



## **M.H. ENTERPRISES LLC GROUP**

### **M.H. ENTERPRISES L.L.C**

PLOT NO, 3680549, 428 STREET, AL QUOZ INDUSTRIAL AREA 3, P.O. BOX 5771 DUBAI, UNITED ARAB EMIRATES.

### **GROCERS L.L.C**

PLOT NO. 38, 28B, AL QUOZ INDUSTRIAL AREA 3, P.O. BOX 6605, DUBAI, UNITED ARAB EMIRATES.

### **M H E INTERNATIONAL FOOD INDUSTRIES L.L.C**

PLOT NO. 597-588, DUBAI INVESTMENT PARK # 2, P.O. BOX 5771, DUBAI, UNITED ARAB EMIRATES.

# **CORPORATE SUSTAINABILITY REPORT**

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

**Form No : MH/ESG/F-300**

**Issue No : 01**

**Rev No : 00**

**Date : 17<sup>th</sup> February, 2025**





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# Managing Director Message on Sustainability

At MH, our commitment to excellence goes beyond business performance. As a leading provider of purchase, importing, warehousing, repacking, and distribution of dry, chilled, and frozen food products in the UAE, we recognize our responsibility to operate sustainably and ethically while creating value for all stakeholders. The year 2024 has been a milestone for MH as we continue to integrate environmental, social, and governance (ESG) principles across every aspect of our operations.

Sustainability at MH is not just a policy; it is embedded in our organizational DNA. We actively engage with our stakeholders—employees, customers, suppliers, regulators, and community representatives—to understand their expectations, identify key ESG priorities, and integrate them into our strategic decision-making. Our materiality assessment, conducted this year, has helped us define clear Key Performance Indicators (KPIs) to track progress and continuously improve our sustainability performance.

On the environmental front, MH has taken significant strides to reduce our ecological footprint. Achieving ISO 14001:2015 certification demonstrates our commitment to structured environmental management. We have invested in renewable energy solutions, including solar installations, energy-efficient equipment, and LED lighting to optimize energy consumption and reduce greenhouse gas emissions. Our operations are closely monitored through energy and water audits, while wastewater, noise, and air quality testing ensures compliance with environmental standards. Furthermore, we are transitioning to biodegradable and eco-friendly materials, promoting a circular approach to packaging and waste management.

Our social initiatives continue to focus on the well-being, growth, and safety of our workforce. This year, we conducted over thirty comprehensive training programs covering workplace safety, skill development, inclusion, ethical practices, ESG awareness, and professional growth. Emergency preparedness drills—including fire, chemical spill, heavy machinery, and explosion response—have strengthened our safety culture and ensured readiness across all facilities. In addition, audits on fair recruitment, promotion, pay equity, working hours, and child labor reinforce our commitment to a fair, inclusive, and respectful workplace.

Governance remains a cornerstone of our sustainability journey. Ethical business practices, anti-corruption policies, responsible procurement, and supply chain engagement are integrated into our decision-making processes. We ensure compliance with regulatory requirements and maintain transparency in all our operations. Information security and ESG reporting platforms further support our accountability and strengthen stakeholder trust.

Looking forward, MH remains dedicated to advancing our ESG commitments, optimizing our operations for sustainability, and fostering a culture where employees and communities thrive alongside business growth. Our sustainability journey is a collective effort, and I am proud of the progress we have made in 2024. We are committed to continuous improvement, innovation, and collaboration to achieve our vision of a resilient, responsible, and sustainable future.

On behalf of MH, I extend my gratitude to our employees, partners, and stakeholders for their unwavering support in driving sustainable practices and shared value creation. Together, we will continue to build a sustainable, safe, and inclusive food distribution ecosystem across the UAE.

Managing Director, MH



# About Us



Established in the year 1978 in the United Arab Emirates, M.H. Enterprises L.L.C. has quickly transformed the FMCG distribution business in the region with its wide international product range and unique service proposition. Currently, we have a strong workforce of 2500+ associates, 245+ Distribution Vehicles, and around 8+ Strategic warehousing locations. We adhere to stringent quality, health, and safety regulations and ensure safe and efficient operation at our facilities. We are a HACCP-certified company.



## HACCP Certification

MHE is accredited with international standards HACCP certification and DUBAI QUALITY AWARD

by HACCP

Since 2008



## Gold Certification

MHE holds A+ rating from the Dubai Municipality Food Safety Department, making it a Gold Certified company.

by Government of Dubai

09 Feb 2023





## Our Vision



Visionary Growth .To reach the apex and lead the market in sales and distribution of FMCG, Chemicals and Pharma products while excelling and expanding our presence across countries.

## Our Mission



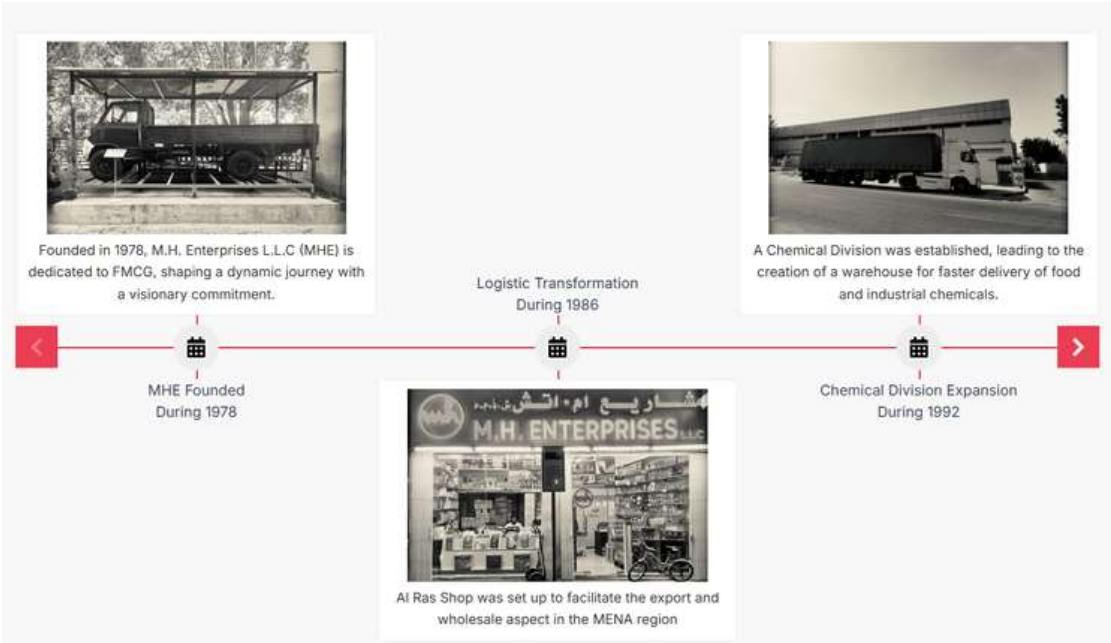
### Talent Mastery

We prioritize ongoing training for talent excellence, setting distribution standards. Embracing technology, we aim for superior stakeholder value, centered on exceeding expectations.



# Our Journey

# Trusted By





# Our Business



## Pharma



MH Enterprises shall introduce high-quality international generic brands into the UAE Market. We work in tandem with local regulators to ensure speedy new product registration and offer consistent support and guidance to our principals about the local market. Our well-structured supply chain ensures economical delivery across the UAE of quality products. Sufficient product demand and awareness shall be generated using our competent medical representative and marketing team. We are constantly reaching our customers efficiently through group meetings and training sessions on new products and brands.

## Horeca



M.H. Enterprises L.L.C. has led the HORECA industry by delivering unparalleled international products. We have set a benchmark for ourselves through our experience and excellent relationships with professionals across airline industries, multinational hotels, restaurants, fast food chains, caterers, Offshore supplies, and Government Agencies. The 'One Stop solution' and 'Customer Proximity' approaches that we have taken have been recognized and appreciated by our customers.

## Retail



We, as MH Enterprises, have developed an unbeatable distribution channel over the past four decades. Having focused on servicing all channels of the FMCG Industries such as hypermarkets, supermarkets, self-service stores, groceries, etc., we have garnered the reach of 5000+ stores across UAE. In order to grow by preserving our core values, we proceed towards our goals of increasing distribution and quality of execution by supporting our team. Our specialized sales, marketing and merchandising teams have contributed greatly which has resulted in great partnerships over the years.

## Chemicals



In order to meet the rising demand for the quality industrial chemicals, MH Enterprises established the Chemicals Division in 1992 as a one-stop sourcing and solutioning. We partnered with Union Carbide, Shell, BP, Solvay, Kemira, Cerestar, Dupont, Nocil, Mitsubishi, and Mitsui – the pioneering manufacturers which witnessed remarkable growth and success since its inception. From offering top quality products, technical support and after-sales service, this division is led by a phenomenal team of Sales Engineers who ensure unparalleled results throughout the processes.





## Our Value



### Excellence

We excel by prioritizing customers, surpassing expectations in every project.



### Passionate

We are fueled by offering a smooth process and a fruitful partnership to our partners.



### Reliability

Consistently, our reliability is key to our delivery, making us trustworthy distributors.



### TogetherNESS

Our unity enhances reliability, ensuring consistent and trusted distribution.





# Introduction to Sustainability Report



MH, headquartered in the UAE, is a leading provider of purchase, importing, warehousing, repacking, and distribution of dry, chilled, and frozen food products. Over the years, we have built a reputation for excellence in supply chain management, operational efficiency, and customer satisfaction. As a responsible corporate citizen, we recognize that business success is closely linked to sustainable practices that create value not only for our organization but also for our employees, customers, suppliers, communities, and the environment. This 2024 Sustainability Report highlights MH's commitment to integrating Environmental, Social, and Governance (ESG) principles into our core business operations.

Our approach to sustainability is holistic, strategic, and embedded in every aspect of our business. We actively engage with our stakeholders to understand their expectations, identify emerging ESG priorities, and incorporate them into our decision-making processes. In 2024, MH conducted comprehensive stakeholder engagement and a materiality assessment, which enabled us to define key ESG focus areas and establish measurable Key Performance Indicators (KPIs) to track our progress. These initiatives ensure that our sustainability strategy is aligned with global best practices, local regulations, and the United Nations Sustainable Development Goals (SDGs).

On the environmental front, MH has implemented measures to reduce our ecological footprint while optimizing operational efficiency. Achieving ISO 14001:2015 certification reinforces our commitment to systematic environmental management. We have invested in renewable energy, including solar power generation, energy-efficient equipment, and LED lighting, which contribute to reduced greenhouse gas emissions. Regular energy and water audits, as well as wastewater, noise, and air quality testing, ensure compliance with environmental regulations and continuous improvement. Additionally, we are transitioning to biodegradable and eco-friendly materials, promoting a circular approach to waste management and packaging.

In terms of social responsibility, MH prioritizes the health, safety, and professional development of our workforce. Throughout 2024, we conducted extensive training programs covering workplace safety, skill development, ESG awareness, diversity and inclusion, ethical practices, and employee well-being. Emergency preparedness drills, including fire, chemical spill, heavy machinery, and explosion response, have strengthened our safety culture and ensured readiness across all operations. Furthermore, internal audits on fair recruitment, promotion, pay equity, working hours, and child labor reinforce our commitment to a fair, respectful, and inclusive workplace.

Governance remains a cornerstone of our sustainability framework. Ethical business practices, anti-corruption measures, responsible procurement, supply chain engagement, and information security are integral to MH's decision-making processes. We maintain transparency in reporting, adhere to regulatory requirements, and strive for continuous improvement in our governance systems.

This Sustainability Report reflects MH's dedication to responsible business practices, transparency, and accountability. It showcases the progress we have made, highlights our achievements, and identifies opportunities for further improvement. Through this report, we reaffirm our commitment to creating long-term value for all stakeholders while advancing a sustainable, safe, and inclusive food distribution ecosystem across the UAE.

This Sustainability Report Is Made In Accordance With GRI Standards.





# Organizational Details



Organizational Details: GRI 2-1

Legal Name : M.H. ENTERPRISES

Nature of ownership and legal form: L.L.C

Countries of operation: UNITED ARAB EMIRATES

## Organizational Boundaries

### M.H. ENTERPRISES LLC GROUP

#### M.H. ENTERPRISES LLC

Plot No, 3680549, 428 Street, Al Quoz Industrial Area 3, P.O. Box 5771, Dubai,  
United Arab Emirates.

#### GROCERS L.L.C

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#### M H E INTERNATIONAL FOOD INDUSTRIES L.L.C

Plot No.597-588, Dubai Investment Park #2, P.O. Box 5771, Dubai,  
United Arab Emirates.

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







# Governance







### **Reporting Practice GRI 2-3**

MH recognizes the importance of accurate and transparent ESG reporting in driving accountability and stakeholder trust. To strengthen this, employees received training on global ESG reporting platforms such as GRI, SASB, CDP, and EcoVadis. The programs focused on data collection, performance measurement, disclosure requirements, and digital reporting tools. By building internal capacity, MH enhanced its ability to track sustainability progress, align with international standards, and respond effectively to stakeholder expectations. These skill development initiatives empower employees to manage ESG data efficiently, improve reporting accuracy, and contribute to continuous improvement in MH's sustainability performance and long-term value creation.

### **Role Of Highest Governance Body In Overseeing ESG Strategy GRI 2-12**

MH's ESG journey is built on the foundation of responsibility, innovation, and long-term value creation. By embedding environmental stewardship, social responsibility, and strong governance into our operations, we are driving meaningful change across our business and value chain. From adopting renewable energy and sustainable packaging to ensuring fair labor practices and ethical supply chain management, MH remains committed to continuous improvement. Through structured stakeholder engagement, materiality assessments, and transparent reporting, we align business goals with global sustainability priorities, empowering our organization to thrive while contributing positively to society and the environment.



MH is deeply committed to building a sustainable future by integrating environmental, social, and governance (ESG) principles into every aspect of our operations. We continuously invest in renewable energy, sustainable packaging, responsible procurement, and ethical labor practices to minimize our environmental footprint and maximize positive social impact. Through stakeholder engagement, transparency, and innovation, we align our business strategy with global sustainability goals. Our focus on continuous improvement ensures resilience, accountability, and long-term value creation. By embedding sustainability into our culture, MH strives to drive meaningful change and contribute to a greener, fairer, and more responsible future.

