



الخيّاط للاستثمار
Al Khayyat Investments

ESG REPORT 2023



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About This Report

Highlights from 2023

Managing Director's Message

About AKI

Introduction



About This Report

This is Al Khayyat Investments' (AKI) inaugural Environmental, Social, and Governance (ESG) report. This report summarises our strategy for sustainability and ESG, as well as our accomplishments from January 1, 2023, to December 31, 2023. The scope of this report is limited to the company's UAE operations. The report has been prepared in reference to the Global Reporting Initiative (GRI) guidelines.

We also show how we align with and contribute to the Sustainable Development Goals (SDGs) of the United Nations across the chapters. AKI's ESG Committee has verified the report, performance disclosures, and claims.

Expanding Our Regional Presence

- Launch of the first BinSina overseas store in Oman in 2022

2022

- AKI has launched full-fledged operations in Iraq for healthcare and FMCG.



- Premium fitness retail brand Befit was expanded across the UAE and wider region, including Saudi Arabia, Kuwait, Iraq, and Egypt.



- AKI Fashion Retail brands expanded across KSA.



Sustaining Robust Growth

- In 2023, AKI Pharma was the fastest-growing pharma distributor in the UAE, with 68.64% year-on-year growth.

68.64%

- AKI MedLab ranked third among the top distributors of medical equipment, medical devices, laboratory equipment, and medical disposables.



- AKI Consumer Goods has emerged as one of the leading FMCG (food and non-food) distributors in the UAE, ranking among the top three in the industry.



- Gulf Contracting and Landscaping (GCL) was among the top 3 contracting companies in the UAE.



Integrating ESG into Our Strategy

- AKI starts building its ESG strategy and publishes its inaugural ESG Report.



- Launch of the new AKI Fulfilment Centre, one of the most advanced distribution hubs in the UAE, will support our plans for accelerated growth and expansion, providing AKI with double its existing storage and dispatch capacity.



- Pledged to plant one million trees and adopt the latest water-saving irrigation techniques.



- AKI Environmental Services was awarded a seven-year contract for a new project with TADWEER to deliver, maintain, and wash waste containers across Abu Dhabi.

7 year

Leading with Innovation

- The BinSina Pharmacy mobile app was relaunched with more features and an enhanced user experience.



- Successfully implemented digital-first, mobile-enhanced experiences for consumers in our healthcare and retail operations.



- Our focus on automation and stringent system controls has allowed us to maintain accurate inventory tracking and delivery, even in challenging global supply chain conditions.



Managing ” Director’s Message



Dear Stakeholders,

At AKI, our purpose is clear: to make a positive impact on people’s lives every day. Our evolution from a pharmaceutical company in 1982 to the diversified business we are today, spanning healthcare, consumer goods, contracting, environmental, fitness, retail, and automotive across 9 countries, underscores our growth and impact throughout the years.

In 2023, we established our ESG committee to further drive progress and uphold our commitment to our mission. Over the past four decades, we’ve built a unique ecosystem shaped by communities, sustainability, and the environment. Managing and expanding this ecosystem responsibly is at the core of our ESG strategy.

While reaffirming our commitment to ESG principles, we recognise it as an ever-evolving journey. We are determined to continually improve, refining our initiatives with each step taken. Inspired by the sustainability visions outlined in the UAE Green Growth Strategy and the UAE 2050 Net Zero Initiative, we integrate these frameworks into our corporate ethos, contributing to the region’s non-oil economy goal.

With the dedication and expertise of our 7,000 employees spanning 9 locations, I am confident we can truly make a difference. I extend my thanks to our people, customers, partners, and communities for their contributions and for joining us on this journey. Making mindful changes to how we operate, we strive for a better future today, and tomorrow.

Zaid S. Al Khayyat
Managing Director

About AKI

Al Khayyat Investments' Chairman Dr. Saad F. Al Khayyat laid the foundation of the AKI legacy in 1982 with an unwavering commitment to making a difference. This foundation grew to the powerhouse and impact-driven business that it is today. AKI continues to be a leading family business in the region. Guided by the leadership of Zaid S. Al Khayyat, AKI propels forward, cultivating growth with an unwavering dedication to innovation and meaningful impact within every industry and community it touches.

Under his leadership, AKI's operations now span nine countries including the UAE, KSA, Qatar, Bahrain, Kuwait, Oman, Egypt, Jordan, and Iraq. AKI works across a diverse portfolio of businesses, partnerships and home-grown brands, across every part of people's lives to bring them the things that matter. This includes offering premium products and services in retail, healthcare, consumer goods, fitness, lifestyle, contracting, and automotive.

AKI Retail

Our retail presence includes one of the largest pharmacy-led health and beauty businesses in the region as well as retail channels for globally recognised brands in fashion, fitness and F&B. We continue to bring leading international partners to the region through our unique end-to-end capabilities and our extensive reach across sectors and geographies. Top brands under our retail umbrella include BinSina Pharmacy, Befit, Superdry, Petit Bateau and Holland & Barrett.



AKI Healthcare

AKI Healthcare has two key sub-divisions namely Medlab and Pharma. Through our Medlab division, aligned with UAE's vision to be a global medical hub, AKI is a trusted and sought-after distributor of cutting-edge medical equipment and medical consumables, with over 25 brands under our belt.

Through our Pharma business and its long-standing partnerships with some of the world's leading pharmaceutical companies, we provide an extensive range of products from over 100 recognised brands. Bin Sina Pharmacy is one of the prominent brands within this diverse portfolio, offering a wide range of personalised services in health, wellness and nutrition.



AKI Consumer Goods

Under Consumer Goods, our expertise span a wide range of product categories, including food and beverage, health and beauty, baby care, fabric and home care, oral care, car lubricants, small domestic appliances and light household equipment.



AKI Fitness & Lifestyle

AKI's Befit Fitness & Lifestyle is the region's leading provider of superior-quality fitness, sports and leisure solutions for home and commercial use, catering to a wide range of exercise preferences.

Befit - a multi-brand fitness retail destination, represents our commitment to offering premium fitness products and services designed to support individuals in their journey towards better health and well-being



AKI Contracting

AKI Contracting provides end-to-end services in environmental health, landscaping, civil works, infrastructure and the design and building of full-scope fitness facilities for the public and private sectors. Gulf Contracting operates under the umbrella of AKI's contracting business with over four decades of experience in the execution of turnkey external and fit-out projects in the region.



AKI Motors

AKI Motors (AKM) is the exclusive dealer for Mazda in Jordan. Since its inception in 1996, the company has become a prominent player in the country's automotive market.





People First

We put people first

We show compassion, embrace diverse thinking and empower our people to show up as their best selves, supporting each other to reach our full potential. We support, empower and listen, giving our people opportunities to become the best they can possibly be every single day.



Professional

We work professionally and with genuine integrity

We always seek to do the right thing. We take responsibility for our actions, respecting colleagues, partners and stakeholders across every interaction and conversation we have.



Inspirational

We look to inspire ourselves and each other

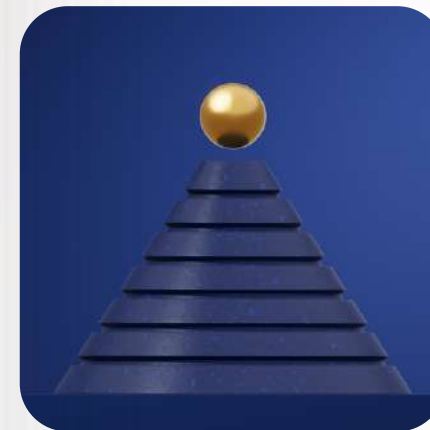
We have the courage to push boundaries and solve problems big and small. We aim to transcend the ordinary, inspiring and motivating us all to perform at the highest level.



Entrepreneurial

We seek out change and are driven by entrepreneurial spirit

We seize new opportunities. We stay flexible and celebrate ingenuity by staying proactive, curious and determined. We welcome constructive feedback when necessary and are confident in our ability to succeed.



Exceptional

We always aim for the exceptional

We hold ourselves to high standards. We aim high, do more and deliver beyond the expected.

Our Values



Our Approach to Sustainability



- Sustainability Governance at AKI
- Stakeholder Engagement
- Materiality Matrix
- AKI Sustainability Framework

Sustainability Governance at AKI

In 2023, AKI has established an ESG committee, comprising highly competent and skilled executives from its highest governing body, the Executive Panel Committee, which includes the Managing Director, Chief Legal Officer, Chief Executive Officer (Pharma), Chief Executive Officer (Consumer), Chief Executive Officer (Medlab & Befit), and the Chief Financial Officer. This committee is pivotal in embedding ESG principles across the organisation, ensuring AKI's activities foster positive impacts on the economy, environment, and society.

