

# SUSTAINABILITY REPORT

2024

الخياط للاستثمار  
Al Khayyat Investments

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# Introduction

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- | Managing Director's Message
- | About Al Khayyat Investments (AKI)
- | Our Ambition, Mission & Purpose
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# About This Report

In 2024, Al Khayyat Investments (AKI) strengthened its commitment to Environmental, Social, and Governance (ESG) priorities, building on the foundations of our long-term sustainability strategy. This report captures the progress and initiatives delivered across our UAE operations between 1 January and 31 December 2024. Prepared in reference to the Global Reporting Initiative (GRI) framework, it reflects our dedication to operating with transparency, accountability, and purpose.

In alignment with the United Nations Sustainable Development Goals (SDGs), we highlight our contributions in key focus areas, underpinned by verified performance data. Every detail has been reviewed and validated by the AKI ESG Committee, ensuring accuracy, integrity, and a clear connection to our purpose of creating meaningful impact for our people, communities, and the environment.







**Zaid S. Al Khayyat**  
Managing Director

# Managing Director's Message

“

At Al Khayyat Investments (AKI) our commitment to sustainability is a reflection of who we are.

It is shaped by how we work, how we support each other, and how we show up for the communities around us. We take seriously our responsibility to operate ethically, to protect the environment, and to contribute meaningfully to the world we're part of.

This past year has been one of progress from the expansion of our nursery network, powered by sustainable growing practices, to the inauguration of our new Fulfilment and Innovation Centre, built with the environment in mind at every step. With operations driven by smart technology and greater efficiency, these milestones reflect the culture and commitment to sustainability the teams across all businesses bring to life every day.

We know this is a continuous journey. We are committed to staying informed, learning, and improving wherever we can. And when we see an opportunity to do things better we act.

We remain focused on building a business that grows responsibly, led by purpose, and guided by the impact we have on our people, our communities, and our planet.



# About Al Khayyat Investments (AKI)

Al Khayyat Investments (AKI) was founded by Dr. Saad F. Al Khayyat, a surgeon by education and our Chairman, with a vision to build businesses that deliver lasting impact.

Under the leadership of our Managing Director, Zaid S. Al Khayyat, AKI has continued to evolve, expand, and strengthen its position in the market. The journey began with the opening of BinSina Pharmacy in 1965, followed by the establishment of Alphamed, now one of the largest healthcare companies in the Middle East. These early milestones laid the foundation for AKI's growth into a diversified Emirati family business across nine industries.

From a small, dedicated team in our early days to a presence in nine countries and a workforce of over 11,000 people, AKI has grown significantly while remaining true to its core values and commitment to the communities it serves.

## Healthcare

With a legacy of excellence and a commitment to advancing medical innovation, AKI Healthcare plays a vital role in shaping the region's healthcare landscape in alignment with the UAE's vision to be a global medical hub.

## Fitness

Befit is a leading one-stop destination for fitness and wellness, committed to providing a unique fitness experience to communities across the region.

## Automotive

Established in 1996, Al-Khayyat Motors (AKM) is a leading automotive business in Jordan, known for delivering quality, innovation, and long-term customer value.

## Consumer

AKI Consumer is one of the leading go-to-market partners and growth engines in the Middle East for some of the world's most trusted brands.

## Contracting

Gulf Contracting & Landscaping (GCL) is one of the UAE's leading contracting and engineering companies, delivering large-scale solutions that shape the nation's infrastructure, government developments, and landscape environments.

## Logistics

AKI Logistics is a trusted provider of third party logistics solutions, supporting partners across the region with reliable, scalable operations.

## Retail

AKI Retail is a trusted partner for global and local brands, bringing world-class retail experiences to life across the Middle East.

## Environmental

AKI Environmental is a leading provider of integrated environmental and veterinary solutions, supporting public health, urban sustainability, animal health, and agricultural resilience across the UAE.

## Creates

AKI Creates is AKI's dedicated manufacturing and product innovation arm, proudly made in the Emirates and built to power the next generation of homegrown brands.



# Our Ambition, Mission & Purpose

## Ambition

To be the region's defining business group of the next decade.

## Mission

To deliver on our growth ambitions, through a relentless focus on excellence.

## Purpose

To create meaningful impact in people's lives, each and every day.