## Statement On Sustainable Development Strategy GRI 2-22



MH is committed to fostering a sustainable future by embedding ESG principles into our core operations and decision-making. We prioritize renewable energy adoption, eco-friendly packaging, sustainable procurement, and ethical labor practices to reduce our environmental footprint and promote social responsibility. Strong governance frameworks, regular audits, and stakeholder engagement ensure accountability, transparency, and continuous improvement. By collaborating with partners and communities, we extend our ESG values across the supply chain, driving positive change beyond our organization. Through these efforts, MH strengthens resilience, builds trust, and creates long-term value while contributing to global sustainability goals.

MH is dedicated to shaping a sustainable future by integrating ESG principles into all aspects of our business. We focus on reducing environmental impact through renewable energy, eco-friendly packaging, and efficient resource management, while promoting ethical labor practices and workplace inclusion. Our governance framework emphasizes transparency, accountability, and compliance with global standards. By engaging stakeholders and collaborating with supply chain partners, we ensure that sustainability extends beyond our operations. Through continuous improvement and innovation, MH creates long-term value, strengthens resilience, and reaffirms its commitment to driving positive change for people and the planet.



## Policy Commitments GRI 2-23



MH is strongly committed to fostering a sustainable future by embedding ESG principles into every aspect of our operations. We focus on reducing environmental impact through renewable energy adoption, eco-friendly packaging, energy efficiency, and responsible waste management. On the social front, we prioritize fair labor practices, workplace inclusion, employee well-being, and community engagement. Strong governance frameworks, including anti-corruption measures, ethical procurement, and transparent reporting, ensure accountability and integrity. By collaborating with stakeholders and supply chain partners, MH drives positive change beyond its operations, strengthening resilience, creating shared value, and contributing to global sustainability goals for a better future.

## Processes to Remediate Negative Impacts GRI 2-25



MH conducted internal audits across key ESG and governance areas, including energy management, child labour, fair recruitment, fair promotion, pay gap, anti-corruption, Information Security Management Systems (ISMS), water accounting, working hours, and fair wages. These audits were designed to assess compliance with regulatory requirements, company policies, and international standards while identifying opportunities for improvement. The systematic evaluation ensured accountability, transparency, and adherence to ethical practices across operations. Findings from the audits were used to strengthen controls, close performance gaps, and implement corrective actions, fostering continuous improvement and reinforcing MH's commitment to responsible and sustainable business practices.





## Approach to Stakeholder Engagement GRI 2-29



MH conducted structured stakeholder engagement sessions with customers, suppliers, regulators, employees, and community representatives to gain a comprehensive understanding of their expectations and concerns. These sessions provided a platform for open dialogue, fostering transparency and trust while identifying key sustainability and operational priorities. The insights gathered were systematically integrated into our decision-making processes, ensuring that business strategies remain responsive, inclusive, and future-focused. By aligning stakeholder needs with organizational goals, MH strengthened relationships, addressed material ESG issues, and promoted long-term value creation. This proactive approach ensures balanced growth while supporting sustainable development and responsible corporate governance.

## Minimum Wage & Compensation Practices GRI 202-1



MH conducts fair wage audits to ensure that all employees receive equitable and competitive compensation aligned with their roles, responsibilities, and industry standards. These audits review salary structures, benefits, allowances, and incentive programs to identify and correct any disparities. Training and awareness programs for HR teams and management reinforce transparency, compliance, and ethical pay practices. Findings from audits are used to implement adjustments, enhance remuneration policies, and strengthen accountability. By monitoring and maintaining fair wages, MH fosters employee trust, engagement, and satisfaction, while promoting a culture of equity and inclusion, supporting long-term organizational sustainability and responsible human resource management.

## Communication & Training on Anti-Corruption GRI 205-2



MH conducts regular anti-corruption audits to ensure compliance with global ethical standards, legal requirements, and internal policies. These audits assess adherence to anti-bribery regulations, identify potential risks, and evaluate the effectiveness of controls across all business functions. Employees are trained to recognize and report unethical practices, reinforcing a culture of integrity and accountability. Findings from the audits are used to implement corrective actions, strengthen governance frameworks, and continuously improve processes. By proactively monitoring and mitigating corruption risks, MH safeguards stakeholder trust, protects organizational reputation, and reinforces its commitment to ethical business conduct and responsible corporate governance.



### Anti-corruption 205-2

MH firmly believes that ethical practices are the cornerstone of sustainable growth. By upholding integrity, transparency, and accountability across all operations, we ensure that business decisions align with the highest standards of governance. Our policies on anti-corruption, fair competition, ethical procurement, and responsible labor practices reinforce trust with stakeholders while minimizing risks. Regular trainings, audits, and compliance checks strengthen our governance framework and promote a culture of responsibility. By embedding ethics into every aspect of our business, MH not only safeguards long-term resilience but also creates shared value for employees, partners, communities, and the environment.



### Anti-corruption 205-2

MH upholds integrity by conducting comprehensive training on anti-corruption and anti-bribery practices to ensure transparency and ethical conduct across all operations. These programs equip employees with the knowledge to identify risks, avoid conflicts of interest, and comply with global anti-bribery regulations. By fostering a culture of honesty and accountability, MH minimizes exposure to unethical practices and strengthens stakeholder trust. Regular training, monitoring, and compliance checks reinforce our zero-tolerance policy toward corruption. Through these efforts, MH ensures that integrity remains at the core of its business, supporting sustainable growth and responsible corporate governance.



## Communication and Training On Anti-corruption Policies and Procedures GRI 205-2

MH delivered targeted trainings on information security, anti-corruption, fair competition, ethical procurement, sustainable supply chain practices, and ESG awareness to build a strong governance culture. These programs equipped employees with the knowledge and skills to uphold integrity, transparency, and compliance in daily operations. By raising awareness of ethical standards and sustainable practices, the trainings enhanced accountability, reduced risks of misconduct, and promoted responsible decision-making. The initiatives also reinforced stakeholder trust by ensuring that governance principles are embedded across all functions. Collectively, these efforts strengthened MH's organizational culture, supporting long-term resilience, ethical growth, and sustainability integration.



## Anti-competitive Behavior 206-1

MH is committed to fostering fair competition as a vital component of our ESG framework. We ensure that all business practices are conducted with integrity, transparency, and compliance with competition laws and regulations. Employees are trained to recognize and prevent anti-competitive behavior, ensuring equal opportunities for all market participants. By upholding ethical procurement, accountability, and responsible partnerships, MH promotes a level playing field that benefits customers, suppliers, and communities alike. This commitment not only reduces risks but also builds stakeholder trust, reinforces strong governance, and supports long-term sustainable growth aligned with global ESG principles.



## Process and Determination Of Material Topics GRI 3-1

MH undertook a comprehensive materiality assessment to identify the most relevant ESG topics that significantly impact both our business and stakeholders. This process involved evaluating internal priorities, industry trends, stakeholder feedback, and global sustainability standards. The assessment enabled us to focus on issues most critical to long-term resilience and value creation. Based on the findings, clear Key Performance Indicators (KPIs) were defined to systematically monitor progress, measure outcomes, and drive continuous improvement. These KPIs provide accountability and transparency, ensuring that ESG considerations are embedded into our operations, governance, and strategy, strengthening MH's sustainable growth journey.





# List Of Material Topics

## GRI : 3-2



### Environmental Topics

- Energy consumption and efficiency
- Refrigerant management and emissions
- Food waste reduction and management
- Water consumption and conservation
- GHG emissions from transportation and logistics
- Packaging waste and sustainable packaging
- Waste segregation and disposal compliance
- Cold chain energy optimization
- Sustainable sourcing of food products
- Climate change risk and resilience



### Social Topics

- Occupational health and safety
- Fair wages and working conditions
- Ethical recruitment and labor rights
- Diversity, equity, and inclusion
- Employee training and capacity building
- Human rights in supply chain
- Prevention of child and forced labor
- Food safety and hygiene standards
- Anti-harassment and grievance mechanisms
- Worker welfare in warehousing and logistics



### Governance Topics

- Anti-Corruption and Bribery Prevention
- Supply Chain Transparency and Ethical Sourcing
- Regulatory Compliance and Legal Obligations
- Food Safety Governance and Quality Standards
- Risk Management and Internal Controls
- Data Protection and Cyber security
- ESG Oversight and Accountability
- Whistleblower Protection and Ethics Hotline
- Board Diversity and Independence
- Procurement Governance and Fair Bidding
- Practices



# Compliance With Laws And Regulations

## GRI 2-27

MH proudly achieved ISO 14001:2015 certification, reinforcing our commitment to systematic environmental management and sustainable business practices. This globally recognized standard underscores our dedication to minimizing environmental impacts, enhancing resource efficiency, and ensuring compliance with all relevant regulations. Through ISO 14001:2015, we have implemented structured processes for monitoring energy and water consumption, waste management, and emissions, while continuously identifying opportunities for improvement. The certification demonstrates MH's proactive approach to environmental stewardship and accountability, strengthening stakeholder confidence and positioning our operations toward long-term sustainability in the purchase, warehousing, repacking, and distribution of dry, chilled, and frozen food products across the UAE.







# Compliance With Laws And Regulations

## GRI 2-27

MH achieved ISO 45001:2018 certification, demonstrating our unwavering commitment to occupational health and safety across all operations. This internationally recognized standard reinforces our proactive approach to preventing workplace injuries, promoting employee well-being, and fostering a safe working environment in our warehouses, repacking units, and distribution processes. Through ISO 45001:2018, we have implemented systematic risk assessments, emergency preparedness drills, safety training programs, and continuous monitoring of health and safety performance. The certification reflects MH’s dedication to protecting our workforce, ensuring regulatory compliance, and embedding a culture of safety and accountability throughout our operations in the UAE.







MH delivered targeted trainings on information security, anti-corruption, fair competition, ethical procurement, sustainable supply chain practices, and ESG awareness to build a strong governance culture. These programs equipped employees with the knowledge and skills to uphold integrity, transparency, and compliance in daily operations. By raising awareness of ethical standards and sustainable practices, the trainings enhanced accountability, reduced risks of misconduct, and promoted responsible decision-making. The initiatives also reinforced stakeholder trust by ensuring that governance principles are embedded across all functions. Collectively, these efforts strengthened MH's organizational culture, supporting long-term resilience, ethical growth, and sustainability integration.

**Communication and  
Training On Anti-  
corruption Policies and  
Procedures  
GRI 205-2**





### Number of confirmed corruption incidents

At MH UAE, we maintain a strict zero-tolerance policy toward bribery and corruption. In 2024, we proudly recorded zero confirmed corruption incidents, demonstrating the effectiveness of our governance framework, ethics policies, and employee training programs. Our operations are guided by strong internal controls, whistleblowing mechanisms, and transparent business practices. This performance reinforces stakeholder confidence and reflects our ongoing commitment to integrity in all transactions. By ensuring robust compliance monitoring, we safeguard the company's reputation and contribute to fair market practices. We will continue to strengthen awareness and preventive mechanisms to maintain this strong record.

### Percentage of risky trading partners covered by a due diligence process on corruption or information security

MH UAE recognizes the importance of assessing and managing risks related to corruption and information security across its supply chain and trading relationships. In 2024, 90 % of identified risky trading partners were covered by formal due diligence processes, including background checks, compliance screenings, and information security reviews. This initiative helps mitigate exposure to unethical practices, fraud, or data breaches. While this represents a strong starting point, our goal is to progressively increase due diligence coverage toward 100% of risky partners. Strengthening this process ensures transparency, minimizes business risks, and enhances long-term trust with stakeholders.

### Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees

At MH UAE, we are committed to fair and transparent compensation practices that support equity across the workforce. In 2024, the ratio of the annual total compensation of the highest-paid individual to the median annual total compensation of all employees was 0.8. This ratio reflects a balanced pay structure, demonstrating that senior leadership compensation remains closely aligned with that of the broader workforce. Maintaining equitable pay practices reinforces trust, promotes employee satisfaction, and ensures consistency with our ESG values. We will continue to monitor and review compensation policies to ensure fairness, competitiveness, and inclusivity.



**Number of reports related to whistleblower procedure**

At MH UAE, we uphold the highest standards of integrity, accountability, and transparency. In 2024, the company recorded zero reports related to the whistleblower procedure, indicating strong compliance with ethical business practices and a culture of openness. Our whistleblower mechanism provides employees, suppliers, and stakeholders with a confidential and secure channel to raise concerns about misconduct, corruption, or violations of company policy. While no cases were reported, MH remains committed to strengthening awareness of this mechanism, ensuring protection against retaliation, and fostering a workplace built on trust and ethical responsibility.

**Percentage of employees trained on business ethics**

At MH UAE, ethical conduct is the foundation of our business practices and stakeholder relationships. In 2024, 100% of employees successfully completed training on business ethics, covering topics such as anti-bribery, anti-corruption, conflict of interest, responsible sourcing, and compliance with international regulations. This ensures that our workforce understands and upholds the highest standards of integrity in every aspect of operations. Regular awareness sessions, policy refreshers, and case-based learning are conducted to reinforce accountability. By fostering a culture of ethics, MH safeguards its reputation, minimizes risks, and ensures transparent, responsible, and sustainable growth.





# ESG PERFORMANCE DATA



Number of confirmed corruption incidents (Number of Incidents of confirmed corruption cases)

0 No's

GRI 205-3



Percentage of risky trading partners covered by a due diligence process on corruption or information security

90 %

GRI 205-2



Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees (Ratio= Median Annual Total Compensation of All Employees Annual Total Compensation of Highest Paid Individual )

0.8 Ratio

GRI 2-21



# ESG PERFORMANCE DATA

A red circular icon containing a black silhouette of a person's head in profile, with a speech bubble or sound wave emanating from the mouth, symbolizing reporting or whistleblowing.

Number of reports related to whistleblower procedure

0 No's

GRI 205

A red circular icon containing a black line-art illustration of two hands holding up three stylized human figures, representing employee training or support.