Selected by the Managing Director and the Chairman, the ESG committee's mandate is to define the company's ESG strategy, set measurable targets, and monitor performance, ensuring ESG values are integrated into every business aspect. Their responsibilities extend to facilitating internal stakeholder engagement through regular meetings focused on ESG topics, thereby promoting strategic decision-making aligned with the company's sustainability goals.

This structured approach allows the ESG committee to effectively cascade ESG principles throughout AKI, setting specific objectives and tracking progress. By doing so, AKI not only adheres to its ESG commitments but also cultivates a culture of sustainability and ethical practice that influences all operational facets. The committee's efforts in steering the organisation towards its sustainability ambitions highlight AKI's dedicated pursuit of responsible and sustainable business practices.



Alignment with National and Global Sustainability Frameworks

AKI's ESG framework reflects a robust alignment with key national policies set forth by the UAE leadership. In congruence with the UAE's Third Nationally Determined Contribution (NDC) under the Paris Climate Agreement, AKI demonstrates a commitment to supporting initiatives aimed at mitigating climate change impacts and enhancing environmental resilience.

The company's adherence to the UAE Green Agenda underscores its dedication to transitioning towards a more sustainable economy. Furthermore, AKI's alignment with the UAE's Net Zero 2050 target signifies its commitment to carbon neutrality. By supporting the UAE Green Growth Strategy and the UAE Centennial 2071 vision, AKI showcases its commitment to fostering economic growth while minimising environmental degradation and contributing to a sustainable future.

Additionally, AKI's policy alignments extend globally, as the company actively contributes to the SDGs, demonstrating its commitment to addressing pressing global challenges and promoting sustainable development worldwide. Through these strategic policy alignments, AKI reaffirms its role as a responsible corporate entity dedicated to driving positive change in alignment with the UAE's leadership goals.

	3 GOOD HEALTH AND WELL-BEING	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
UAE Green Agenda			●						●		
UAE Net Zero 2050				●				●			
UAE Green Growth Strategy											
UAE Centennial 2071	●	●			●	●					●
National Climate Change Plan				●						●	

SDGs Alignment Statement

SDG 3 - GOOD HEALTH & WELLBEING

Encouraging a safe environment culture

The AKI places employee health and safety at the forefront of its priorities. The company has developed and put into place ISO-certified health and safety management systems, which play a crucial role in promoting the health and well-being of its employees.

SDG 5 - GENDER EQUALITY

Attaining Gender Equality within AKI

As of 2023, women make up 14.5% of the AKI's workforce. The company is committed to significantly increasing the presence of female employees in its workforce and leadership roles in the future.

SDG 6 CLEAN WATER & SANTATION

Enhancing Water Usage Efficiency

AKI focuses on the conscientious stewardship of water resources throughout its activities.

SDG 7 AFFORDABLE & CLEAN ENERGY

AKI prioritises clean energy deployment through solar implementation at its facilities and regular tracking of petrol and diesel usage across the group operations.

SDG 8- DECENT WORK AND ECONOMIC GROWTH

Fostering the growth of our team members

AKI makes a direct contribution to the promotion of sustained, inclusive, and sustainable economic growth, as well as the creation of full and productive employment with decent work for all.

SDG 10 - REDUCED INEQUALITIES

Distributing our achievements to the communities where we function by engaging with the community and executing charitable activities.

AKI plays a role in diminishing disparities by embarking on efforts aimed at societal betterment. 2023 has been a distinctive year of community engagement and giving back at various occasions.

SDG 12 - RESPONSIBLE PRODUCTION AND CONSUMPTION & LIFE ON LAND

Focus on Hazardous Waste

The company's environmental services venue directly supports responsible consumption and production, as well as the conservation of biodiversity.

SDG 13 - CLIMATE ACTION

Strategising for improved energy control

The management at AKI is contemplating the adoption of a transition plan to clean energy, aiming to synchronise with the UAE's commitments to achieving net zero emissions.

SDG 16 - PEACE, JUSTICE & STRONG INSTITUTIONS

Securing the company's endurance with strong governance practices

The AKI functions within a strong governance structure that guarantees the company's durability, sustainability, and adherence to ethical business conduct.

SDG 17 - PARTNERSHIP FOR THE GOALS

Developing a sustainable supply chain with vendors

The environmental and social sustainability of AKI's suppliers is a key priority for the company. The procurement department regularly screens non-inventory suppliers for these criteria.

Stakeholder Engagement

AKI initiated workshops and distributed surveys among its internal stakeholders to prioritise these sustainability topics. These engagement activities were instrumental in capturing valuable insights and perspectives, which informed the company’s materiality assessment and helped outline its sustainability priorities. For its inaugural ESG report, AKI made a strategic decision to focus solely on internal stakeholders, placing a strong emphasis on ensuring that the voices and perspectives of employees and key team members were at the forefront of shaping the company’s sustainability agenda.

To further refine its ESG strategy and ensure it addresses the most critical sustainability issues, AKI engaged in a comprehensive process that involved consulting experts in the field and conducting an in-depth analysis of gaps and opportunities within its ESG performance.

This approach aimed to identify material topics that would guide the company's sustainability efforts in both the short and long term and underscored the importance of internal alignment and commitment as foundational to its strategy.

Recognising the value of broader stakeholder involvement, AKI’s strategic plan includes extending its stakeholder engagement to include external parties for future materiality mapping. This expansion is aimed at enriching the company’s understanding and response to sustainability challenges and opportunities by incorporating diverse viewpoints and expectations, thereby enhancing the robustness and relevance of its ESG initiatives.

	Internal			External			
Stakeholders	Board	Management	Employees	Clients	Suppliers	Regulatory Authorities	Local Community
Engagement Channels	Quarterly governance updates, strategy review meetings, digital communication channels. 	Strategic planning sessions, leadership forums, performance feedback mechanisms. 	Training sessions, intranet discussions, policy update emails, team-building events. 	Customer feedback forms, engagement through social media, client appreciation events. 	Regular performance reviews, supplier development programs, electronic procurement systems. 	Regulatory briefings, compliance workshops, reporting dashboards. 	Community outreach programs, local business support initiatives, environmental conservation projects. 

Materiality Matrix

The analysis of the materiality assessment results was conducted according to global best practices, with reference to the public ESG guidance of leading global frameworks such as SASB (Sustainability Accounting Standards Board) and GRI. This comprehensive approach ensures that AKI's materiality assessment aligns with established standards and benchmarks, enhancing the credibility and usefulness of the findings for stakeholders and guiding the company's strategic ESG priorities.

	Environmental	Social	Governance
Strategically Important	Logistics and Resources: <ul style="list-style-type: none"> - Energy and Carbon - Water - Waste 	Employee Engagement Diversity & Inclusion Human Capital Development	Business Ethics Supply Chain Standards
Important	Product Environmental Compliance	Labour Practices Customer Welfare	Data Security Sustainable Investments

The selection of material topics for each pillar has been guided by stakeholder feedback and a thorough materiality assessment, as outlined earlier. Each topic is chosen for its direct impact on specific SDGs, ensuring our business strategy is in line with sustainable progress.

Informed by the materiality assessment, AKI's sustainability framework is built on four fundamental pillars, reflecting our commitment to conscientious and effective business practices. These pillars are:



01
Sustainable Value Creation



02
Environmental Stewardship



03
Social Impact



04
Ethical Business Governance

AKI Sustainability Framework

The remainder of this report will detail AKI's activities in each of these domains, demonstrating our practical approach to sustainability.

Pillars

Material Topics

Sustainable Value Creation

Sustainable Investments

Prioritising investments that yield long-term environmental and social benefits. Integrating sustainability criteria into our investment decisions.

Value Chain Traceability

Ensuring visibility and accountability throughout our supply chain, tracing our environmental and social impact. Monitoring our distributed goods for environmental, social, and local impact standards.



Environmental Stewardship

Energy & Carbon

Reducing our carbon footprint through efficient energy use.

Waste

Minimising waste production and promoting recycling initiatives.

Water

Ensuring sustainable water use and reducing water wastage.



Social Impact

Employee Engagement & Development

Investing in the growth and satisfaction of our workforce.

Diversity, Inclusion & Equity

Cultivating a workplace that celebrates diversity and promotes equality.

Community Initiatives

Engaging with and contributing positively to the communities we operate in.



Ethical Business Governance

Business Ethics

Upholding the highest standards of integrity and transparency in all business dealings.

Data Security

Safeguarding stakeholder data against cyber threats and breaches.