# Our Values

Our values are the core of 'The AKI Sphere,' a unique ecosystem that guides our decisions, actions, and growth.

**People First**  
We put people-first

## Professional

We work professionally and with genuine integrity

## Inspirational

We look to inspire ourselves and each other

## Entrepreneurial

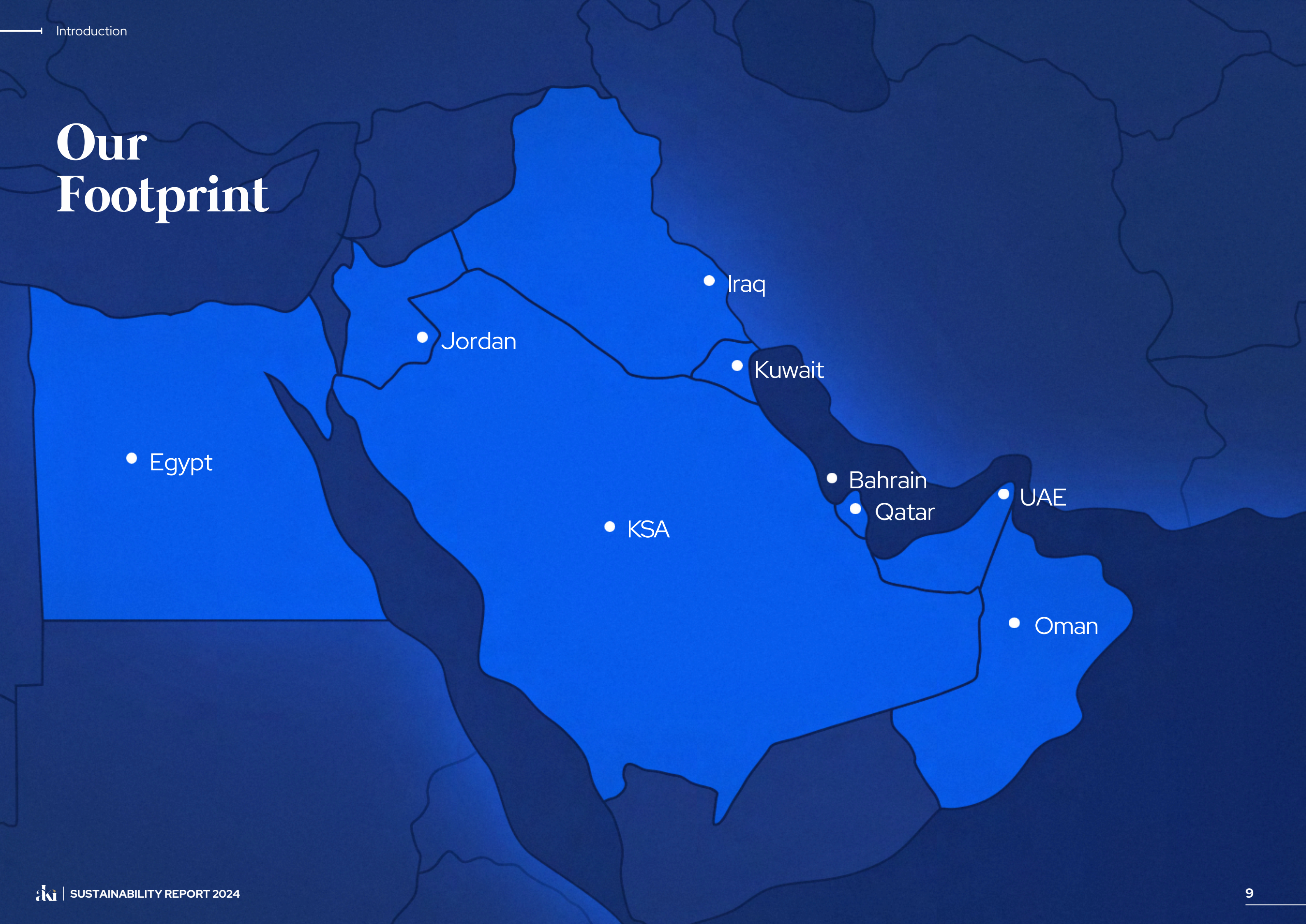
We seek out change and are driven by entrepreneurial spirit

## Exceptional

We always aim for the exceptional



# Our Footprint





# Our Sustainability Commitment

- | Sustainability Highlights
- | ESG Governance & Strategic Oversight
- | Driving AKI's Sustainable Agenda
- | Sustainable Development Goals
- | Stakeholder Engagement
- | Materiality Matrix
- | Sustainability Strategy



AKI's Fulfilment & Innovation Centre  
Planting Ceremony 2024



# Sustainability Highlights

In 2024, AKI achieved many sustainability milestones, including eliminating single-use plastic bags, expanding operational space by 370% with minimal energy impact, generating clean solar power, dramatically increasing recycling, and advancing Emirati employment.