Percentage of employees trained on business ethics

100 %

GRI 205-2



# Environment







## Use Of Biodegradable / Eco-friendly Materials GRI 301-2



MH has adopted biodegradable and eco-friendly materials to minimize environmental impact and support a circular economy. Packaging, storage, and operational materials are carefully selected to reduce waste, promote recyclability, and lower carbon footprint. Employees and suppliers are trained on sustainable material handling, disposal practices, and proper segregation to ensure effective environmental management. These initiatives contribute to resource conservation, reduced landfill dependency, and enhanced sustainability across the supply chain. By prioritizing eco-friendly materials, MH demonstrates its commitment to environmental stewardship, innovation, and responsible business practices, reinforcing its broader ESG strategy and long-term sustainable growth objectives.

## Recycled Input Materials GRI 301-2



MH adopted biodegradable and eco-friendly packaging materials as part of its commitment to reducing environmental footprint and advancing a circular economy. By replacing conventional packaging with sustainable alternatives, we minimized plastic waste, reduced landfill pressure, and supported responsible resource use. This initiative not only helped lower carbon emissions but also encouraged recycling and reuse within our value chain. The transition to green packaging demonstrates MH's proactive approach to sustainable product stewardship, aligning with global environmental goals and stakeholder expectations. Through these actions, we reinforced our role in promoting circular material flows and building a more sustainable future.



### Materials GRI 301-3

MH emphasizes efficient storage and handling practices to minimize food spoilage and waste across its operations. By implementing advanced cold chain systems, real-time monitoring, and optimized warehouse management, we maintain ideal conditions for product quality and safety. Employees are trained in proper handling techniques, ensuring adherence to hygiene and safety standards at every stage of the supply chain. These efforts not only reduce product losses but also improve resource efficiency and cost-effectiveness. Through continuous improvement and innovation, MH promotes sustainable food distribution, aligning with global goals to reduce waste and support responsible consumption and production.



### Energy GRI 302

MH is committed to reducing energy use and minimizing carbon emissions across its food logistics operations. By investing in energy-efficient vehicles, optimizing delivery routes, and adopting cold chain technologies with lower energy demand, we ensure sustainable distribution practices. Renewable energy integration, efficient warehouse management, and the use of eco-friendly packaging further reduce our environmental footprint. Continuous monitoring and innovation help identify opportunities for energy savings while maintaining product quality and safety. Through these initiatives, MH promotes greener logistics, aligning with global climate goals, enhancing operational efficiency, and contributing to a more sustainable and responsible food supply chain.



### Energy Efficiency GRI 302

MH is dedicated to optimising cold chain logistics to ensure sustainable and efficient food distribution. By investing in advanced refrigeration systems, energy-efficient equipment, and real-time monitoring technologies, we reduce energy consumption while maintaining product safety and quality. Route optimisation and smart warehousing further enhance efficiency, lowering fuel usage and carbon emissions. We also adopt best practices in temperature control and storage to minimize food loss and waste. These measures not only improve operational resilience but also align with global sustainability goals, reinforcing MH's commitment to responsible food distribution that balances efficiency, environmental stewardship, and customer satisfaction.



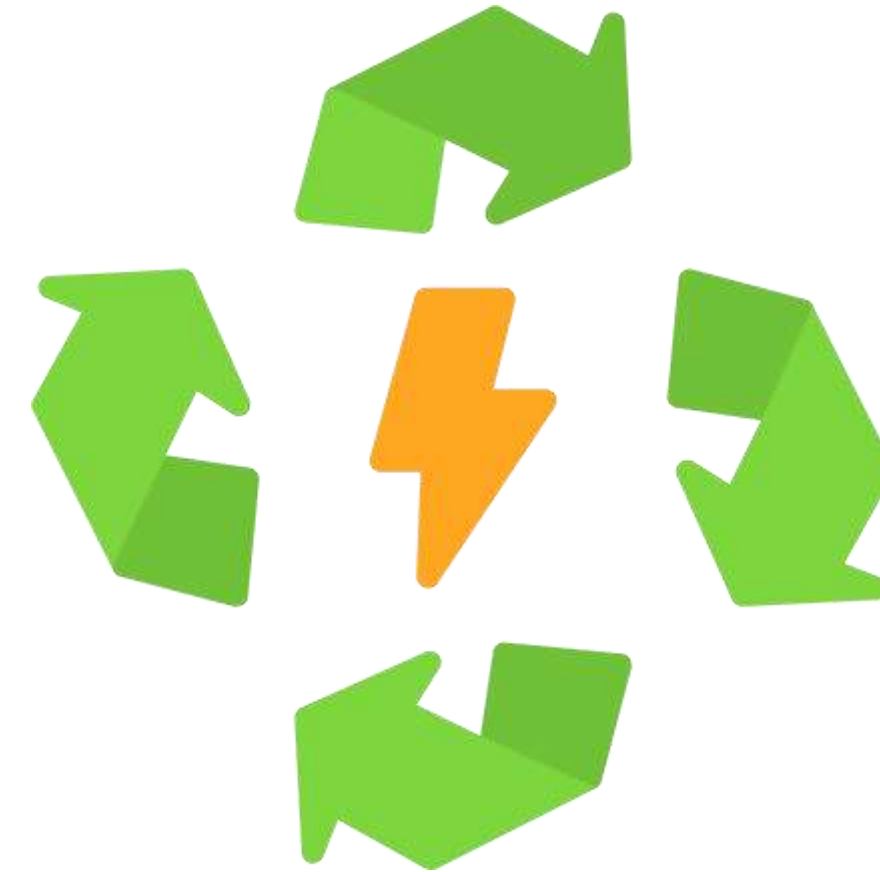


## Energy Consumption Within the Organization GRI 302-1



MH conducts regular energy audits to monitor, evaluate, and optimize energy consumption across its operations. These audits assess electricity use, fuel efficiency, refrigeration systems, lighting, and other energy-intensive processes to identify opportunities for savings and efficiency improvements. Recommendations from audits include adopting energy-efficient equipment, renewable energy integration, and process optimization. Employees are trained on energy conservation practices to support sustainable operations. By systematically analyzing energy performance and implementing corrective actions, MH reduces operational costs, minimizes greenhouse gas emissions, and strengthens environmental stewardship, reinforcing its commitment to sustainability, operational efficiency, and long-term resilience.

MH closely monitors energy consumption across its operations, including warehouses, cold chain logistics, and distribution activities. Energy usage from electricity, fuel, and other sources is recorded to assess efficiency and identify reduction opportunities. The company has adopted renewable energy through solar installations, energy-efficient equipment, and LED lighting to reduce reliance on fossil fuels. Regular audits and performance reviews ensure transparency and compliance with global standards. By measuring and managing energy consumption, MH reduces operational costs, lowers GHG emissions, and aligns with sustainability goals, reinforcing its commitment to environmental responsibility and long-term energy efficiency.







### **Renewable Energy Generation GRI 302-1**

MH invested in energy-efficient equipment and deployed LED lighting across operations to optimize energy consumption and reduce environmental impact. These measures significantly lowered electricity usage, contributing to cost savings and reduced greenhouse gas (GHG) emissions. The transition to modern, energy-efficient technologies also enhanced workplace efficiency, reliability, and sustainability. By adopting these practices, MH demonstrated its commitment to resource conservation, responsible energy management, and alignment with global climate goals. This proactive approach not only supports operational excellence but also strengthens our environmental performance, ensuring long-term resilience while minimizing the ecological footprint of our business activities.



### **Energy-Efficient Equipment & LED Lighting GRI 302-4**

MH has adopted energy-efficient equipment and LED lighting across its operations to optimize energy consumption and reduce environmental impact. Upgrading to modern, low-energy machinery and lighting systems enhances operational efficiency while lowering electricity usage and greenhouse gas emissions. Employees are trained to operate equipment responsibly and follow energy conservation practices. Regular monitoring and maintenance ensure sustained performance and maximum efficiency. These initiatives support cost savings, environmental stewardship, and alignment with sustainability goals. By integrating energy-efficient technologies, MH demonstrates its commitment to reducing carbon footprint, promoting resource efficiency, and fostering a culture of sustainable and responsible operations.



### **Reduction Of Energy Consumption GRI 302-4**

MH actively invests in renewable energy generation to reduce dependence on fossil fuels and lower greenhouse gas emissions. Solar installations and other clean energy technologies are integrated into operations, powering warehouses, logistics, and office facilities sustainably. Energy management systems monitor production and consumption, optimizing efficiency and minimizing waste. By adopting renewable sources, MH not only reduces its environmental footprint but also achieves long-term operational cost savings. These initiatives demonstrate our commitment to climate action, sustainable resource use, and innovation. Renewable energy generation reinforces MH's dedication to environmental stewardship, resilience, and responsible business practices aligned with global sustainability goals.



**Water Withdrawal by Source**  
**GRI 303-1**



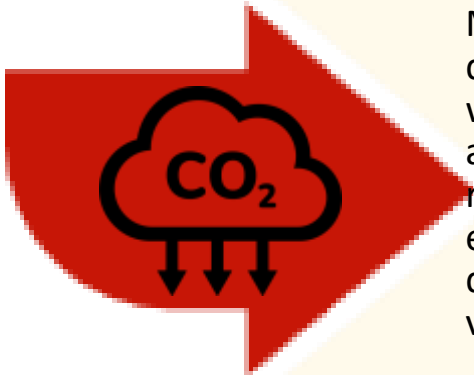
MH conducts water accounting audits to monitor and manage water usage across its operations, ensuring sustainable consumption and compliance with environmental regulations. These audits assess water sources, consumption patterns, recycling practices, and wastewater management to identify opportunities for conservation and efficiency improvements. Employees are trained on responsible water use, leak prevention, and reporting protocols to support organizational sustainability goals. Findings from audits guide the implementation of corrective measures, process optimizations, and awareness initiatives. By systematically tracking and managing water resources, MH minimizes environmental impact, reduces operational costs, and reinforces its commitment to responsible water stewardship and long-term sustainability.

**Wastewater, Noise, and Air Pollution Testing**  
**GRI 303-5**



MH conducts regular wastewater, noise, and air pollution testing to ensure compliance with environmental regulations and maintain operational sustainability. Water discharge is analyzed for contaminants, while air emissions and noise levels are monitored to prevent environmental and community impact. Data from these tests guide corrective measures, process improvements, and pollution control strategies. Employees are trained on reporting protocols, preventive maintenance, and operational practices to minimize pollution. By systematically monitoring environmental parameters, MH reduces ecological footprint, safeguards public health, and demonstrates its commitment to responsible operations, regulatory compliance, and long-term environmental stewardship aligned with ESG goals.

**Emissions**  
**GRI 305**

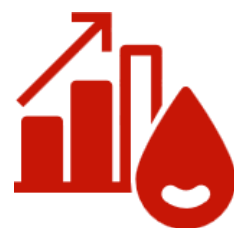


MH integrates sustainability into its cold chain operations as part of its ESG commitment to responsible food distribution. We invest in energy-efficient refrigeration systems, eco-friendly refrigerants, and optimized warehouse management to reduce environmental impact. Advanced monitoring technologies ensure temperature accuracy, minimizing food loss and maintaining safety standards. By adopting renewable energy solutions and route optimization, we further cut fuel use and greenhouse gas emissions. These practices not only enhance efficiency and resilience but also align with global climate goals. Through a sustainable cold chain, MH demonstrates its dedication to environmental stewardship, operational excellence, and long-term stakeholder value.

**Solar Installation for GHG Reduction**  
**GRI 305-5**



MH has implemented solar installations to generate clean, renewable energy, significantly reducing reliance on fossil fuels and lowering greenhouse gas (GHG) emissions. These solar systems power warehouses, offices, and cold chain operations, enhancing energy efficiency and sustainability across the organization. Continuous monitoring ensures optimal performance and maximum energy capture. By integrating solar energy, MH decreases its carbon footprint, reduces operational costs, and aligns with global climate action goals. This initiative demonstrates our proactive approach to environmental stewardship, responsible resource management, and innovation, reinforcing MH's commitment to sustainable operations and long-term positive impact on the environment.



### Water Consumption GRI 303-5

MH conducts water accounting audits to monitor and manage water usage across its operations, ensuring sustainable consumption and compliance with environmental regulations. These audits assess water sources, consumption patterns, recycling practices, and wastewater management to identify opportunities for conservation and efficiency improvements. Employees are trained on responsible water use, leak prevention, and reporting protocols to support organizational sustainability goals. Findings from audits guide the implementation of corrective measures, process optimizations, and awareness initiatives. By systematically tracking and managing water resources, MH minimizes environmental impact, reduces operational costs, and reinforces its commitment to responsible water stewardship and long-term sustainability.



### Reduction Of GHG Emissions GRI 305-5

MH actively implements measures to reduce greenhouse gas (GHG) emissions across its operations. Initiatives include the use of renewable energy through solar power, adoption of energy-efficient equipment, and deployment of LED lighting systems. Optimized cold chain logistics and improved fuel management practices further contribute to lowering emissions. Regular monitoring and reporting of carbon footprint ensure transparency and continuous improvement. Employee awareness programs and supplier engagement also play a vital role in achieving emission reduction targets. Through these actions, MH demonstrates its strong commitment to climate responsibility, aligning with global sustainability standards and long-term ESG objectives.



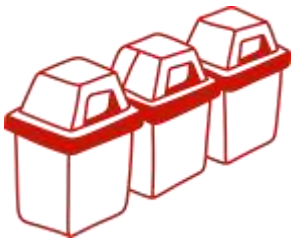
### Management Of Significant Waste- related Impacts GRI 306-2

MH implements rigorous training and protocols to ensure the safe handling and containment of chemical spills, minimizing risks to employees, communities, and the environment. Employees are educated on identifying hazardous substances, using personal protective equipment (PPE), and following standard operating procedures for containment and cleanup. Emergency response drills simulate spill scenarios, reinforcing proper actions, communication, and coordination. Waste generated from spills is safely collected, treated, or disposed of according to regulatory requirements. By emphasizing prevention, rapid response, and environmental protection, MH reduces contamination risks, promotes workplace safety, and demonstrates its commitment to responsible chemical management and sustainable operational practices.