Sustainable Value Creation



Sustainable Investments
Value Chain Traceability

Sustainable Investments

In the evolving landscape of global finance, AKI recognises the transformative power of sustainable finance as a cornerstone of its investment strategy.

For AKI, sustainable investing means more than just a checkbox for compliance; it signifies our dedication to investing in areas that are aligned with our corporate DNA, supporting environmental stewardship, social welfare, and robust governance. Our ESG Committee is tasked with acquiring the necessary knowledge and running a due diligence process to ensure that our investments are aligned with the following principles:

01

Long-term sustainability, ensuring that our investments continue to yield benefits well into the future.



02

Ethical standards, which guide our choices and business partnerships.



03

Positive societal impact, striving to contribute to the betterment of the communities we serve.



04

High environmental standards, to minimise our ecological footprint and lead by example in our sectors.



State-of-the-art Logistics Sustainability: AKI Fulfilment Centre

AKI is set to revolutionise logistics and distribution with the introduction of its fulfilment centre in Dubai Industrial City. Due for completion in 2024, this cutting-edge facility spans 48,000 sq.m and boasts 32 loading bays, promising to double AKI's existing storage capacity. With operations commencing in June 2024, it will mark a significant leap in the company's capabilities, featuring a staggering capacity for 80,000 pallets and advanced automation technologies.

The AKI Fulfilment Centre is poised to redefine logistical efficiency as a fully digital, paperless operation, embracing advanced artificial intelligence to accelerate and refine its storage, handling, and processing capabilities.

Designed with an emphasis on environmental consciousness, the centre is in line with LEED guidelines, reflecting its commitment to a reduced carbon footprint.

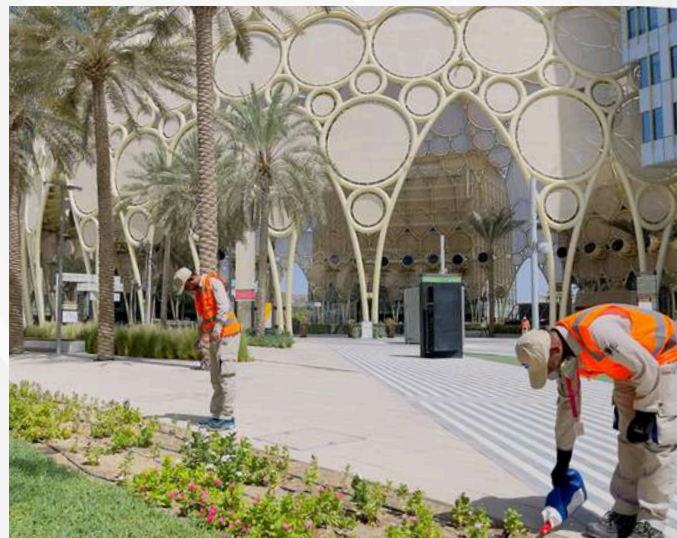
This state-of-the-art facility embodies efficiency, powered by automation and smart technologies such as wearable devices for streamlined picking and RFID for precise inventory management, targeting an exemplary 99.9% accuracy rate. With a strategic design that utilises natural light and incorporates energy-saving systems, the centre prioritises sustainability, significantly cutting down on electricity consumption and waste production.

The deployment of sophisticated conveyors, responsive put-to-light systems, and compact high-density storage solutions, along with vertical carousels, epitomises the centre's dedication to sustainable and highly efficient logistics.

Pioneering the Green Urban Development of the UAE

AKI Environmental Services embodies a progressive commitment to environmental health and sustainability, positioning it as a champion of eco-friendly development and a purveyor of a verdant future in the UAE. A pivotal arm of AKI, it delivers essential environmental services including waste management, pest control, and the maintenance and trading of agricultural and veterinary supplies.

With a skilled team of over a thousand technicians and an extensive fleet, AKI Environmental Services operates from a vast 100,000 sqft workshop, successfully executing numerous projects. Merging managerial expertise with digital innovation and cutting-edge technology, the division guarantees exemplary services.



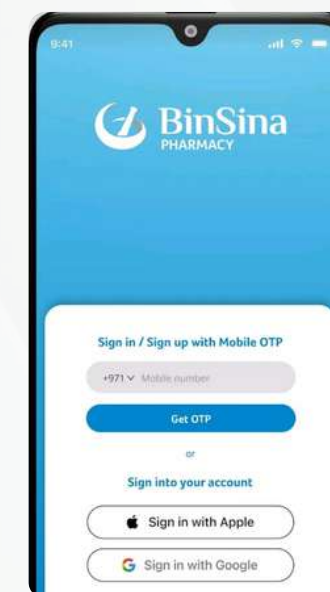
The division's commitment to creating green community areas is integral to its operations. It partners with esteemed organisations to promote sustainable methods, influencing industry standards and championing ecological care, particularly through its work with date palms, a regional environmental treasure.

Award-winning Pharma Distributorship

BinSina Pharmacy's innovative drive was recognised with two prestigious awards from Merck Healthcare, bolstering AKI Pharma's reputation as the fastest-growing pharma distributor in the UAE. This distinction was also coupled with a remarkable 68.64% year-on-year growth and acknowledgment by IQVIA as a leading distributor.

Complementing its on-ground initiatives, AKI has furthered its sustainable agenda by launching premier e-commerce platform for BinSina Pharmacy. This digital leap, facilitating seamless access to healthcare products and services, exemplifies AKI's strategic integration of sustainability and innovation, driving forward a health-centric, eco-conscious business model.

The successful case of AKI's pharmaceutical investment not only narrates a story of rapid growth and accolades but also sets a benchmark in sustainable healthcare distribution and digital transformation in the region.



Value Chain Traceability

At AKI, our leadership is actively spearheading efforts to foster environmentally responsible procurement practices. As part of our ongoing efforts, a considerable portion of new suppliers for non-inventory items, amounting to 74% in 2023, were screened based on environmental criteria. Moreover, 15% of our supplier screenings were conducted with a particular emphasis on social criteria, especially occupational health and safety considerations.

It's worth noting that the central procurement team manages the registration process for new suppliers exclusively for non-inventory items. However, divisions also have the capability to register new suppliers.

In 2023, 74% of AKI's new suppliers for non-inventory items were screened based on environmental criteria, while 15% were screened against social criteria.

On the social responsibility front, the procurement department plans to conduct due diligence on suppliers to ensure they do not engage in unethical practices such as child labour. Through these concerted efforts, AKI is not only advancing environmental and social responsibility but also fostering a culture of sustainability within its procurement practices for a greener and more responsible value chain.

Looking ahead, AKI has outlined ambitious goals, aiming to increase procurement of eco-friendly items to 25% by 2025. Additionally, initiatives to introduce and promote the use of reusable items for marketing and promotional activities highlight a proactive stance towards minimising environmental impact throughout the supply chain. AKI is determined to conduct due diligence, ensuring suppliers are not engaged in environmental exploitation and have initiatives in place to promote waste reduction, and good environmental practices.

Supplier Registration Process

In 2023, a comprehensive supplier registration process was successfully completed to ensure compliance with legal requirements and to uphold occupational health and safety standards across our supply chain. This includes meticulously verifying all safety and legal documents submitted by suppliers. We are proud to report that our stringent verification procedures have resulted in a 100% verification rate for all relevant documents. By making sure that occupational health and safety and legal documents are in order, we mitigate risks and uphold our commitment to operating ethically and responsibly. This rigorous approach underscores our dedication to maintaining the highest standards of legal compliance and risk management throughout our supply chain.

Empowering Local Suppliers: Prioritising ESG and ICV

To further bolster these endeavours, AKI has introduced Supplier Evaluation with an ESG rating system, demonstrating a comprehensive approach to supplier assessment that encompasses environmental considerations. Notably, the Central Procurement Policy now allocates a significant percentage of priority weightage to ESG and In-Country Value (ICV) factors, underscoring the organisation's emphasis on sustainability across procurement processes.

As a result of these efforts, we have achieved an impressive 85% sourcing rate from local suppliers, contributing to the growth and sustainability of our local communities. Looking ahead, we are determined to further strengthen our support for local economies, with plans to increase our sourcing rate to 90% from local suppliers. By fostering partnerships with local businesses and investing in our communities, we aim to create shared prosperity and long-term economic resilience.

Downstream Value Chain: Customer Care Excellence

With ISO 9001:2015 quality management systems in place, AKI is dedicated to upholding customer welfare through stringent quality assurance measures. As part of our future plans, we are committed to fair procurement practices, sourcing exclusively from Authorised Vendors to guarantee the authenticity and genuineness of our products. We prioritise suppliers with certificates such as ISO 22000:2018 for food safety, BRCGS Grade A+ for packaging, HACCP for hazard control, FSC® for responsible forestry in the paper industry, and ISO 9001:2015 for quality. By prioritising customer satisfaction and ensuring the highest standards of quality across our offerings, AKI remains steadfast in our commitment to fostering trust and confidence among our valued customers.

