERFORMANCE DATA

Labor Rights Violations( Child labor, forced labor, and human trafficking)

Zero

GRI  
407

Security Incident Count  
( Number of confirmed information security incidents)

Zero

GRI  
410

External Rights Protection

Zero

GRI  
412

Environmental Advocacy Programs  
( Number of Activities in Environmental Services & Advocacy)

6 Count

GRI  
413

Supplier Ethics Contracts( Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements)

100%

GRI  
414

Customer health and safety  
(Count of Reported Customer health and safety incidents)

Zero

GRI  
416

GRI No	Topics	Page No
GRI 2	General Disclosures	
GRI 2-22	Driving Sustainable Growth– ESG Commitment	14
GRI 2-29	Stakeholder Engagement	14
GRI 202	market presence	
GRI: 202-1	Fair Wage Audit	15
GRI: 204	Fostering Fair Futures	15
GRI: 204	Fostering Fair Practices	15
GRI: 205	Building a Culture of Integrity	16
GRI: 205-1	Anti-Corruption Audit	16
GRI 301	Environmental Topic	
GRI 301-2	Use of Biodegradable and Eco-Friendly Materials	22
GRI 302	Energy	
GRI 302	Empowering Change – Energy Conservation and Climate Action	22
GRI 302	Sustainable Logistics – HK Commitment to ESG	22
GRI 302-1	Safety and Sustainability	23
GRI 302-1	Purchase of Energy-Efficient Equipment and LED Bulbs	23
GRI 302-1	Energy Management Audit	24
GRI 303	Water and Effluents	
GRI 303-1	Wastewater, Noise, and Air Pollution Testing	24
GRI 305	Emissions	
GRI 305	Building a Sustainable Future Together	24
GRI 305	Sustainable Logistics – HK Commitment to ESG	25
GRI 305	Sustainable Logistics for a Resilient Future	25
GRI 306	Waste	
GRI 306	Sustainable Operations at HK	26
GRI 308	Supplier Environmental Assessment	
GRI 308	Fostering Fair Practices & Sustainable Procurement	26
GRI 308	Sustainable Procurement	26

GRI 308-1	Supplier Management Audit	27
<b>GRI 401</b>	<b>Employment</b>	
GRI 401-1	Fair Recruitment Audit	37
GRI 401-2	Working Hours Audit	37
<b>GRI 403</b>	<b>Occupational Health and Safety</b>	
GRI 403	Safe and Sustainable Operations	37
GRI 403	Safety First – Health and Good Practices	38
GRI 403	Prioritizing Well-being – Employee Health and Safety	39
GRI 403	Ensuring Safety in Cold-Chain Logistics	39
GRI 403-1	Health and Safety Audit	39
GRI 403-1	Emergency Preparedness Procedure & Plans	39
GRI 403-2	Fire Emergency Mock Drill	40
GRI 403-2	Falls Emergency Mock Drill	41
GRI 403-5	Emergency Mock Drill or Action Plan	41
GRI 403-7	Chemical Spill Mock Drill	41
GRI 403-9	Injury Response Mock Drill	41
<b>GRI 404</b>	<b>Training and Education</b>	
GRI 404	Career Growth at HK	42
GRI 404	Temperature-Controlled Systems Operations Skill Development	42
GRI 404	Building Our Future Together – Career Growth	42
GRI 404-3	Fair Promotion Audit	43
<b>GRI 405</b>	<b>Diversity and Equal Opportunity</b>	
GRI 405	Building a Respectful Workplace at HK	44
GRI 405	Inclusion at HK	43
GRI 405	Building a Respectful Workplace / Inclusion Training	44
GRI 405	Building an Inclusive Future – Disability Inclusion	44
GRI 405-2	Pay Gap Audit	45

<b>GRI 406</b>	<b>non-discrimination</b>	
GRI 406	Workplace Harassment Audit	45
GRI 406-1	Workplace Respect & Inclusion Training Against Discrimination and Harassment	45
<b>GRI 416</b>	<b>Customer Health and Safety</b>	
GRI 416	Mastering Cold-Chain Management	45
GRI 416-1	Equipment Failure Mock Drill	46
<b>GRI 418</b>	<b>Customer Privacy</b>	
GRI 418	Protecting Our Digital Foundation – Information Security	46
GRI 418-1	Information Security Management System(ISMS) Audit	46

## Independent Assurance Statement

This CSR report has been independently verified by BMQR, a third-party assurance provider, in accordance with AA1000AS v3 and ISO 17029:2019. The assurance engagement covered a Type 1 assurance of the information and data disclosed within this report.

The scope of the assurance included verifying the accuracy, completeness, and reliability of the disclosures made under all relevant sections of the GRI Standards. The assurance provider conducted the engagement based on applicable assurance principles and issued an assurance statement confirming the integrity of the disclosed information. Name of Assurance Provider : BMQR Certifications Pvt Ltd, Standard Used : AA1000AS v3, ISO 17029:2019 and GRI. Type of Assurance : Type 1

Date of Assurance : 28<sup>th</sup> January, 2025

Web URL : [www.bmqrassurance.com](http://www.bmqrassurance.com)

Authorized Representative (Assurer) :

Name : S. Elango

Designation : Associate Certified Sustainability Assurance Practitioner (AA 1000)

Certificate No : AA1000 (ACSAP) C.N: A09122401

Signature : 