### Waste Generated GRI 306-3



MH ensured proper management of hazardous waste by implementing strict procedures for labeling, sorting, and safe handling in compliance with environmental and safety regulations. To strengthen preparedness, emergency mock drills were conducted covering fire incidents, chemical spills, machinery-related accidents, and explosion response. These drills enhanced employee awareness, readiness, and response capabilities, minimizing potential risks to people, property, and the environment. By combining safe waste management with proactive emergency preparedness, MH reinforced its commitment to occupational health, safety, and environmental protection, ensuring compliance, operational resilience, and a culture of continuous improvement in workplace safety practices.

### Environmental Compliance GRI 307



MH conducted regular testing of wastewater, noise, and air pollution to ensure compliance with applicable environmental regulations and international standards. These assessments helped monitor operational impacts, identify potential risks, and implement corrective actions where required. By maintaining strict control over emissions, effluents, and noise levels, MH safeguarded environmental quality while protecting community health and well-being. The proactive monitoring process also reinforced transparency, accountability, and continuous improvement in environmental management. Through these efforts, MH demonstrated its commitment to minimizing ecological impacts, supporting regulatory compliance, and contributing to a cleaner, safer, and more sustainable operating environment.



## Supplier Environmental Assessment GRI 308



At MH UAE, procurement practices are closely aligned with our ESG commitments to ensure responsible and sustainable growth. We integrate environmental, social, and governance considerations into supplier selection, evaluation, and ongoing partnerships. Emphasis is placed on ethical sourcing, fair competition, labor rights, and minimizing environmental impacts throughout the supply chain. Suppliers are encouraged to adopt sustainable practices and comply with global standards, fostering accountability and transparency. By embedding ESG into procurement, MH not only reduces risks but also drives positive change across the value chain, supporting resilience, stakeholder trust, and long-term sustainable business performance.

MH actively engaged with supply chain parztners to promote sustainable procurement, fair competition, and ethical business practices, ensuring ESG values extend beyond our direct operations. Through regular assessments, dialogue, and collaboration, suppliers were encouraged to align with responsible sourcing standards, transparency, and compliance requirements. Training and awareness programs supported capacity-building within the supply chain, driving continuous improvement and accountability. This engagement not only minimized environmental and social risks but also fostered trust, resilience, and long-term partnerships. By cascading ESG principles across the value chain, MH reinforced its commitment to responsible growth and sustainable business ecosystems.

## Sustainable Procurement at MH GRI 308



MH embraces sustainable procurement as a key driver of responsible growth and ESG integration. Our approach ensures that purchasing decisions go beyond cost and quality, incorporating ethical, social, and environmental considerations. We collaborate with suppliers who uphold fair labor practices, transparency, and compliance with international sustainability standards. Priority is given to eco-friendly materials, resource-efficient products, and processes that reduce environmental impact. Regular supplier assessments and capacity-building initiatives further strengthen accountability across the value chain. By embedding sustainability into procurement, MH promotes resilience, fosters ethical partnerships, and contributes to long-term value creation for stakeholders and communities.

MH advances ESG in procurement by embedding sustainability, ethics, and governance principles into every stage of the sourcing process. Our procurement framework emphasizes responsible supplier selection, fair competition, and compliance with labor and environmental standards. We prioritize partnerships with vendors who demonstrate commitment to reducing environmental impact, adopting ethical practices, and supporting social well-being. Regular audits, training, and supplier engagement ensure accountability and continuous improvement. By integrating ESG considerations, MH strengthens resilience, mitigates risks, and drives positive change across its value chain, reinforcing our commitment to sustainable growth and responsible business practices.

MH is committed to driving sustainable procurement by embedding ESG principles into all sourcing and supplier management practices. Our approach prioritizes ethical conduct, fair labor practices, and environmental responsibility throughout the supply chain. We work closely with suppliers to promote transparency, resource efficiency, and compliance with global sustainability standards. Emphasis is placed on selecting eco-friendly materials, reducing carbon footprint, and fostering circular economy practices. Through regular audits, capacity-building initiatives, and stakeholder engagement, MH ensures continuous improvement. By integrating sustainability into procurement, we create long-term value, strengthen partnerships, and support our journey toward responsible growth.

MH is dedicated to empowering its supply chain by fostering sustainable, ethical, and transparent practices that extend beyond our operations. We collaborate with suppliers to integrate ESG principles, emphasizing fair labor, responsible sourcing, and environmental stewardship. Through regular assessments, training, and engagement, we build supplier capacity to meet global sustainability standards while encouraging innovation in resource efficiency and circular practices. By cascading ESG values across the value chain, MH strengthens resilience, reduces risks, and creates shared value. This collaborative approach ensures long-term partnerships that contribute to a sustainable future for businesses, communities, and the environment.

MH is advancing ESG across its supply chain by embedding ethical, social, and environmental standards into supplier relationships and procurement processes. We prioritize partnerships with vendors who uphold fair labor practices, transparency, and environmental responsibility. Regular monitoring, audits, and training programs are conducted to ensure compliance and continuous improvement. By promoting sustainable sourcing, reducing carbon footprint, and encouraging circular economy practices, we extend our ESG commitments beyond internal operations. This approach not only minimizes risks but also strengthens resilience, builds trust with stakeholders, and drives collective progress toward a more sustainable and responsible future.







## Air pollution

At MH UAE, we prioritize clean air and responsible operations in line with our ESG commitments. During 2024, we achieved an Air Quality Index (AQI) of 37, which falls under the Good category, indicating negligible impact from our warehousing, repacking, and distribution activities. This success was driven by adopting fuel-efficient vehicles, optimizing delivery routes, maintaining refrigeration systems, and monitoring indoor warehouse air quality. Our achievement demonstrates strong progress in minimizing air pollution. Looking ahead, we plan to integrate electric vehicles, expand renewable energy use in warehouses, and continue transparent annual AQI reporting.

## Percentage of operational sites with an environmental certification, such as ISO 14001, EMAS, ISO 50001

MH UAE takes pride in achieving 100% certification of operational sites under recognized environmental standards, including ISO 14001, ISO 50001, and EMAS equivalents. This milestone demonstrates our full compliance with global benchmarks for environmental management systems, energy efficiency, and sustainable operations. Certified facilities enable us to systematically monitor, control, and reduce environmental impacts across warehousing, repacking, and distribution activities. Achieving complete certification not only strengthens our environmental governance but also reinforces stakeholder trust. We remain committed to continuous improvement, ensuring that our operations set an example of excellence in environmental responsibility and operational sustainability.

## Materials, chemicals, and waste

At MH UAE, we are committed to responsible waste management as part of our ESG agenda. In 2024, our operations generated 58,472.36 liters of waste sent to landfill, primarily from packaging residues, repacking activities, and warehouse operations. While this represents a significant volume, we are actively implementing waste reduction measures, including improved sorting, recycling initiatives, and adoption of eco-friendly packaging materials. Our long-term goal is to steadily reduce landfill disposal by increasing recovery and recycling rates across sites. This KPI highlights both our current baseline and our commitment to continuous improvement in circular waste practices.



### Percentage of operational sites assessed on specific environmental risks

At MH UAE, we recognize that proactive environmental risk management is essential for sustainable operations. In 2024, 100 % of our operational sites were formally assessed for specific environmental risks, including energy use, waste generation, emissions, and potential climate-related impacts. These assessments help us identify site-specific vulnerabilities, develop mitigation measures, and strengthen compliance with environmental regulations. While this represents an important starting point, our long-term goal is to extend risk assessments to 100% of sites, ensuring consistent environmental responsibility across all operations. This KPI reflects both our current progress and our commitment to continuous improvement.

### Environmental services and advocacy

At MH UAE, we view environmental stewardship as a responsibility that extends beyond our operations. In 2024, we recorded 5 activities in environmental services and advocacy, which highlights an opportunity for growth in external engagement. While our current focus has been on strengthening internal environmental performance, we recognize the importance of actively contributing to community awareness, environmental partnerships, and advocacy initiatives. Moving forward, we aim to participate in collaborative campaigns, industry forums, and awareness drives to expand our impact. This KPI sets a baseline for future action in environmental advocacy.

### Biodiversity

At MH UAE, we recognize the importance of preserving biodiversity and promoting green spaces as part of our environmental stewardship. In 2024, 15% of our operational land area was maintained as green landscape, supporting ecological balance, enhancing air quality, and contributing to natural habitat preservation. These green spaces not only improve the environmental footprint of our facilities but also create healthier surroundings for employees and nearby communities. Moving forward, we aim to expand green coverage by introducing additional landscaping, native plant species, and biodiversity-friendly practices to further strengthen our contribution to environmental sustainability.



### Percentage of palm and palm-based products traceable to plantation

At MH UAE, we recognize the environmental and social challenges linked to palm-based products. In 2024, 35% of our palm and palm-based products were traceable to the plantation level, ensuring visibility into sourcing practices. Traceability allows us to address risks such as deforestation, biodiversity loss, and labor rights violations. While this is a significant step, we are committed to expanding traceability coverage across all palm-based supply chains in the coming years. This KPI highlights both progress made and our long-term dedication to responsible sourcing.

### Percentage of certified palm and palm-based products

MH UAE is committed to supporting responsible palm oil production. In 2024, 12% of palm and palm-based products were certified under recognized sustainability standards, such as RSPO. Certification ensures compliance with environmental stewardship, social responsibility, and ethical labor practices. While this represents an important starting point, our goal is to steadily increase the proportion of certified palm-based products, reducing environmental and social risks in our supply chain. By promoting certified sourcing, we contribute to global efforts to make palm production more sustainable and transparent.

### Energy consumption and GHGs

At MH UAE, efficient energy use is central to our ESG strategy. In 2024, our total energy consumption reached 3,096,000 kWh, driven mainly by warehousing, repacking, and cold-chain distribution operations. We are committed to reducing this footprint through energy-efficient technologies, optimized logistics, and renewable energy integration. Energy audits and smart systems help us track and minimize usage while maintaining operational efficiency. Reducing consumption directly supports our climate goals and cost savings. This KPI establishes a baseline for targeted energy reduction initiatives in the coming years.





### Total gross Scope 1 GHG emissions

In 2024, MH UAE recorded gross Scope 1 emissions of 4,771.242 MTCO<sub>2</sub>e, mainly from fuel combustion in logistics and refrigeration. We have established a clear reduction target to gradually lower these emissions through cleaner fuels, adoption of energy-efficient vehicles, and investments in electrification. Transitioning to lower-carbon solutions is critical to meeting long-term climate goals. Monitoring Scope 1 emissions helps us address direct operational impacts while building accountability into our value chain.

### Total gross Scope 2 GHG emissions

Our operations in 2024 generated 1,038.819 MTCO<sub>2</sub>e of Scope 2 emissions, resulting from purchased electricity consumption. By expanding renewable energy sourcing and improving warehouse energy efficiency, MH UAE is working toward progressive reductions in Scope 2 impacts. Smart lighting systems, efficient refrigeration, and solar installations are key levers for this reduction. Setting reduction targets strengthens accountability and ensures alignment with UAE's clean energy transition.

### Total gross Scope 3 GHG emissions

In 2024, MH UAE's total gross Scope 3 emissions amounted to 2,100,607.389 MTCO<sub>2</sub>e, reflecting upstream and downstream value chain activities. These emissions represent the largest share of our climate footprint. We have committed to reduction targets by engaging suppliers, promoting sustainable sourcing, and optimizing logistics. Managing Scope 3 is complex but vital, and we aim to enhance transparency through detailed reporting and collaboration with partners.



### Total gross Scope 3 Downstream GHG emissions

In 2024, MH UAE's downstream activities, including logistics, product use, and distribution, accounted for 1,365,394.8 MTCO<sub>2</sub>e. To mitigate this impact, we are advancing multiple strategies such as route optimization to minimize unnecessary mileage, adoption of low-emission transport fleets, and greater reliance on energy-efficient cold storage systems. Additionally, we are engaging with customers and partners to reduce lifecycle emissions through collaborative initiatives, including shared responsibility programs and awareness on sustainable consumption. These actions are not only reducing operational costs but also aligning our value chain with long-term climate goals, demonstrating our commitment to responsible and sustainable distribution.

### Total gross Scope 3 Upstream GHG emissions

Upstream supply chain activities in 2024 generated 735,212.589 MTCO<sub>2</sub>e. MH UAE recognizes the critical role suppliers play in reducing indirect emissions and has implemented measures to drive change across the network. We actively encourage suppliers to adopt sustainable practices, including energy efficiency, waste minimization, and renewable energy adoption. ESG assessments are being integrated into procurement processes, ensuring suppliers are evaluated on their environmental and social performance. Furthermore, we are supporting renewable transitions by prioritizing partnerships with low-carbon suppliers. These initiatives strengthen our supply chain resilience while ensuring that our sustainability vision extends beyond operations into every product sourced.

### Total energy consumption

At MH UAE, energy efficiency is a core element of our environmental strategy. In 2024, our operations consumed 3,096,000 kWh of energy, primarily from warehousing, repacking, and cold-chain distribution. Reducing this footprint is a key priority, and we are implementing initiatives such as energy-efficient equipment, warehouse insulation improvements, and optimized logistics to lower consumption. This baseline helps us track progress toward measurable reduction targets. By reducing energy use, we not only cut operational costs but also contribute to lowering our GHG emissions and supporting UAE's national energy efficiency objectives.



### Total renewable energy consumption

In 2024, MH UAE consumed 9,288.02 kWh of renewable energy, marking a significant step toward diversifying our energy mix. Renewable sourcing, particularly through solar installations, reflects our commitment to clean energy transition. This investment reduces reliance on fossil fuels and demonstrates our contribution to climate resilience. Expanding renewable capacity is an ongoing priority, with plans to integrate solar generation at more sites and increase green procurement. This achievement highlights how sustainability and operational excellence go hand in hand by reducing both costs and environmental impact.