Energy & Carbon

Waste

Water

Environmental Stewardship



Environmental Stewardship

At AKI, our approach to environmental stewardship is deeply ingrained in our corporate ethos, reflecting our commitment to sustainability and responsible business practices. Guided by ISO 14001:2015 standards, we have developed our inaugural analysis that addresses various aspects of environmental management, ensuring a holistic approach to minimising our ecological footprint. Central to our efforts is the efficient utilisation of resources, with a focus on energy conservation and waste reduction.

Energy & Carbon

In our pursuit of sustainability and environmental responsibility, we prioritise the efficient use of resources, by monitoring and working on two major energy consumption streams of our operations:



Energy consumption of our fleet, particularly focusing on curbing the consumption of petrol and diesel



Energy consumption from our facilities, focusing on electricity efficiency measures

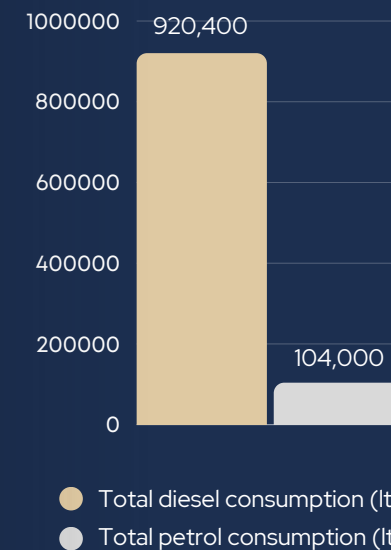
We closely monitor petrol and diesel consumption on a monthly basis. This monitoring process is diligently carried out across all departments, aligning with the requirements of ISO 14001:2015. By adhering to these standards and regularly tracking our energy usage, we aim to identify opportunities for optimisation and efficiency improvements.

3,433,784
Kwh of Electricity Consumed*



Emission intensity of
230.35
kg of CO₂e per employee

Total Fuel Consumption in 2023



In our ongoing efforts to optimise energy consumption at our facilities, we are implementing a range of electricity efficiency measures. In addition to the installation of motion sensors for efficient energy consumption, we are exploring the integration of solar lighting systems and energy-efficient appliances in new facilities to further enhance sustainability practices. Through these ongoing efforts, we are committed to mitigating our environmental impact by reducing emissions associated with non-renewable fuels, contributing to a greener and more sustainable future.

This usage of fuel and electricity led to total of 4,127,330.25 kg of Co₂e generated, with 2,741,798.40 kg of Co₂e (66.4%) associated to Scope 1 emissions and 1,385,531.84 kg of Co₂e (33.6%) associated instead to Scope 2 emissions.

*As a first-time reporter, the company only has records detailing its energy usage for the year 2023. These figures include the electricity consumed by both AKI and Alphamed Premises.

Waste

At AKI, we understand the paramount importance of waste management across our premises and verticals. We recognise that responsible waste management plays a pivotal role in promoting sustainability and environmental stewardship. As part of our commitment to advancing these principles, we have integrated waste management practices into our operations at every level. We prioritise minimising our environmental footprint through a variety of initiatives. This includes implementing recycling programs, reducing waste generation through the implementation of efficient processes, and fostering partnerships in waste management. These efforts are central to our commitment to contributing to the UAE Circular Economy.

In 2023, we diverted 10,900 kilograms of waste to recycling.

At AKI, we are dedicated to promoting circular practices as part of our commitment to environmental sustainability. Through strategic partnerships and internal initiatives, we actively engage in the recycling and repurposing of materials to minimise waste and maximise resource utilisation.



Partnering for Circularity

In 2023, AKI Environmental Services partnered with Abu Dhabi Waste Management Company - Tadweer for the management of waste bins and containers across Abu Dhabi Island. Through this collaboration, AKI Environmental Services will oversee the procurement, delivery, maintenance, and washing of waste containers across Abu Dhabi Island. This partnership represents a significant milestone in our efforts to implement state-of-the-art waste management solutions in the MENA region. By leveraging Tadweer's expertise and resources, alongside our commitment to innovation and sustainability, we aim to establish a robust waste management system that not only meets regulatory requirements but also fosters environmental sustainability and community well-being. Together with Tadweer, we are proud to lead the way towards a more sustainable future for Abu Dhabi and the wider region.

Carton Recycling Partnership with Union Paper Mill

AKI has partnered with Union Paper Mill, a trusted third-party contractor, for the monthly collection of cartons. To streamline the collection process, we meticulously segregate waste in-house, ensuring all recyclable materials are efficiently gathered. This collaborative effort resulted in Union Paper Mill successfully collecting 10,900 kilograms of scrap designated for recycling in the year 2023. Comprehensive data on monthly collections is maintained, reflecting our dedication to transparency and accountability in our recycling endeavours.

Internal Pallet Recycling Initiative

In addition to external partnerships, AKI manages pallet recycling internally through our dedicated team. Recycled pallets undergo thorough health, safety, and environmental (HSE) verification before being repurposed for storage. This sustainable approach not only reduces waste but also aligns with our commitment to environmental responsibility and resource optimisation. By embracing circular practices, we strive to minimise our ecological footprint and contribute to a more sustainable future for generations to come.

Eliminating Plastic Bags from Circulation

AKI's subsidiary, BinSina Pharmacy has made a firm commitment to embrace eco-friendliness as a key driver of its operations. The company has halted the usage of plastic bags, replacing them with eco-friendly compostable bags. These measures have yielded significant achievements, with approximately 3,000,000 pieces of plastic bags removed from operations.

3,000,000 pieces of plastic bags eliminated from circulation.



Moreover, BinSina has inspired eco-conscious behaviour by providing customers with eco-friendly sheets embedded with seeds, encouraging them to cultivate plants and contribute to a greener environment. With a clear vision for the future, BinSina aims to achieve 100% plastic-free shopping bags by 2025, demonstrating its unwavering commitment to environmental stewardship and sustainable practices.

Paperless Procurement and Finance Processes

Embracing a commitment to sustainability, Bin Sina Pharmacy has pledged to go paperless. By encouraging our suppliers to submit invoices digitally and transitioning to online platforms for the submission of invoices and supporting documents, we have significantly reduced our reliance on paper-based processes. In fact, this concerted effort has resulted in a remarkable 90% reduction in the submission of supplier hard copies, with 100% of our invoices now being submitted digitally. Additionally, all purchase requisitions are received digitally, further streamlining our operations and reducing our environmental footprint.

Achievements in Paperless Processes and Digitalization

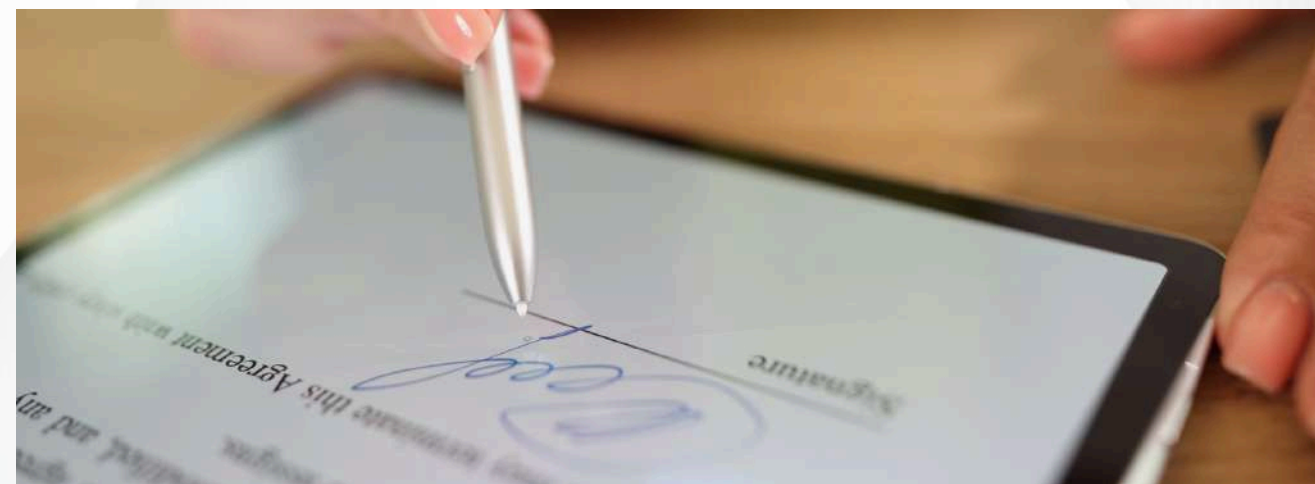
Saved 5,502 sheets of paper per year by implementing all-in-1 digital supplier creation form.

Saved 135,760 sheets of paper per year in invoice upload tool.

Saved a minimum of 3,394 man-hours per year.

Transitioning to digital payments has eliminated the need for paper cheques.

Looking forward, we are dedicated to achieving our goal of 100% digital documentation by 2025, reaffirming our commitment to sustainable practices and environmental stewardship.



Forwarding Sustainability: E-waste Recycling Initiative



AKI continues its trajectory of environmental responsibility through a partnership with Sacred Groves, an organisation devoted to safeguarding the world's most threatened forests, protecting natural habitats and inspiring meaningful change.

This strategic alliance sees AKI contributing its depreciated electronics assets to Sacred Groves' innovative Reuse and Recycling Program.

By diverting these assets from landfills and responsibly recycling non-working devices, AKI actively reduces electronic waste and contributes to the preservation of natural habitats.

By supporting initiatives that promote a circular economy, AKI strives to safeguard the planet's ecosystems and pave the way for a brighter, greener future.

Water

Water is a precious resource, essential for life and integral to the sustainability of our planet. Recognising its importance, AKI emphasises the responsible management of water resources across its operations. While no specific actions or measures are currently in place for water and effluents management, AKI maintains monthly records, particularly for wastewater and sewage disposal at specific locations, primarily site offices.

Water withdrawal, consumption, and discharge, as well as related impacts, are managed differently depending on the location. Some sites utilise third-party services for water withdrawal and disposal. Assessments are conducted for wastewater produced from vehicle washing activities in workshops, with measures implemented for responsible disposal through approved Environmental Service Providers (ESPs). Similarly, used oil resulting from repair and maintenance activities undergoes disposal through specific ESPs for hazardous waste.

The sources for water withdrawal primarily include surface water and third-party water, while discharged water is directed to third-party water bodies and surface water. Moving forward, AKI aims to explore opportunities for setting targets, enhancing monitoring practices, and further mitigating water-related impacts across its operations.

In 2023, the total water consumption* amounted to

5,029,222.4

liters

* Data provided herein has been sourced from the monthly Dubai Electricity and Water Authority (DEWA) bill for the respective period.
As a first-time reporter, the company only has records detailing its water usage for the year 2023. These figures include the water consumed by both AKI and Alphamed Premises.



Social Impact




- Diversity, Inclusion & Equity
- Employee Engagement & Development
- Employee Health & Safety
- Community Initiatives

Diversity, Inclusion & Equity


At AKI, we uphold the principles of diversity, equality, and inclusion (DEI) as foundational pillars of our organisational ethos. Guided by a commitment to fostering a culture where every individual feels valued, respected, and empowered, we recognise the inherent strength in embracing diverse perspectives, backgrounds, and experiences.

Through intentional efforts to cultivate an inclusive environment, we strive to champion equity across all facets of our operations, ensuring that differences are not only acknowledged but celebrated.




65

Nationalities
Our team consists of 65 different nationalities, voicing our commitment to diversity and inclusion.




38%

Increase in workforce
Our employee strength by 38% from 2022 to 2023.



98%

Parental leave return rate
We offer support and flexibility, providing 50 employees to take parental leave, with 49 returning to work afterwards in 2023.



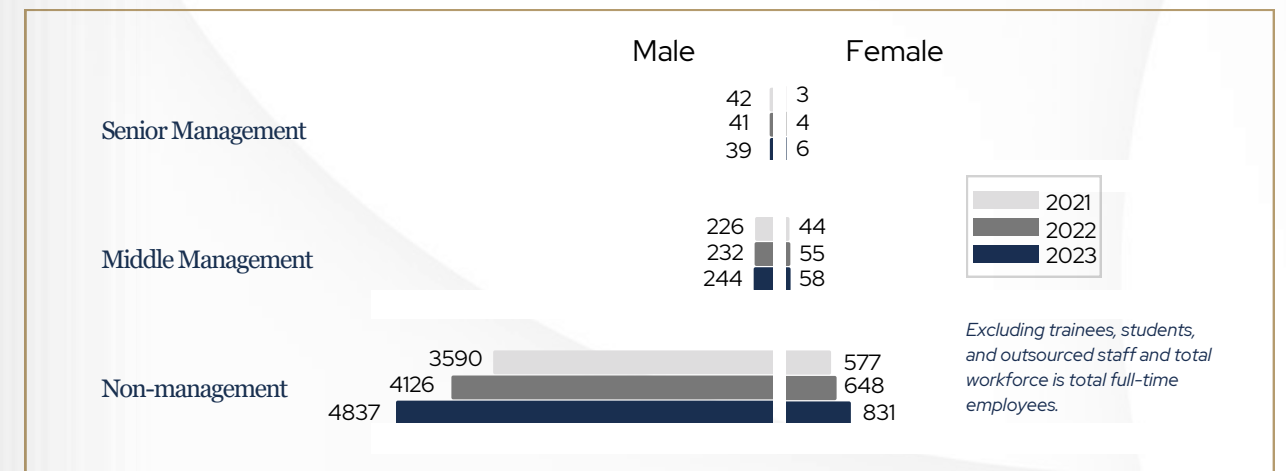
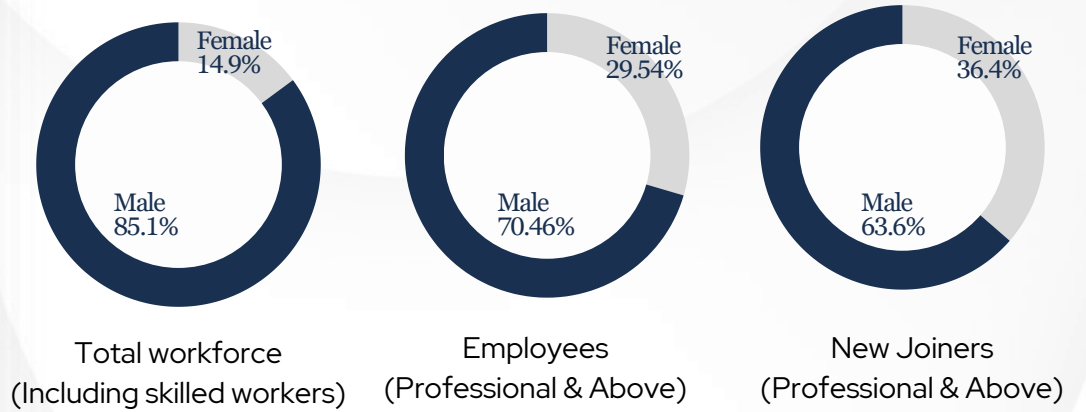
11.3%

Turnover rate
We value our employees deeply, which is evident in our low turnover rate of 11.3%.



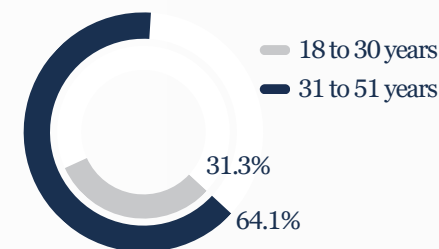
Our People at a Glance

Employees per category and gender



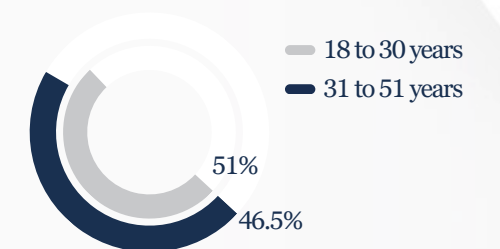
Employees by age

In 2023, 31.3% of our employees are from the 18 to 30 years old age bracket while 64.1% are from the 31 to 50 years age bracket.