### Percentage of total energy consumption from renewable sources

In 2024, 30% of MH UAE's total energy consumption came from renewable sources, showcasing our progress toward sustainable operations. Achieving nearly one-third renewable integration demonstrates strong alignment with UAE's clean energy transition goals. This milestone reflects both infrastructure investment and a clear commitment to decarbonization. Our next step is to steadily increase this percentage by adopting more renewable energy technologies across warehouses and logistics facilities. Growing our renewable share reduces overall GHG emissions while strengthening business resilience against fluctuating fossil fuel costs.

### Total weight of hazardous waste

In 2024, MH UAE generated 12.478 tons of hazardous waste, primarily from machinery maintenance, packaging residues, and cold storage operations. We are committed to reducing this footprint through substitution of harmful materials, improved storage, and responsible disposal in compliance with UAE regulations. Continuous monitoring ensures that hazardous substances are managed safely to protect employees, communities, and the environment. Future strategies include introducing alternative, less toxic inputs and expanding staff training on safe handling and disposal. This proactive approach supports both operational efficiency and sustainability goals.





### Total weight of non-hazardous waste

During 2024, MH UAE generated 245.372 tons of non-hazardous waste, including packaging materials, organic residues, and general operational waste. Our goal is to systematically reduce non-hazardous waste through improved repacking practices, recycling partnerships, and optimized packaging design. We are actively engaging suppliers to adopt more eco-friendly packaging and working with local recyclers to ensure maximum recovery. By reducing non-hazardous waste volumes, we aim to minimize landfill dependency, reduce operational costs, and support circular economy practices across our supply chain.

### Total weight of waste recovered

In 2024, MH UAE successfully recovered 196.2976 tons of waste, diverting a substantial portion from landfill disposal. This recovery was achieved through recycling initiatives, material segregation, and collaboration with certified waste management partners. By prioritizing recovery, we contribute to resource efficiency and circular economy objectives. We aim to further enhance recovery rates by integrating advanced sorting systems and promoting reuse across our operations. These efforts directly support UAE's vision for sustainable resource management while reducing environmental impact and creating long-term value.

### Percentage of total waste from company operations diverted from landfills

In 2024, 100 % of total waste generated by MH UAE was diverted from landfills through recycling, recovery, and reuse initiatives. This milestone reflects our commitment to sustainable waste management and circular economy principles. Effective segregation at source, strong partnerships with recyclers, and employee awareness campaigns have been critical to this success. While progress is encouraging, we continue to target higher diversion rates by investing in waste reduction technologies and supplier collaboration. Our ambition is to significantly increase this percentage, aligning with national waste diversion and zero-landfill goals.



## Water

At MH UAE, responsible water management is a key part of our sustainability approach, especially given the region's water-scarce environment. In 2024, our total water consumption was 33,649.4 cubic meters, covering operational use across warehousing, repacking, and distribution facilities. We continuously monitor usage to identify reduction opportunities, focusing on leak prevention, efficiency upgrades, and employee awareness campaigns. Additionally, water-saving technologies are being introduced in facility operations and landscaping to minimize wastage. By implementing these measures, MH is committed to conserving this critical resource while supporting UAE's national water security and sustainable development goals.

## Total weight of waste recovered

At MH, energy efficiency is a key pillar of our environmental management strategy. During the reporting period, 100% of our facilities were equipped with automated energy monitoring systems, allowing real-time tracking of electricity and fuel consumption. This comprehensive coverage enables proactive identification of inefficiencies, informed decision-making, and timely corrective actions to reduce energy use and associated greenhouse gas emissions. By integrating automated monitoring across all sites, MH demonstrates its commitment to operational efficiency, environmental stewardship, and alignment with global sustainability standards.

## Total weight of hazardous waste

At MH, the safe management and reduction of hazardous waste is a key aspect of our environmental responsibility. During the reporting period, the total weight of hazardous waste generated across our operations was **12.478 tons**. This reflects ongoing efforts to minimize hazardous waste through improved handling, segregation, and disposal practices, as well as process optimizations that reduce the generation of such waste at the source. By effectively managing hazardous materials, MH ensures compliance with regulatory requirements, protects the environment, and reinforces its commitment to sustainable and responsible operational practices.




### Percentage of suppliers evaluated for ESG risks

At MH, integrating ESG considerations into our supply chain is a critical part of our responsible business practices. During the reporting period, **80% of our suppliers** were evaluated for ESG risks, including environmental compliance, labor practices, and governance standards. This proactive assessment helps identify potential risks, promotes adherence to sustainability criteria, and ensures that our supply chain aligns with MH's ESG commitments. By continuously expanding ESG evaluations and engaging suppliers in improvement initiatives, we aim to enhance transparency, accountability, and responsible sourcing across all operations.






# ESG PERFORMANCE DATA



Air pollution( Air quality Index)

37 Index

GRI 305-7



Percentage of operational sites with an environmental certification, such as ISO 14001, EMAS, ISO 50001

100 %

GRI 307



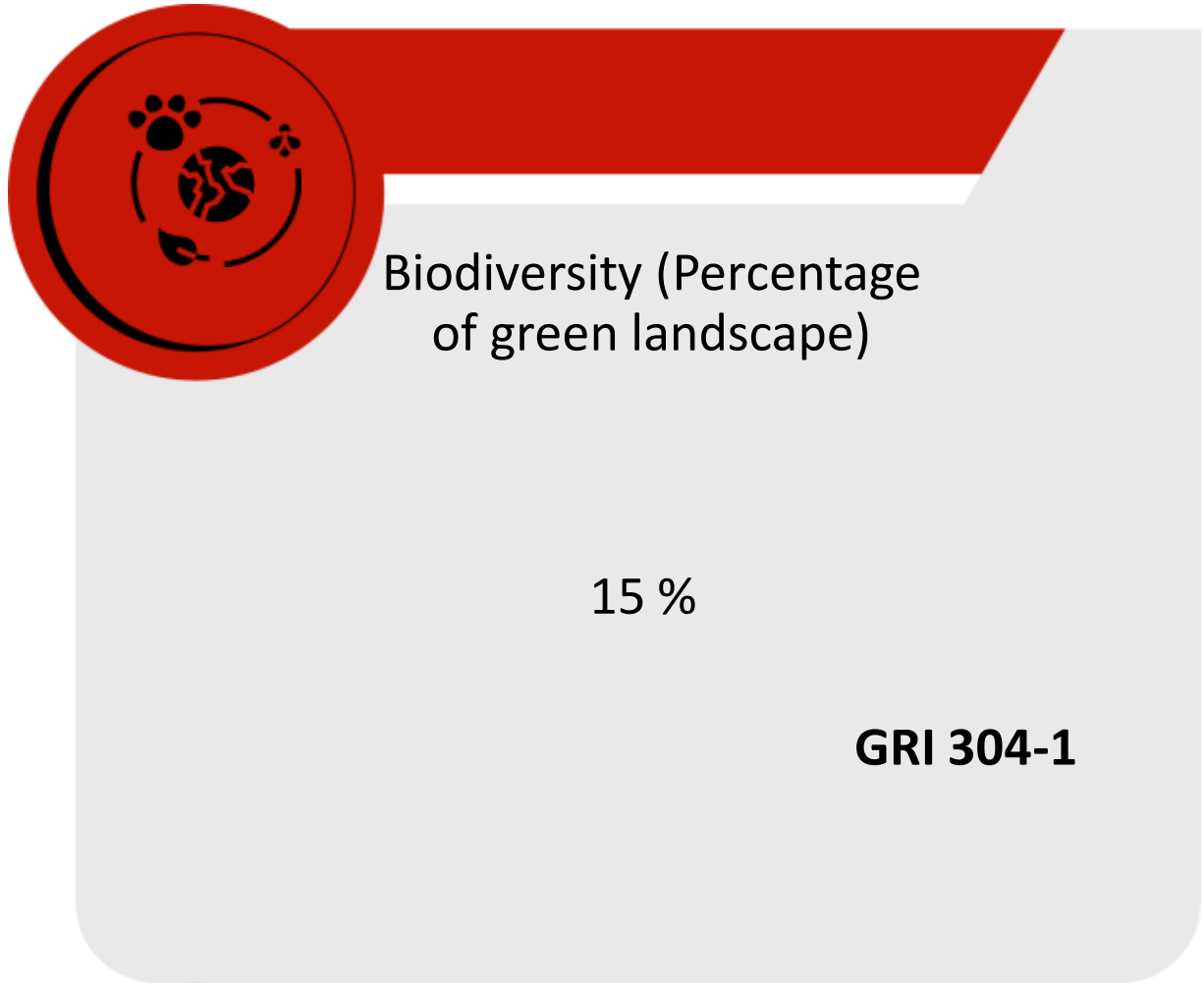
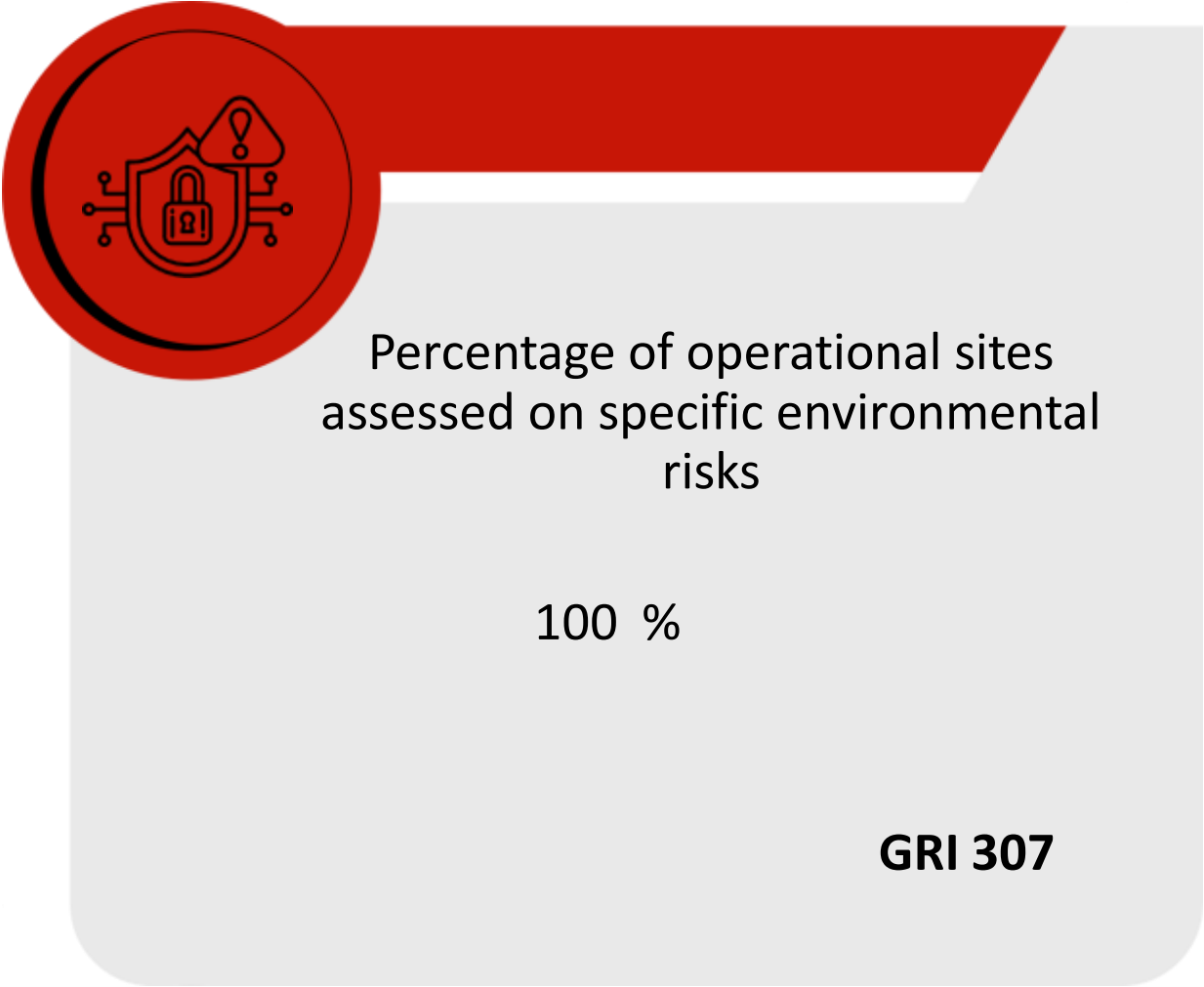
Materials, chemicals, and waste( Waste to landfill)

58472.36 Liters

GRI 301

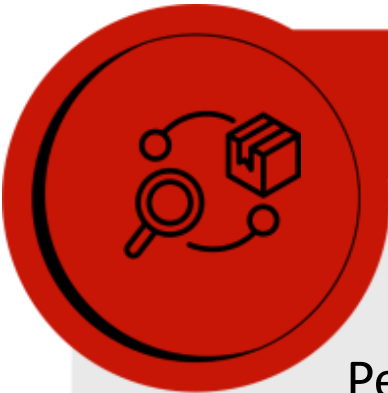


# ESG PERFORMANCE DATA





# ESG PERFORMANCE DATA



Percentage of palm and palm-based products traceable to plantation

35 %

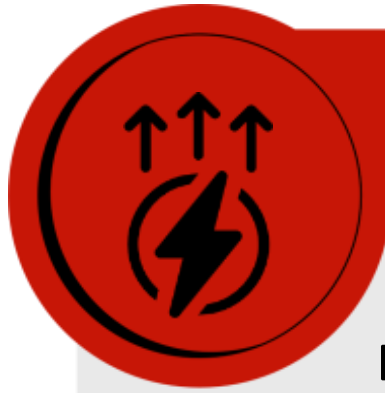
GRI 308-1



Percentage of certified palm and palm-based products

12 %

GRI 308-1



Energy consumption and GHGs( Total Energy Consumption & GHGs)

3096000 KWH

GRI 302-1, 305-1



# ESG PERFORMANCE DATA



Total gross Scope 1 GHG emissions  
(Reduction target for  
Scope 1 emissions)

4771.242 MTCO2e

GRI 305-1



Total gross Scope 2 GHG emissions  
(Reduction target for Scope 2  
emissions)

1038.819 MTCO2e

GRI 305-2



Total gross Scope 3 GHG emissions  
(Reduction target for Scope 3  
emissions)