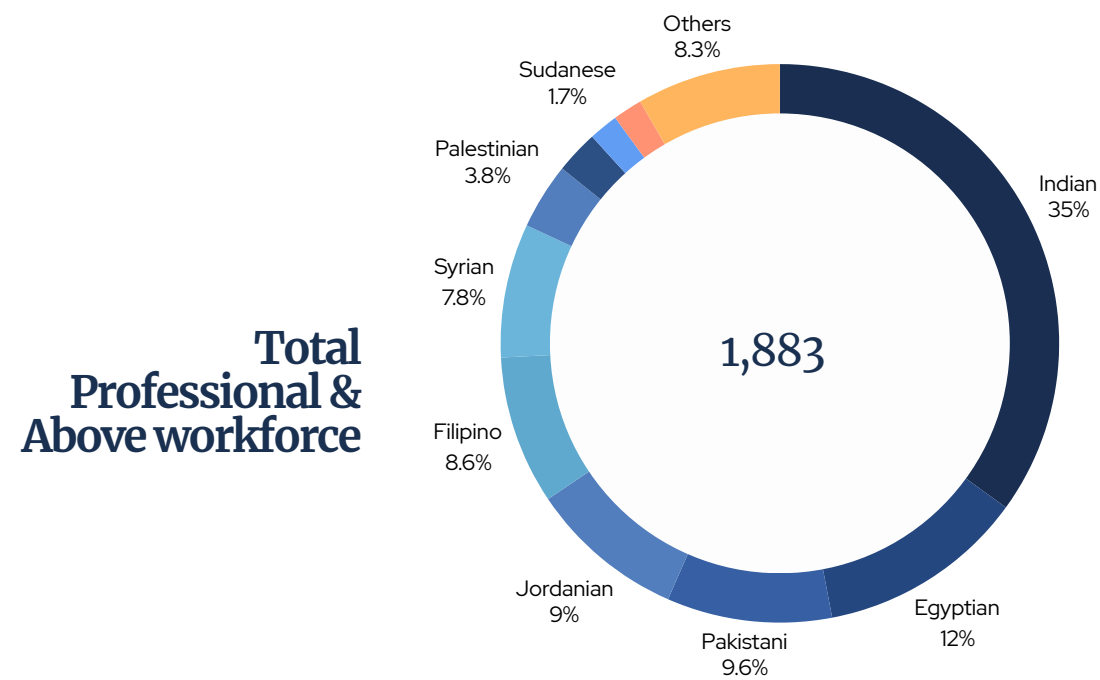
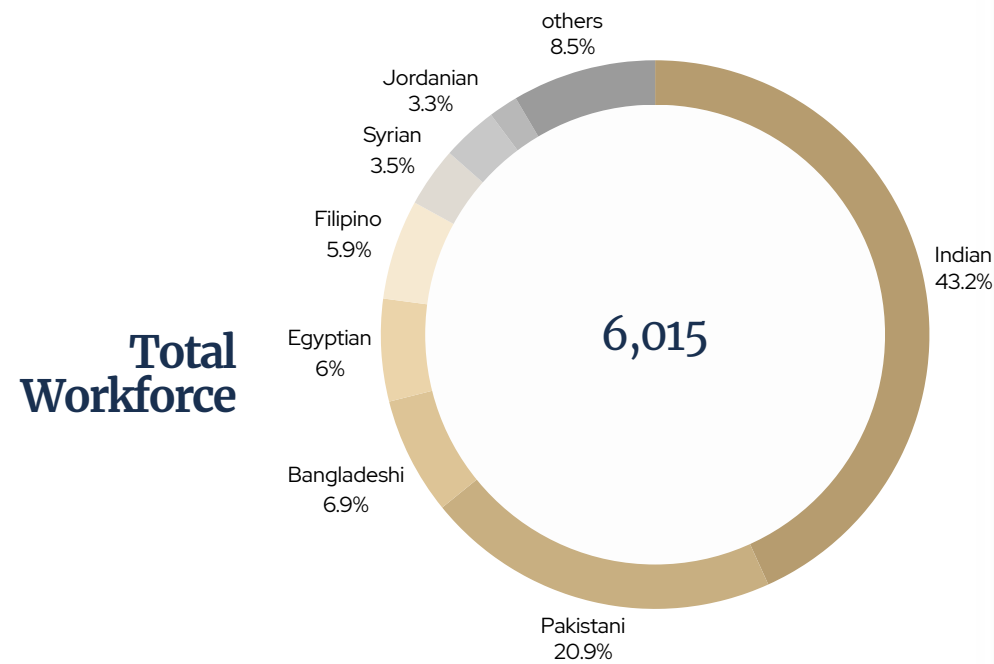
New Hires by age

Meanwhile, of new hires, 51% are from the 18 to 30 years old age bracket while 46.5% are from the 31 to 50 years old age bracket.



Total Workforce by Nationalities

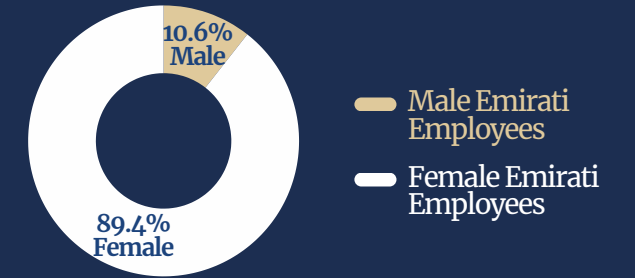
Our dedication to fostering diversity is vividly illustrated by the large variety of cultural backgrounds within our workforce. Out of over 65 nationalities in our workforce, the highest represented are Indians, comprising 43.23%, followed by Pakistanis at 20.91%, and Bangladeshis at 6.93%.



Our Emiratisation Journey

At AKI, our commitment to Emiratisation is evident through targeted initiatives aimed at empowering Emirati nationals within our workforce. In 2023, we took strategic steps to bolster Emirati representation, with a particular focus on gender diversity. Out of the total 104 Emirati employees, 93 are women, reflecting our dedication to fostering gender equality. Our proactive approach included recruitment drives and active participation in college job fairs, resulting in the successful onboarding of 84 new Emirati employees. Building on this momentum, we have set ambitious targets, aiming to hire an additional 50 Emirati nationals by the middle of this financial year.

Through these concerted efforts, we aim to not only enhance Emirati representation within our organisation but also provide meaningful opportunities for local talent to thrive and contribute to our collective success.



Attracting Top Talent: AKI Graduate Development Programme

In 2023, we welcomed a new group of graduates as part of our annual Graduate Development Programme. Each year, the top talent is selected and inducted into our rigorous program, designed to nurture their skills, knowledge, and leadership potential for future roles within and beyond our organisation. This year, a total of 18 candidates were selected. The programme kicked off with a 3-day onboarding experience aimed at maximising their understanding of the organisation, including visits to offices, retail locations, and sessions with C-level executives.

By providing them with comprehensive training and mentorship, we aim to empower these individuals to excel not only within our organisation but also to become influential contributors to the broader talent landscape in the region.

Employee Engagement & Development

At AKI, we believe that our greatest asset is our people. Our commitment to fostering an engaging and supportive work environment is reflected in our robust employee engagement and development initiatives. From interactive leadership engagement sessions to comprehensive training programs, we ensure that every team member is equipped with the skills and opportunities they need to develop.

Leadership Engagement

We conducted over 10 hours of awareness sessions with our senior leadership to discuss the results of the Great Place to Work Survey. These sessions fostered dialogue and initiatives aimed at enhancing our workplace culture and employee experience.

Focus Groups

We have planned over 30 hours of focus group sessions, including dedicated forums for our female employees, to facilitate open and honest discussions about our employees' needs, concerns, and aspirations.

Retail and Leadership Academy

In January 2024, we are inaugurating the Retail and Leadership Academy, focusing on equipping our team members with essential skills and knowledge for success in the dynamic retail environment.

Employee Training

Learning Management System (LMS)

In 2023, we introduced the LMS, accumulating over 1400 hours of learning. The LMS serves as a valuable resource for accessing tailored training materials and resources for professional growth.

Our employees achieved an impressive 1020 learning hours through the Retail Academy since its inception, with over 60% completed by our female employees. We anticipate completing 4000 training sessions by the end of 2024.

1,400 of total learning hours spent in Learning Management System

4,461 of total learning hours by 600 employees

Total Training Hours

In 2023, we recorded a total of 4,461 training hours, benefiting over 600 employees through diverse training programs. This underscores our steadfast commitment to investing in the growth and success of our team members.



AKI CERTIFIED AS A 'GREAT PLACE TO WORK®'

We achieved an exceptional score of 85% in the 2023 Great Place to Work Survey®, surpassing the previous year's score by 3% and solidifying our position for the second time among the top 30 companies in the ranking.

“At AKI, we value each person's unique talents. Guided by our people-first approach, we foster a purpose-driven culture where high-performing individuals thrive, fueling our collective success.”

Eva Mourino
Chief People Officer - HR

Employee Well-being

Our dedication to well-being is not just about individual health but also about building a stronger, more resilient community within our organization. By providing various wellness programs and health check-ups, we aim to create a supportive environment where everyone can thrive.