2100607.389 MTCO2e

GRI 305-3





# ESG PERFORMANCE DATA

Total gross Scope 3 Downstream GHG emission  
( Reduction target for Scope 3 Downstream emissions)

1365394.8 MTCO2e

GRI 305-3

Total gross Scope 3 Upstream GHG emissions (Reduction target for Scope 3 Upstream emissions)

735212.589 MTCO2e

GRI 305-3

Total energy consumption (Reduce the Total energy consumption)

3096000 KWH

GRI 302-1



# ESG PERFORMANCE DATA

Total renewable energy consumption

9288.02 KWH

GRI 302-1

Percentage of total energy consumption from renewable sources

30 %

GRI 302-1

Total weight of hazardous waste( Reduce the weight of hazardous waste in Tons)

12.478 Tons

GRI 306-3



# ESG PERFORMANCE DATA



Total weight of non-hazardous waste (Reduce the weight of non-hazardous waste in Tons)

245.372 Tons

GRI 306-3



Total weight of waste recovered (Increase the Total weight of waste recovered)

196.2976 Tons

GRI 306-4



Percentage of total waste from company operations diverted from landfills (Percentage of total waste from company operations diverted from landfills)

100 %

GRI 306-2



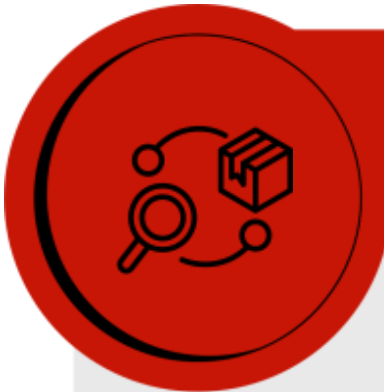
# ESG PERFORMANCE DATA



Water(Total Water Consumption)

33649.4 Cubic Meters

GRI 303-1



Percentage of palm and palm-based products traceable to plantation

35%

GRI 308-1



Percentage of certified palm and palm-based products

12 %

GRI 308-1





# ESG PERFORMANCE DATA



Percentage of total energy consumption from renewable sources

30%

GRI 302-1



Total weight of hazardous waste(Reduce the weight of hazardous waste in Tons)

12.478 Tons

GRI 306-3



## Social





### **Employment GRI 401 , 401-2**

MH reinforced its commitment to fair recruitment, non-discrimination, fair promotions, equal pay, and work-life balance through robust policies and regular audits. These measures ensured transparency, accountability, and equal opportunities for all employees, fostering a culture of inclusivity and respect. Flexible work initiatives were introduced to support employee well-being, enabling better work-life integration while maintaining productivity. By embedding fairness and equality into human resource practices, MH strengthened employee trust, satisfaction, and retention. These initiatives highlight our dedication to ethical employment practices, creating a supportive workplace environment that promotes both personal growth and organizational success in the long term.

### **Employment & Freedom Of Association GRI 401-1**

MH conducts fair recruitment audits to ensure that all hiring practices are transparent, equitable, and aligned with labor laws and ethical standards. These audits evaluate recruitment procedures, documentation, and compliance with policies on non-discrimination, equal opportunity, and merit-based selection. Training and awareness programs are provided to HR teams and hiring managers to reinforce unbiased decision-making. Findings from the audits guide improvements, address gaps, and enhance transparency in recruitment processes. By systematically monitoring and enforcing fair recruitment practices, MH promotes inclusivity, employee trust, and organizational integrity, ensuring that every candidate is treated fairly and consistently throughout the hiring process.



Standard Working Hours  
GRI 401-1



MH conducts working hours audits to ensure compliance with labor laws, regulatory standards, and internal policies, promoting employee well-being and operational efficiency. These audits assess timesheets, attendance records, overtime practices, and shift schedules to identify discrepancies or excessive work hours. Employees and managers are trained on legal requirements, healthy work practices, and the importance of work-life balance. Findings from audits guide corrective measures, schedule adjustments, and process improvements. By systematically monitoring working hours, MH safeguards employee health, prevents burnout, and fosters a fair, supportive, and productive workplace, reinforcing its commitment to ethical labor practices and sustainable workforce management.

MH embraces flexible work practices as a strategic advantage to enhance employee well-being, productivity, and engagement. By offering options such as remote work, flexible hours, and hybrid arrangements, we enable employees to balance professional responsibilities with personal commitments. These practices support work-life integration, reduce stress, and promote a healthier, more motivated workforce. Flexible work is complemented by clear communication, performance monitoring, and collaborative tools to maintain operational efficiency. By prioritizing adaptability and employee needs, MH strengthens retention, attracts diverse talent, and fosters an inclusive culture, reinforcing our commitment to a resilient, people-centric, and sustainable organizational environment.

At MH, we view our employees as part of one family and are committed to nurturing their growth, well-being, and success. We promote workplace inclusion, equal opportunities, and fair treatment, ensuring every individual feels valued and respected. Through continuous training, career development programs, and skill-building initiatives, we empower employees to achieve their full potential. Flexible work practices and wellness initiatives further support work-life balance and overall well-being. By fostering trust, collaboration, and a sense of belonging, MH creates a positive workplace culture where people thrive, reinforcing our commitment to shared growth and long-term organizational sustainability.





## Occupational Health & Safety GRI 403



MH is committed to ensuring the safety and well-being of all workers by implementing robust health and safety policies across all operations. We conduct regular risk assessments, safety audits, and emergency drills covering fire, chemical handling, machinery operation, and injury response. Employees receive continuous training on occupational health, safe work practices, and emergency preparedness. Ergonomic measures, personal protective equipment, and strict compliance with safety regulations further enhance workplace protection. By fostering a culture of vigilance, accountability, and proactive risk management, MH minimizes hazards, promotes employee confidence, and reinforces its commitment to creating a safe, resilient, and sustainable work environment.

MH conducts comprehensive emergency preparedness training to ensure employees are fully equipped to respond effectively in any crisis. The training covers the overall emergency plan, including clearly defined evacuation routes, communication protocols, and coordination procedures with emergency teams. Employees learn to identify hazards, follow safety guidelines, and take prompt action to protect themselves and others. Regular drills and simulations reinforce practical skills, enhance situational awareness, and build confidence in emergency response. By preparing staff for diverse scenarios, MH minimizes risks, safeguards lives and property, and fosters a culture of safety, resilience, and proactive emergency management throughout the organization.

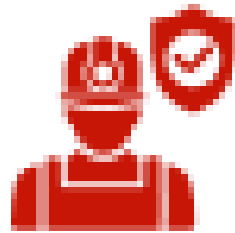
MH is committed to nurturing well-being in every step of its operations, ensuring employees, customers, and communities are supported through safe and responsible practices. We prioritize workplace safety, employee health, and mental wellness through training, awareness programs, and preventive measures. Our initiatives include ergonomic practices, wellness activities, and continuous monitoring of occupational health standards. By creating a supportive environment, we empower employees to thrive both personally and professionally. At the same time, we ensure product safety and community well-being through sustainable practices. MH's holistic approach reflects our dedication to fostering resilience, trust, and shared prosperity for all.

MH is committed to fostering a culture of safety and well-being by prioritizing employee health, workplace safety, and continuous awareness. We implement strict safety protocols, conduct regular training, and organize mock drills covering fire safety, chemical handling, and emergency response. Ergonomic practices, health checks, and wellness initiatives support both physical and mental well-being. Employees are empowered to actively participate in safety programs, ensuring shared responsibility and accountability. By embedding safety into daily operations, MH minimizes risks, enhances resilience, and builds a supportive workplace environment that promotes trust, productivity, and long-term sustainable growth for employees and stakeholders.



MH conducted comprehensive mock drills and awareness training sessions covering fire safety, chemical spill management, safe machinery operation, and injury response. These initiatives aimed to strengthen preparedness, ensuring employees are well-trained to respond effectively during emergencies. Practical simulations provided hands-on experience, improving coordination, quick decision-making, and confidence in handling critical situations. By empowering employees with the right knowledge and skills, MH minimized potential risks to people, assets, and the environment. This proactive approach reinforced a strong safety culture, compliance with occupational health and safety standards, and enhanced overall resilience across our operations and workforce.

## Worker Training On Occupational Health and Safety GRI 403-5



MH emphasizes safe operation of machinery to minimize accidents and protect employee well-being. Comprehensive training programs educate staff on proper equipment use, maintenance procedures, and safety protocols. Employees are instructed on identifying hazards, using personal protective equipment (PPE), and following operational guidelines to prevent mishaps. Regular inspections, risk assessments, and preventive maintenance ensure machinery functions safely and efficiently. Safety drills and refresher sessions reinforce awareness and readiness for potential emergencies. By embedding a culture of safety, MH reduces workplace injuries, enhances operational reliability, and fosters employee confidence, demonstrating its commitment to a secure, responsible, and sustainable working environment.



## Occupational Health & Safety And Emergency Preparedness



MH implements stringent safety measures to protect workers from potential blast-related injuries and ensure rapid, effective response in emergency situations. Employees are trained to recognize blast hazards, follow safety protocols, and use appropriate personal protective equipment (PPE). Emergency drills simulate blast scenarios, emphasizing evacuation procedures, communication, and coordination with response teams. Equipment and work areas are regularly inspected and maintained to minimize risks. By fostering preparedness, situational awareness, and quick action, MH safeguards employee health, reduces potential damage, and strengthens workplace resilience. These practices reinforce a culture of safety, accountability, and proactive risk management.

**GRI 403-8**



## Programs For Upgrading Employee Skills

MH delivered extensive training programs covering sustainable food distribution, workplace inclusion, employee safety and well-being, and ESG integration. Specialized sessions were also conducted on skill development areas such as warehouse handling, cold chain logistics, and food hygiene to ensure operational excellence. These initiatives equipped employees with the knowledge and skills required to perform their roles effectively while adhering to sustainability and compliance standards. By investing in continuous learning, MH fostered a culture of growth, inclusivity, and responsibility. The trainings not only enhanced workforce capabilities but also supported long-term career development and organizational resilience.

**GRI 404-2**







## Training & Education GRI 404-2



MH prioritizes skill development in loading and unloading techniques to ensure operational efficiency, safety, and product integrity. Employees receive hands-on training on proper handling methods, weight distribution, and the use of equipment to minimize risk of injury and damage. Emphasis is placed on ergonomics, teamwork, and adherence to safety protocols, promoting a safe working environment. Regular refresher courses and assessments reinforce best practices and continuous improvement. By investing in these skills, MH enhances employee competence, reduces operational risks, and maintains high standards in logistics operations. This approach supports both workforce development and sustainable, safe supply chain practices.

MH is dedicated to fostering equity and professional growth by ensuring fair treatment, equal opportunities, and transparent career development pathways for all employees. We actively address pay equity, fair promotions, and unbiased recruitment, creating a workplace built on trust and inclusiveness. Through continuous training, skill development programs, and leadership opportunities, we empower employees to reach their full potential. Mentorship and career support initiatives further enhance personal and professional growth. By embedding equity into our culture, MH strengthens employee engagement, nurtures talent, and builds a resilient workforce that drives innovation, sustainability, and long-term organizational success.

MH UAE is committed to shaping the future of its employees by fostering growth, development, and long-term career opportunities. We provide structured training programs, mentorship, and skill-building initiatives across technical, operational, and leadership domains. Employees are encouraged to pursue continuous learning, innovation, and professional excellence, supported by clear performance metrics and development pathways. Inclusive policies and equitable opportunities ensure that every individual can thrive and contribute meaningfully to the organization's success. By investing in talent and nurturing potential, MH UAE empowers its workforce, strengthens engagement, and builds a resilient, skilled team aligned with our vision for sustainable growth and organizational excellence.

MH is dedicated to empowering its future workforce by investing in skill development, continuous learning, and career growth opportunities. Training programs focus on technical expertise, operational efficiency, ESG awareness, and leadership development to prepare employees for evolving business needs. Mentorship, coaching, and performance guidance support individual potential and professional advancement. Inclusive policies ensure equal access to opportunities, fostering diversity, collaboration, and engagement across teams. By equipping employees with knowledge, practical skills, and confidence, MH builds a resilient and capable workforce. This commitment strengthens organizational performance, innovation, and long-term sustainability, ensuring that MH continues to thrive while developing talent for the future.





## Employee Career Development & Promotion



### GRI 404-3

MH conducts fair promotion audits to ensure that career advancement practices are transparent, merit-based, and free from bias. These audits review promotion decisions, performance evaluations, and adherence to policies on equal opportunity and non-discrimination. Employees and managers are trained to understand promotion criteria, performance standards, and ethical considerations. Findings from audits are used to address gaps, improve processes, and reinforce accountability. By monitoring and enforcing fair promotion practices, MH fosters an inclusive work environment, strengthens employee trust and engagement, and ensures that professional growth is based on competence, performance, and potential, supporting long-term organizational fairness and sustainability.

## Diversity & Equal Opportunity



### GRI 405

MH is dedicated to fostering a respectful workplace where every employee is valued, treated fairly, and empowered to contribute meaningfully. We uphold policies on non-discrimination, equal opportunity, and fair promotions, ensuring an inclusive and supportive environment. Regular trainings on diversity, ethics, and workplace conduct strengthen awareness and accountability across the organization. Employees are encouraged to voice concerns openly through transparent grievance mechanisms, reinforcing trust and collaboration. By promoting respect, fairness, and inclusion in all interactions, MH cultivates a positive culture that drives engagement, enhances well-being, and supports long-term organizational success and sustainability.





## Gender Pay Gap & Equality GRI 405-2

MH is committed to fostering an inclusive workplace where diversity is celebrated, and every employee feels valued, respected, and supported. We promote equal opportunities in recruitment, promotions, and professional growth, ensuring a fair and transparent work environment. Inclusion training, awareness programs, and open dialogue sessions encourage understanding and collaboration across teams. Flexible work arrangements and employee support initiatives further strengthen belonging and well-being. By embedding inclusivity into our culture, MH nurtures innovation, engagement, and trust. This commitment not only enhances employee satisfaction but also drives sustainable growth and reinforces our role as a responsible and people-focused organization.