Run and Walk

As an added highlight to promote camaraderie and teamwork, AKI launched an engaging activity every Wednesday at Kite Beach, named "Run and Walk." This activity wasn't just a race; it was a friendly competition engaging our team members, and fostering a collaborative work environment while nurturing healthier bodies and minds.

Dubai Fitness Challenge 2023: Nurturing Employee Fitness

We recognise the importance of fostering a culture of employee well-being and development. In line with this commitment, we participated in the Dubai Fitness Challenge 2023.

During the 30-day challenge, our dedicated team at AKI enthusiastically embraced the opportunity to prioritise their health and fitness. Each day, employees committed to a regimen of 30 minutes of various activities, whether it be exercising at home, hitting the gym, or enjoying outdoor yoga sessions. The overarching goal remained consistent: to stay active, promote wellness, and reduce stress levels.



Breast Cancer Awareness Month

We believe in the power of community engagement and support, especially when it comes to raising awareness about important health issues. During Breast Cancer Awareness Month, we seized the opportunity to shine a light on the importance of early detection and support for those affected by breast cancer.

AKI proudly hosted the Pink Caravan, a symbol of hope and strength in the fight against breast cancer, at our head office in Dubai. The vibrant pink caravan served as a rallying point for our community, providing a platform to come together and promote early detection.

More than just a symbol, the Pink Caravan also served as a practical resource for our employees. Free breast cancer check-ups were offered, empowering individuals to take proactive steps towards their health and well-being.

This initiative was a meaningful step towards ensuring that we prioritise the health of our community. By standing together, raising awareness, and championing the importance of early detection, we believe that we can make a real difference in the fight against breast cancer. Through initiatives like the Pink Caravan, AKI remains committed to promoting health awareness and fostering a supportive environment where our employees can thrive.






Employee Health & Safety

AKI is dedicated to fostering a pleasant and safe workplace environment for all employees. In the past three years, we have reported zero non-compliance related to Health, Safety, and Environment (HSE) regulations.

We carefully conduct all activities and develop standards/policies to minimise any potential risks to the health and safety of employees, visitors, or any other individuals present on the company's premises. We provide comprehensive instruction, training, guidance, and supervision to empower all employees to work effectively, recognise hazards, and proactively contribute to their own health and safety.

AKI has implemented ISO 45001-2018 since 2023, aligning with our Quality Management System and Risk Management protocols to ensure stringent adherence to industry-leading standards. Our occupational health and safety management system encompasses a wide scope, covering various workers, activities, and workplaces. These include:

-  Storage and distribution of medical and laboratory products
-  Pharmaceutical products
-  Consumer and sports products

Hazard Identification and Risk Mitigation

AKI demonstrates a comprehensive approach to hazard identification, risk assessment, and incident investigation within its HSE framework. HSE risk analysis reports are documented and shared with employees, with monthly inspections conducted by the HSE team covering aspects such as fire-fighting equipment, first aid requirements, and machine inspections, in addition to routine checks.

Employees adhere to standard operating procedures (SOP), ensuring the prompt reporting of hazards to the HSE team and subsequent implementation of corrective and preventive action (CAPA) plans. It is mandated by AKI policy for employees to report any potential hazards to the relevant department and withdraw from hazardous situations. Internal audits and HSE inspections uphold the quality of the HSE system, with employees receiving training from both internal and external HSE trainers. The dissemination of HSE policies and procedures is facilitated by the HSE team through shareholder meetings, ensuring accessibility for all employees.

New SOPs undergo thorough consultation with concerned team members, followed by comprehensive training and documentation for future reference. While a formal committee is yet to be established, daily Toolbox Talks are conducted with employees.

HSE Trainings and Fire Drills

AKI executed a comprehensive program in 2023 focusing on HSE trainings and drills. With the primary objectives of enhancing employee participation in HSE activities and ensuring awareness of HSE requirements, AKI collaborated closely with teams to develop and implement a robust training plan. This involved aligning with teams to assess training needs, arranging certified sessions covering areas such as First Aid, Fire Fighting, and Hazardous Items Handling, and conducting training sessions with active participation and feedback mechanisms in place. In addition to the training component, AKI conducted regular HSE drills to test emergency response procedures and ensure compliance with established standards. The successful execution of this project not only improved employee engagement and awareness of HSE protocols but also strengthened the overall safety culture within the organisation.



Protecting our Workers' Health

At AKI, all employees benefit from valid medical insurance that ensures coverage at major hospitals, clinics, and pharmacies, offering complete protection and access to non-occupational medical services. Additionally, AKI collaborates with Bin Sina Pharmacy and the Ministry of Health and Prevention to provide free health checkups, further promoting proactive healthcare management among its workforce. In line with local labour laws and the AKI HR Policy, employees are entitled to paid sick leave, ensuring they can take the necessary time off to prioritise their health without financial concerns.

Employee Health Benefits

- 01** | Health Insurance 
- 02** | Free Health Checkups through BinSina Pharmacy 
- 03** | Paid Sick Leaves 
- 04** | Full-time Doctor available at accommodation and a Clinic on-site 

Community Initiatives

By collaborating with local organisations and engaging volunteers, we address pressing needs and extend a helping hand to those facing challenges. Through these initiatives, we not only contribute to saving lives and supporting the well-being of others but also strengthen bonds within our community.

Donate Blood, Save Lives

In 2023, we conducted a comprehensive blood donation campaign aimed at fostering both internal and external awareness regarding the significance of blood donation. Through the active engagement of internal volunteers, we orchestrated a coordinated effort with the government healthcare authority - Dubai Health Authority (DHA).

Our strategy included developing an internal marketing and communication plan to amplify awareness of the drive, utilising social media platforms to promote participation. By emphasising the direct contribution to saving lives and enhancing employee engagement and participation, we not only underscored the importance of donating blood but also cultivated a culture of health awareness within our organisation.

12,000 UAE Residents Screened for Diabetes

BinSina Pharmacy's collaboration with the Ministry of Health and Prevention - UAE on the '100-day challenge' National Prediabetes and Diabetes Screening Programme has led to a groundbreaking success, with over 12,000 UAE residents screened in 2023, underscoring AKI's commitment to health accessibility and preventive care.



Ramadan Iftar Initiative

During the Holy Month of Ramadan, AKI and BinSina Pharmacy collaborated with Beit Alkhair Society to launch a heartwarming Ramadan Iftar Initiative. This initiative symbolised the spirit of community and solidarity, underscoring the importance of collective efforts in making a difference in the lives of those in need.

Together, we distributed 10,000 Iftar meals across different locations in the UAE, spreading blessings and kindness throughout the month. Engaging AKI employees in this welfare activity was integral to our mission, fostering a sense of empathy and social responsibility among our team members. Through this initiative, we aimed to create a positive social impact by supporting the well-being of individuals facing hardship during Ramadan, exemplifying our commitment to serving and uplifting our community.

Alphamed at AccessAbilities Expo 2023

In 2023, Alphamed participated in the AccessAbilities Expo, the largest event catering to People of Determination across the Middle East, Africa, and South Asia region. This expo serves as a platform to showcase a wide array of technologies, services, and innovations aimed at empowering over 2 billion People of Determination (PoD) worldwide.

For Alphamed, this participation presented a remarkable opportunity to engage with stakeholders, share insights, and reaffirm our commitment to enhancing the lives of PoD and their families. By facilitating the exchange of knowledge and showcasing advancements in the field of healthcare, we strive to contribute to the ongoing progress towards inclusivity in the communities we work.

Business Ethics

Data Security

Ethical Business Governance



Business Ethics

At AKI, we are deeply committed to upholding the highest standards of business ethics and transparency. Our governance framework serves as the guide of our operations, guiding decisions and actions to ensure integrity, accountability, and responsible conduct across all levels of our organisation. We prioritise transparency and ethical behaviour, fostering a culture of trust that underpins everything we do. Through comprehensive policies and procedures, we promote adherence to ethical principles, creating a foundation for sustainable business practices and long-term success.

The highest governing body at AKI is the Executive Panel Committee, comprising the Managing Director, Chief Legal Officer, Chief Executive Officer (Pharma), Chief Executive Officer (Consumer), Chief Executive Officer (Medlab & Fitness & Lifestyle), Chief Financial Officer, and Chief Executive Officer (GCL). This body holds responsibility for decision-making and oversight of the organisation's impacts on the economy, environment, and society. Members of this committee are appointed by the Managing Director in conjunction with the Chairman.

Additionally, the Executive Panel Committee has established a Risk Committee to address the risks associated with both new and existing business opportunities. Furthermore, the Internal Audit Department collaborates with the Compliance Department to assess current processes, identify risks, and evaluate overall control effectiveness. Every three years, the Internal Audit Department formulates an audit plan targeting high-risk areas based on risk assessments, which is subsequently reviewed by the Executive Panel Committee.