MH's Inclusion Initiative is designed to empower every employee by fostering a workplace where diversity, equity, and inclusion are core values. We provide equal opportunities in recruitment, promotions, and professional development, ensuring that all voices are heard and respected. Awareness programs, training sessions, and open forums encourage collaboration, understanding, and a sense of belonging. Flexible work arrangements and employee support initiatives further enhance engagement and well-being. By embedding inclusion into daily practices, MH nurtures talent, strengthens team cohesion, and drives innovation. This initiative reinforces our commitment to a supportive, equitable, and people-focused organizational culture.

MH conducts pay gap audits to ensure equitable compensation practices across all levels of the organization. These audits analyze salary structures, benefits, and remuneration patterns to identify disparities based on gender, role, or other non-performance-related factors. Findings are used to implement corrective actions, adjust pay scales, and reinforce transparent compensation policies. Employees and managers are educated on fair pay practices, compliance requirements, and the importance of equity in fostering a positive workplace culture. By proactively monitoring and addressing pay gaps, MH promotes fairness, inclusivity, and trust, ensuring that all employees are rewarded equitably for their contributions and supporting long-term sustainable human resource practices.





## Customer Health and Safety GRI 416-1



MH's operations are designed to ensure product safety, minimize food waste, and protect consumer well-being. Through advanced cold chain logistics, strict hygiene protocols, and real-time monitoring systems, we maintain optimal storage and distribution conditions. These measures safeguard food quality, extend shelf life, and significantly reduce spoilage. By prioritizing efficiency and sustainability, MH not only lowers environmental impact but also enhances customer trust and satisfaction. Our commitment to responsible handling, ethical sourcing, and continuous improvement ensures that consumers receive safe, high-quality products while supporting global efforts to reduce food waste and promote sustainable food systems.

MH is committed to nourishing a sustainable future by integrating environmental, social, and governance (ESG) principles into all aspects of its operations. We focus on reducing environmental impact through renewable energy adoption, energy-efficient logistics, and eco-friendly packaging. Sustainable procurement, ethical labor practices, and supply chain engagement further strengthen our social responsibility. Through stakeholder collaboration, transparency, and continuous improvement, MH ensures accountability and drives positive change beyond its operations. By embedding sustainability into our culture and processes, we create long-term value, support global sustainability goals, and contribute to a resilient, responsible, and thriving future for communities, employees, and the environment.

## Customer Privacy GRI 418-1



MH places strong emphasis on safeguarding data and digital assets through comprehensive information security awareness initiatives. Employees are trained to recognize cyber threats, practice safe data handling, and comply with Information Security Management System (ISMS) standards. Regular workshops, audits, and awareness campaigns reinforce best practices in data protection, privacy, and responsible technology use. By building a culture of vigilance and accountability, MH minimizes risks of breaches, ensures business continuity, and protects stakeholder trust. Our proactive approach to information security strengthens resilience and secures our future in an increasingly digital and interconnected business environment.

MH conducts regular ISMS audits to ensure robust information security and compliance with international standards such as ISO/IEC 27001. These audits assess the effectiveness of data protection measures, risk management processes, and access controls across all operations. Employees are trained on cybersecurity best practices, safe data handling, and incident response protocols to minimize potential breaches. Findings from the audits guide corrective actions, continuous improvement, and policy updates. By systematically monitoring and strengthening information security, MH safeguards sensitive data, ensures business continuity, and builds stakeholder trust, reinforcing its commitment to confidentiality, integrity, and resilience in a digital business environment.



### Number of confirmed information security incidents

At MH UAE, safeguarding data integrity and customer trust is central to our ESG strategy. In 2024, we proudly report zero confirmed information security incidents, reflecting the robustness of our cybersecurity measures and governance framework. We have implemented advanced firewall protections, employee awareness training, and continuous monitoring systems to prevent unauthorized access, data breaches, or disruptions. Regular audits and compliance checks further strengthen our information security posture. Maintaining a 0-incident record demonstrates our proactive risk management and commitment to stakeholder confidence. We will continue enhancing digital resilience through updated technologies and best practices

### Working conditions

At MH UAE, employee health and well-being are a top priority. In 2024, we achieved 100% coverage of employees under health insurance, ensuring every staff member has access to quality healthcare services and financial protection. This comprehensive coverage reflects our strong commitment to workplace safety, welfare, and inclusivity. By offering full health insurance, we safeguard our workforce against unexpected medical expenses and enhance overall job satisfaction. This achievement aligns with our ESG principles and demonstrates our dedication to creating a responsible, supportive workplace.

### Social Dialogue

MH UAE fosters open communication and active engagement between management and employees. In 2024, 13 employees participated in structured social dialogue initiatives, contributing to discussions on workplace policies, employee welfare, and organizational improvement. These dialogue sessions serve as a platform for raising concerns, sharing feedback, and strengthening trust. By encouraging employees to actively participate in decision-making processes, we ensure transparency and inclusivity in our operations. This initiative supports a culture of respect, collaboration, and shared responsibility, reinforcing our ESG values and commitment to fair labor practices.





**Employee Representation**

At MH UAE, we recognize the importance of employee representation in safeguarding labor rights and fostering inclusive governance. In 2024, 65% of our workforce was covered by formally elected employee representatives or collective agreements, ensuring their voices are heard in organizational decisions. This structure promotes equitable treatment, fair negotiations, and effective dispute resolution. By empowering employees through representation, we build stronger relationships, enhance workplace satisfaction, and align with international labor standards. This achievement demonstrates our dedication to fair employment practices and the promotion of workplace democracy.

**Labor & Human Rights  
Certifications**

MH UAE remains committed to upholding international labor and human rights standards across its operations. In 2024, 65% of our operational sites were certified under recognized frameworks such as SA8000, Fair Wage Network, B Corp, or equivalent certifications. These certifications validate our efforts to ensure fair wages, safe working conditions, and ethical labor practices. They also demonstrate our compliance with globally accepted benchmarks in social responsibility. Expanding certification coverage across more sites remains a key priority as we strive toward 100% compliance, reinforcing our reputation as a responsible and ethical organization.

**Percentage of employees trained on  
specific environmental issues**

At MH UAE, building environmental awareness among employees is central to our ESG journey. In 2024, 35% of our workforce received training on specific environmental issues, including energy efficiency, waste reduction, climate change awareness, and responsible resource use. These programs empower employees to actively contribute to sustainability goals both at work and beyond. By integrating environmental training into professional development, we strengthen our culture of responsibility, encourage eco-conscious behavior, and enhance operational efficiency. Our commitment is to steadily increase training coverage in the coming years, ensuring that all employees are equipped to support our green transition.



### Number of days lost to work-related injuries, fatalities and ill

At MH UAE, protecting the health, safety, and well-being of our workforce is a top priority. In 2024, we proudly recorded zero lost days due to work-related injuries, fatalities, or ill health, reflecting the strength of our safety management systems and preventive measures. This achievement was made possible through regular safety training, strict compliance with occupational health standards, and continuous monitoring of workplace risks. Maintaining a zero-incident record highlights our proactive approach to creating a safe and resilient work environment. We remain committed to sustaining this performance and striving for continuous improvement.

### Employee health and safety

At MH UAE, we are committed to maintaining the highest standards of occupational health and safety. In 2025, we proudly recorded zero reportable incidents across our operations. This demonstrates the effectiveness of our preventive safety culture, supported by regular employee training, strict compliance with safety protocols, and continuous monitoring. By ensuring early hazard identification and risk management, we safeguard employees from workplace accidents or harm. Our 0-incident record highlights resilience in our health and safety systems and reflects our ongoing dedication to protecting our workforce and promoting a safe, productive working environment.

### Percentage of operational sites for which an employee health and safety risk assessment has been conducted

At MH UAE, risk assessment is a vital tool in ensuring workplace safety. In 2024, 65% of our operational sites conducted formal employee health and safety risk assessments, enabling us to proactively identify hazards and implement preventive measures. These assessments cover physical, chemical, ergonomic, and operational risks across warehousing, repacking, and logistics activities. By systematically addressing safety challenges, we protect employees from potential harm while ensuring compliance with international standards. Our goal is to expand coverage to 100% of sites in the near term, strengthening resilience and ensuring all employees benefit from a safe, well-managed environment.



**Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements**

At MH UAE, we ensure that sustainability and ethics extend across our supply chain. In 2024, 100% of our targeted suppliers signed contracts that include clauses on environmental protection, labor rights, and human rights requirements. This achievement underscores our firm commitment to responsible sourcing and alignment with international ESG standards. By embedding these requirements into supplier agreements, we safeguard against labor violations, environmental risks, and unethical practices. This approach strengthens supplier accountability, reduces operational risks, and promotes sustainable partnerships. We will continue to monitor compliance through regular reviews and encourage suppliers to exceed baseline requirements.

**Average hours of training per employee**

At MH UAE, continuous learning is a key driver of employee growth and operational excellence. In 2024, we delivered an average of 25 training hours per employee, covering technical, compliance, and ESG-related topics. This investment in learning ensures our workforce remains skilled, adaptable, and aligned with industry standards. Training programs included food safety, environmental awareness, workplace safety, and digital systems. By consistently providing structured learning opportunities, we strengthen both employee capabilities and company performance. Our goal is to increase training hours in future years, supporting personal development and organizational resilience.



### Career management and training

MH UAE places strong emphasis on nurturing professional growth through structured development programs. In 2024, 100% of employees participated in career development programs, ensuring equitable access to learning pathways. These initiatives include mentoring, internal mobility opportunities, technical certifications, and leadership training. Providing universal access to development programs reflects our commitment to employee empowerment and long-term retention. By integrating career development into our ESG agenda, we create an inclusive workplace where every employee can advance professionally while contributing to business success. We will continue to adapt programs to meet evolving industry and employee needs.

### Percentage of employees who received regular performance and career development reviews

At MH UAE, we recognize performance evaluations as a critical tool for career progression and organizational improvement. In 2024, 100 % of employees received regular performance and career development reviews, supporting transparency, motivation, and skill development. These reviews provide structured feedback, highlight growth opportunities, and align personal goals with business objectives. While this reflects progress, we aim to expand coverage to ensure every employee benefits from regular assessments and clear growth pathways. Enhancing review participation strengthens employee engagement, supports retention, and builds an accountable workplace culture that values continuous improvement.

### Percentage of employees who received skills-related training

Skills development is central to MH UAE's sustainability strategy. In 2024, 100 % of employees received skills-related training, covering areas such as digital tools, process efficiency, health and safety, and environmental management. These training sessions enable employees to adapt to evolving industry requirements while contributing to operational excellence. Equipping employees with specialized skills enhances productivity, improves workplace safety, and supports the company's long-term competitiveness. Our future goal is to expand skills-training coverage to all employees, ensuring inclusive growth and a highly capable workforce ready to meet future challenges.





### Percentage of targeted suppliers that have gone through a sustainability assessment

At MH UAE, we prioritize responsible sourcing by integrating ESG considerations into supplier management. In 2024, 100% of targeted suppliers underwent a sustainability assessment, evaluating their performance in environmental management, labor rights, and ethical practices. This achievement demonstrates our commitment to building a transparent, responsible supply chain. Assessments help identify risks, highlight best practices, and ensure suppliers align with our sustainability values. By embedding ESG performance into supplier relationships, we strengthen resilience, reduce operational risks, and promote positive social and environmental outcomes. Our goal is to maintain full coverage annually.

### Percentage of targeted suppliers that have gone through a sustainability on-site audit

MH UAE recognizes the importance of physical verification in supplier oversight. In 2024, 100 % of targeted suppliers underwent on-site sustainability audits, allowing us to validate compliance with environmental, labor, and human rights standards. On-site audits provide deeper insights into supplier practices and enable us to address risks proactively. While this represents strong progress, we aim to expand coverage toward 100% in the near term. By conducting rigorous audits, we enhance accountability, promote ethical practices, and strengthen trust across our supply chain. This initiative reflects our commitment to sustainable procurement and ESG integration.

### Percentage of buyers across all locations who have received training on sustainable procurement

At MH UAE, building internal capacity is essential to driving sustainable supply chains. In 2024, 100% of our buyers across all locations received training on sustainable procurement, covering ESG criteria, supplier assessment, and responsible sourcing practices. This universal training ensures procurement decisions are guided by environmental, ethical, and social considerations. Equipping buyers with sustainability knowledge not only improves compliance but also strengthens supplier engagement. This achievement reflects our commitment to embedding ESG principles into everyday decision-making and sets a strong foundation for continuous improvement in procurement practices.



**Percentage or number of audited or assessed suppliers engaged in corrective actions or capacity building**

MH UAE actively engages suppliers in continuous improvement. In 2024, 100% of suppliers who were audited or assessed participated in corrective actions or capacity-building programs, addressing gaps in environmental, social, or governance performance. This collaborative approach ensures that suppliers not only comply with requirements but also enhance their long-term sustainability practices. By working alongside our partners, we foster shared accountability, knowledge transfer, and mutual growth. This KPI reflects our belief that strong supplier relationships are built on partnership, transparency, and improvement rather than compliance alone.

**Number of identified discrimination or harassment**

At MH UAE, we are committed to fostering an inclusive and respectful workplace. In 2024, we proudly reported zero identified incidents of discrimination or harassment, reflecting the strength of our diversity and equality policies. Through proactive monitoring, open reporting channels, and a zero-tolerance approach, we ensure a safe environment for all employees. Maintaining this record demonstrates our strong governance framework and commitment to fairness. We will continue to strengthen awareness and preventive measures to ensure that all employees feel respected, valued, and protected from any form of misconduct.

**Discrimination and Harassment**

In 2024, MH UAE recorded zero reported cases of discrimination or harassment, underscoring the effectiveness of our workplace inclusion initiatives and grievance redressal systems. This outcome highlights the success of our proactive communication channels, where employees are encouraged to voice concerns without fear of retaliation. The absence of reported cases demonstrates the impact of a culture built on respect, equal opportunity, and accountability. While this is a positive indicator, we remain vigilant and continue to strengthen our policies, ensuring a safe, transparent, and inclusive workplace for all employees.