At AKI, our dedication to ethical governance is supported by a comprehensive framework of policies and procedures. These principles, incorporated into our corporate governance framework, act as a roadmap, fostering transparency, accountability, and ethical behaviour throughout our operations. From defining the roles and responsibilities of the Executive Panel Committee to implementing specific policies like the Code of Conduct, Conflict of Interest Policy, and Anti-Bribery and Anti-Corruption Policy, these principles collectively underscore our commitment to cultivating a culture of integrity and responsible business conduct.

Policy Framework at AKI

Evaluation of the Executive Panel Committee's performance is based on functional and financial deliverables. The Chief People Officer and the Managing Director conduct this evaluation annually to ensure consistently high performance and accountability in alignment with ethical governance and ESG principles.

100% of AKI employees have certified their commitment to the Anti-Corruption & Anti-Bribery Policy

100%



POLICY	FUNCTION
Code of Conduct	This provides guidelines concerning Confidentiality of Information, Non-disclosure of client information, Proprietary information, Non-solicitation, Giving/accepting gifts, Whistleblowing policy and more.
Conflict of Interest Policy	Provides guidelines for identifying and disclosing potential conflicts of interest.
Disciplinary Policy	Works in conjunction with the Code of Conduct.
Grievance Policy	To ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay.
Anti-Bribery and Corruption Policy	Details AKIs' zero tolerance approach to bribery and corruption.
IT, E-mail & Internet Policy	Proper usage of company-owned email addresses, IT equipment and internet usage.
Social Media Policy	Provides guidelines on ethical use of social media including Facebook, LinkedIn, Twitter, Instagram and all other social networking sites, internet postings and blogs as well as instant communication platforms such as WhatsApp - to avoid any harm to the business.
Data Privacy	This policy sets out the conditions under which the Company (including any Group Company) shall process personal data relating to its employees.
Intellectual Property Policy	This policy guides on employees' obligations in respect of the Company's Intellectual property.
Confidential Information Policy	Governs the Company's procedures related to confidential client information.

Policy Implementation Overview



Code of Conduct Implementation

Our Code of Conduct ensures ethical business practices at Al Khayyat Investments. The Managing Director approves revisions or additions to these documents. Policy changes are disseminated to the workforce via the company's intranet. Regular training sessions reinforce policy awareness among employees, aiding in their seamless integration into daily business practices.



Conflict of Interest Policy

As per policy, conflicts of interest are disclosed to stakeholders, including those arising from cross-board membership and cross-shareholding with suppliers and other stakeholders. To prevent and mitigate potential incidents, a Conflict of Interest informational form is circulated among company employees twice a year.



Anti-Bribery and Anti-Corruption Policy

In pursuit of ethical business practices, AKI has implemented an Anti-Bribery and Anti-Corruption Policy. In 2023, a total of ten operations were evaluated for corruption-related risks. However, zero confirmed cases of corruption were reported. Furthermore, the organisation has ensured that 100% of the Executive Panel Committee members and all AKI employees have been briefed on the Anti-Corruption policies and procedures. Additionally, all employees receive annual Anti-Bribery and Anti-Corruption training to enhance awareness and compliance.

Data Security

At AKI, safeguarding data privacy is a cornerstone of our operations, underpinned by a comprehensive array of policies, systems and security protocols. In 2023, zero data privacy breaches were reported by customers at AKI.

Our commitment to protecting our customers' privacy is reflected in the implementation of policies such as the Information Security Policy, Information Technology Operations Policy, Information Security Risk Management Policy, and Minimum Security Baselines Policy. These policies serve as the foundation for our approach to data security, ensuring that stringent standards are upheld throughout our organisation.

In fortifying our data protection measures, we employ a multi-layered approach that encompasses various aspects of security. Perimeter security is fortified through the utilisation of Fortinet Next Generation Firewalls, which provide a robust defence against external threats, complemented by the advanced threat detection capabilities of Mimecast Email Protection.

Meanwhile, identity security is bolstered by the widespread adoption of Single Sign-on across the majority of our applications, coupled with the added layer of security offered by Multi-Factor Authentication. This multi-faceted approach ensures that access to sensitive data is tightly controlled and authenticated, minimising the risk of unauthorised breaches.

Furthermore, in the event of security incidents or breaches, AKI has established a proactive Incident Response strategy. We leverage the expertise of the Managed Detection and Response Service provided by our partners, enabling us to swiftly detect, respond to, and mitigate any security threats that may arise.

Additionally, our Endpoint Security is fortified through the implementation of Kaspersky Total Security, equipped with Endpoint Detection and Response (EDR) capabilities, alongside comprehensive Vulnerability Management facilitated by Rapid7. These measures collectively demonstrate our unwavering commitment to maintaining the highest standards of data privacy and security, safeguarding the trust and confidence of our stakeholders.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organisational details	8-9
	2-2 Entities included in the organisation's sustainability reporting	8
	2-3 Reporting period, frequency and contact point	4
	2-4 Restatements of information	
	2-5 External assurance	
	2-6 Activities, value chain and other business relationships	20
	2-7 Employees	25-28
	2-8 Workers who are not employees	
	2-9 Governance structure and composition	7, 13
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	11
	2-13 Delegation of responsibility for managing impacts	11
	2-14 Role of the highest governance body in sustainability reporting	11
	2-15 Conflicts of interest	
	2-16 Communication of critical concerns	14
	2-17 Collective knowledge of the highest governance body	5
	2-18 Evaluation of the performance of the highest governance body	
	2-19 Remuneration policies	
	2-20 Process to determine remuneration	
	2-21 Annual total compensation ratio	
	2-22 Statement on sustainable development strategy	10-15
	2-23 Policy commitments	20
	2-24 Embedding policy commitments	
	2-25 Processes to remediate negative impacts	
	2-26 Mechanisms for seeking advice and raising concerns	33
	2-27 Compliance with laws and regulations	19, 34
	2-28 Membership associations	
	2-29 Approach to stakeholder engagement	14
	2-30 Collective bargaining agreements	Omitted - Collective bargaining is not allowed within the UAE laws

GRI STANDARD	DISCLOSURE	LOCATION
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	15
	3-2 List of material topics	
Market presence		
GRI 3: Material Topics 2021	3-3 Management of material topics	27
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	
Procurement practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	20
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	33-34
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	
	205-2 Communication and training about anti-corruption policies and procedures	
	205-3 Confirmed incidents of corruption and actions taken	34
Materials		
GRI 3: Material Topics 2021	3-3 Management of material topics	22-23
	301-1 Materials used by weight or volume	
GRI 301: Materials 2016	301-2 Recycled input materials used	
	301-3 Reclaimed products and their packaging materials	
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	21
	302-1 Energy consumption within the organisation	
	302-2 Energy consumption outside of the organisation	
GRI 302: Energy 2016	302-3 Energy intensity	
	302-4 Reduction of energy consumption	
	302-5 Reductions in energy requirements of products and services	

GRI STANDARD	DISCLOSURE	LOCATION
Water and effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	
	303-1 Interactions with water as a shared resource	
	303-2 Management of water discharge-related impacts	24
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
Emissions		
	3-3 Management of material topics	
	305-1 Direct (Scope 1) GHG emissions	21
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	
	305-3 Other indirect (Scope 3) GHG emissions	NA
	305-4 GHG emissions intensity	21
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	
	306-1 Waste generation and significant waste-related impacts	
	306-2 Management of significant waste-related impacts	22
GRI 306: Waste 2020	306-3 Waste generated	
	306-4 Waste diverted from disposal	
	306-5 Waste directed to disposal	
Supplier environmental assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	20
	308-2 Negative environmental impacts in the supply chain and actions taken	
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	
	401-1 New employee hires and employee turnover	26-28
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3 Parental leave	

GRI STANDARD	DISCLOSURE	LOCATION
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	
	403-1 Occupational health and safety management system	
	403-2 Hazard identification, risk assessment, and incident investigation	
	403-3 Occupational health services	
	403-4 Worker participation, consultation, and communication on occupational health and safety	30
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	
	403-6 Promotion of worker health	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8 Workers covered by an occupational health and safety management system	
	403-9 Work-related injuries	
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	
	404-1 Average hours of training per year per employee	29
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	25-28
Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	
		27
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	

GRI STANDARD	DISCLOSURE	LOCATION
Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs 413-2 Operations with significant actual and potential negative impacts on local communities	27
Supplier social assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria 414-2 Negative social impacts in the supply chain and actions taken	20
Customer health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	20, 35
Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	35



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