### Percentage of employees trained on discrimination and harassment

At MH UAE, awareness and training are essential in preventing workplace misconduct. In 2024, 100% of employees were trained on discrimination and harassment policies, including topics such as diversity, equity, workplace behavior, and grievance handling. These training programs help employees recognize inappropriate behavior, understand their rights, and contribute to a respectful work culture. While we have reached half of our workforce, our commitment is to extend training coverage to 100% of employees in the coming years. Strengthening awareness ensures long-term prevention and reinforces our values of fairness, dignity, and inclusion.

### External stakeholder human rights

At MH UAE, we are committed to upholding the highest standards of human rights across our value chain and in all interactions with external stakeholders, including customers, suppliers, and communities. In 2024, there were zero reported incidents of human rights violations involving external stakeholders, reflecting the effectiveness of our due diligence processes, supplier screening mechanisms, and ethical business practices. We ensure compliance with international frameworks and UAE regulations by embedding human rights clauses in supplier contracts and engaging partners through awareness programs. Going forward, we aim to strengthen ongoing monitoring and grievance mechanisms.

### Child labor, forced labor, and human trafficking

At MH UAE, we strictly uphold international labor standards and national laws that prohibit child labor, forced labor, and human trafficking. In 2024, our operations and supply chain recorded zero incidents of labor or human rights violations related to these critical issues. This outcome reflects our strong supplier due diligence processes, contractual requirements on ethical labor practices, and ongoing monitoring mechanisms. We actively promote awareness among suppliers and employees to safeguard human dignity and workplace rights. By maintaining zero incidents, MH demonstrates its commitment to responsible business practices and aligned.



### Percentage of targeted suppliers that have signed the sustainable procurement charter or supplier code of conduct

At MH UAE, ethical sourcing and responsible supply chain management are core to our sustainability agenda. In 2024, 100% of our targeted suppliers signed the Sustainable Procurement Charter or Supplier Code of Conduct, committing to compliance with environmental, labor, and human rights standards. This achievement reflects our strong engagement with partners and reinforces accountability across the value chain. By ensuring universal adherence, we strengthen transparency, reduce ESG-related risks, and promote long-term sustainable growth. Moving forward, we will continue monitoring supplier compliance through audits and capacity-building initiatives to maintain the highest ethical and sustainability standards.

### Average unadjusted gender pay gap

At MH UAE, we are committed to advancing gender equality at all organizational levels. In 2024, we achieved an average unadjusted gender pay gap of 0%, ensuring equal pay for equal work. Women represent 25% of our total workforce, 25% of top management positions, and 25% of board membership, demonstrating balanced representation across key decision-making levels. These results reflect our ongoing efforts to foster inclusivity, provide equal opportunities, and integrate diversity into governance structures. Looking ahead, MH aims to strengthen leadership development programs for women and expand initiatives to increase female representation across operations.

### Percentage of women employed in the whole organization

At MH UAE, diversity and inclusion are integral to our ESG commitments. In 2024, women represented 25% of the total workforce, highlighting our progress in creating opportunities for female professionals across operations, warehousing, distribution, and management. This figure reflects our commitment to building a balanced workforce and promoting equal access to employment. MH actively supports gender-inclusive hiring practices, career development initiatives, and training programs tailored to empower women in logistics and food distribution sectors. Looking forward, we aim to strengthen women's participation across all roles and enhance gender representation in line with global diversity benchmarks.





### Percentage of women at top management level

At MH UAE, we recognize that leadership diversity drives innovation and strengthens decision-making. In 2024, women represented 25% of our top management team, ensuring that female leaders actively contribute to shaping our strategic direction. This achievement reflects our efforts to integrate inclusivity into senior leadership through transparent promotion policies, leadership development programs, and succession planning that values merit and diversity. By fostering equal opportunities for career advancement, MH strengthens gender balance at the highest levels of management. Our future goal is to further increase female participation in leadership, aligning with global standards for inclusive governance. (

### Percentage of women within the organization's board

At MH UAE, board-level diversity is central to our governance and sustainability strategy. In 2024, women accounted for 25% of the members of our board of directors, reflecting our commitment to balanced representation in corporate decision-making. Having women on the board brings diverse perspectives, enhances oversight, and supports inclusive governance practices. MH fosters equitable nomination and selection processes to ensure women are represented in key governance roles. We aim to further strengthen female participation at board level in the coming years, aligning with global ESG benchmarks and reinforcing transparency, accountability, and inclusive leadership.

### Percentage of employees from a minority or vulnerable group in the whole organization

At MH UAE, we believe in creating an inclusive workplace where employees from diverse backgrounds feel valued and respected. In 2024, 25% of our workforce was represented by individuals from minority or vulnerable groups, underscoring our commitment to equitable opportunities. Through inclusive hiring practices, awareness training, and anti-discrimination policies, we ensure fair treatment for all employees. This representation not only strengthens our company culture but also fosters innovation through diverse perspectives. Moving forward, MH aims to increase the participation of underrepresented groups, aligning with global best practices on equity and inclusion.



### Percentage of employees from a minority or vulnerable group at top management level

At MH UAE, inclusive leadership is vital to our ESG journey. In 2024, 25% of our top management positions were held by individuals from minority or vulnerable groups. This reflects our efforts to ensure that decision-making roles are accessible to diverse talent, creating a more representative and resilient leadership structure. We actively promote fair recruitment, leadership development, and succession planning policies that support equal opportunities. By embedding diversity at senior levels, MH ensures that strategic decisions are enriched by varied perspectives, fostering accountability, inclusiveness, and long-term sustainability.

### Customer health and safety

At MH UAE, we prioritize the health and safety of our customers across all operations, including purchasing, importing, warehousing, repacking, and distribution of dry, chilled, and frozen food products. In 2024, we recorded zero reported customer health and safety incidents, demonstrating our strong compliance with food safety regulations and international best practices. Rigorous quality control, safe handling procedures, and continuous employee training form the foundation of our safety management system. This achievement reflects our commitment to delivering safe, high-quality products while maintaining consumer trust and upholding global food safety standards.

### percentage of employees covered by formally-elected employee representatives or collective agreements

At MHE, we value open dialogue and structured engagement between employees and management. During the reporting period, **100% of employees were covered by formally-elected employee representatives or collective agreements**, ensuring that their voices are heard and their rights are safeguarded. This approach promotes transparency, strengthens trust, and provides employees with a platform to raise concerns, negotiate terms, and contribute to workplace improvements. By achieving full coverage, MHE reinforces its commitment to fair labor practices, employee empowerment, and a collaborative organizational culture.



**Percentage of operational sites with a labor and human rights certification, such as SA8000, Fair Wage Network, B Corp, GEEIS, WBENC**

At MHE, protecting labor rights and upholding the highest human rights standards are central to our ESG commitments. During the reporting period, **100% of our operational sites** achieved certification under recognized labor and human rights standards, such as **SA8000, Fair Wage Network, B Corp, GEEIS, or WBENC**. These certifications validate that our practices meet global benchmarks for fair treatment, ethical labor conditions, and workplace equality. By ensuring complete certification coverage, MHE demonstrates its dedication to accountability, responsible business conduct, and fostering a fair and inclusive workplace across all operations.

**Number of work-related accidents**

At MHE, employee health and safety remain a top priority, guided by robust occupational safety programs and preventive measures. During the reporting period, the company recorded **zero work-related accidents**, reflecting the effectiveness of our proactive risk assessments, safety trainings, and strict adherence to operational safety protocols. This achievement highlights MHE's commitment to creating a safe workplace for all employees, contractors, and visitors while continually striving for zero harm across our operations.



# ESG PERFORMANCE DATA



Number of confirmed information security incidents

0 No's

GRI 418-1



Working conditions  
(Percentage of Employees Covered Under Health Insurance)

100 %

GRI 402-1



Social dialogue  
( Number of Employees Participated in Social Dialogue)

13

GRI 407-1





# ESG PERFORMANCE DATA



Percentage of employees covered by formally-elected employee representatives or collective agreements

100 %

GRI 402



Percentage of operational sites with a labor and human rights certification, such as SA8000, Fair Wage Network, B Corp, GEEIS, WBENC

100 %

GRI 412



Percentage of employees trained on specific environmental issues

100 %

GRI 404



# ESG PERFORMANCE DATA



Number of days lost to work-related injuries, fatalities and ill

0 No's

GRI 403-9



Employee health and safety  
(Number of reportable incidents)

0 No's

GRI 403-1



Percentage of operational sites for which an employee health and safety risk assessment has been conducted

100%

GRI 403



# ESG PERFORMANCE DATA



Number of work-related accidents

0 No''s

GRI 403-9



Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements

100%

GRI 414-1



Average hours of training per employee ( Average Number of Hours of Training Per Employee)

25 Hours

GRI 404-1



# ESG PERFORMANCE DATA



Career management and training  
( Percentage of employees participating  
in career development programs)

100%

GRI 404-2



Percentage of employees who  
received regular performance  
and career development reviews

100 %

GRI 404



Percentage of employees who  
received skills-related  
training

100 %

GRI 404-2





## ESG PERFORMANCE DATA



Percentage of targeted suppliers that have gone through a sustainability assessment (Percentage of suppliers covered by Sustainability Assessment )

100 %

**GRI 414-1**



Percentage of targeted suppliers that have gone through a sustainability on-site audit (Percentage of suppliers covered by a Sustainability on-site audit)

100 %

**GRI 414-1**



Percentage of buyers across all locations who have received training on sustainable procurement (Percentage of buyers received education/training on sustainable procurement)

100 %

**GRI 414-1**



# ESG PERFORMANCE DATA



Percentage or number of audited or assessed suppliers engaged in corrective actions or capacity building

100 %

GRI 414-1



Number of identified discrimination or harassment (Number of identified discrimination or harassment incidents or corrective actions)

0 No's

GRI 406-1




Discrimination and Harassment (No of Reported incidents of Discrimination and Harassment)

0 No's

GRI 406-3



# ESG PERFORMANCE DATA



Percentage of employees trained on discrimination and harassment

100%


GRI 406-1



External stakeholder human rights( Number of Incidents)

0 No's

GRI 412



Child labor, forced labor, and human trafficking ( Number of labour/human rights incidents)

0 No's

GRI 408-1, 409-1



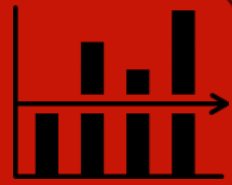
# ESG PERFORMANCE DATA



Percentage of targeted suppliers that have signed the sustainable procurement charter or supplier code of conduct ( Percentage of supplier signed the code of conduct)

100 %

GRI 414-1



Average unadjusted gender pay gap  
(Average Salary For Men - Average Salary For Women x 100)

0 %

GRI 405-2



Percentage of women employed in the whole organization  
(Gender Diversity in the Workforce)

25 %

GRI 405-1





# ESG PERFORMANCE DATA



Percentage of women at top management level (Gender Diversity in the top management level)

25%

GRI 405-1



Percentage of women within the organization's board (Gender Diversity in the within the organization's board)

25%

GRI 405-1




Percentage of employees from a minority or vulnerable group in the whole organization (Diversity Representation in the Whole Organization)

25%

GRI 405-1



# ESG PERFORMANCE DATA



Percentage of employees from a minority or vulnerable group at top management level (Gender Diversity in the top management level)

25 %

GRI 405-1



Customer health and safety (Count of reported customer health and safety incidents)

0 No's

GRI 416-1



# ESG PERFORMANCE DATA



Percentage of employees trained on specific environmental issues

100 %

GRI 404



Number of days lost to work-related injuries, fatalities and ill (Number of days lost to work-related injuries, fatalities and ill health)

0 No's

GRI 403-9



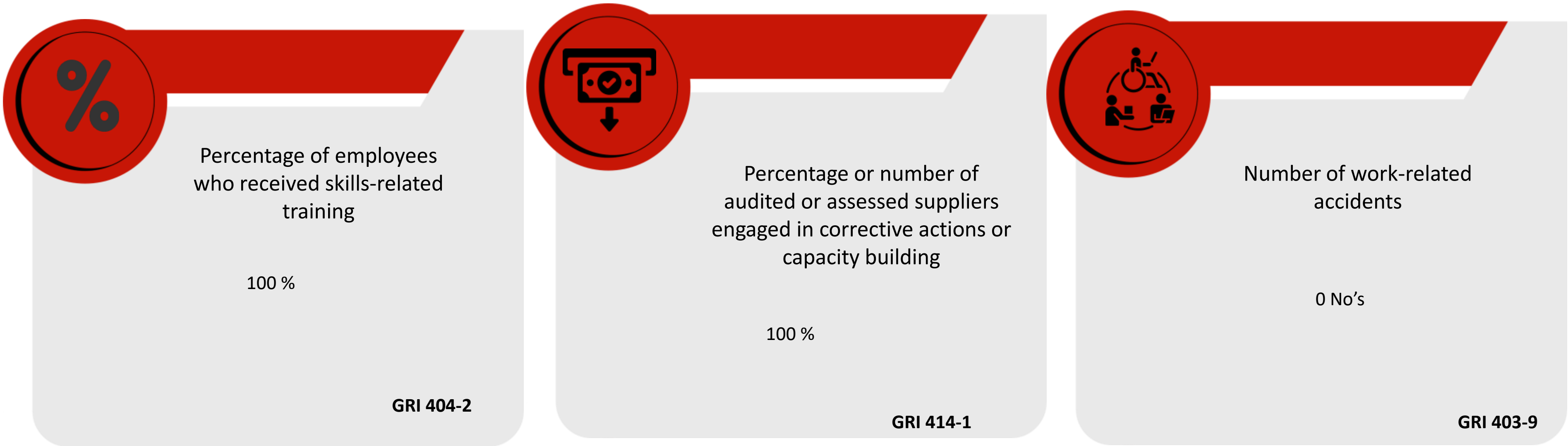
Percentage of employees who received regular performance and career development reviews

100 %

GRI 404



# ESG PERFORMANCE DATA







# GRI CONTENT INDEX

This report is prepared in accordance with GRI standards

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## 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 2 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 2

Date of Assurance : 17<sup>th</sup> Febuary, 2025

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

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

Signature : 