- » Plastic-Free Milestone: **100%** elimination of single-use plastic bags.
- » Energy Efficiency: **370%** growth in operational space with only a **55%** rise in electricity use, keeping emissions intensity **57%** below average.
- » Clean Energy: **672,500 kWh** generated from new solar systems.
- » Waste Impact: **350,000 kg** diverted to recycling – up 3,110% from 2023.
- » Social Inclusion: Emirati employment up **120%**, with **88.2%** of new hires being women.





# ESG Governance and Strategic Oversight

In 2024, Al Khayyat Investments (AKI) advanced its sustainability agenda under the strategic guidance of its ESG Committee. Operating with a defined charter, the Committee ensures ESG priorities are integrated across the organisation's activities.

The ESG Committee includes four C-suite executives and four senior leaders from diverse domains, fostering strategic decision-making aligned with AKI's sustainability goals.

Appointed by AKI's Board, the Committee shapes the ESG strategy, sets measurable targets and monitors progress. Regular meetings ensure alignment across business units, embedding ESG values in decisions.

Subcommittees and internal champions, ranging from interns to senior team members, play critical roles in advancing AKI's ESG mission, driving transformation at all levels and cultivating a culture of sustainability.

This inclusive approach enables AKI to deliver sustainable growth, ethical conduct and long-term value creation, impacting the economy, society and the environment.

11 ESG Champions

4 C-Suite Executives

4 Senior Leaders





# Driving AKI's Sustainable Agenda

In 2024, AKI strengthened its alignment with the UAE's national sustainability vision, integrating key environmental objectives into its ESG framework. The company's strategy is shaped by national policy priorities, including the UAE's Third Nationally Determined Contribution (NDC) under the Paris Climate Agreement, reinforcing AKI's commitment to addressing climate change and promoting environmental resilience.

AKI adheres to the UAE Green Agenda, playing a key role in advancing a low-carbon, sustainable economy. The company's commitment to the UAE Net Zero 2050 initiative reflects a long-term focus on achieving carbon neutrality across operations. By aligning with the UAE Green Growth Strategy and UAE's 2071 vision, AKI contributes to a future that balances economic development with environmental stewardship, driving the nation's sustainable prosperity.

In line with evolving regulations, AKI has taken measures to align with Federal Decree-Law No. (11) of 2024 on the Reduction of Climate Change Effects, establishing a national climate governance approach. AKI is enhancing climate-related risk management, embedding emissions reduction targets into operational planning and strengthening governance structures to comply with the law. These steps affirm AKI's role as a responsible corporate actor and proactive commitment to the UAE's sustainability agenda.

	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	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					●						●	

AKI's sustainability efforts reflect a global perspective, with a strong commitment to the United Nations Sustainable Development Goals (SDGs). By aligning initiatives with these priorities, AKI demonstrates its dedication to addressing global challenges and advancing sustainable development.

Through dual alignment with international frameworks and national strategies, AKI solidifies its position as a responsible, forward-looking organisation, supporting the UAE's vision while promoting global progress.



# Sustainable Development Goals

## SDG 3 - GOOD HEALTH & WELLBEING



### Encouraging a safe environment culture

Employee health and safety remains a core priority at AKI. Building on our established foundation, we continue to operate ISO-certified health and safety management systems that support the well-being and protection of our 11,000 workforce.

## SDG 4 - QUALITY EDUCATION



### Ensuring inclusive, equitable, and lifelong learning opportunities

AKI remains committed to advancing equal access to learning and fostering lifelong educational growth for all.

## SDG 5 - GENDER EQUALITY



### Advancing gender equality

AKI remains committed to enhancing gender diversity across all levels of its operations. In 2024, women represented 13% of our workforce, and the company maintains a focus on increasing female representation in both operational and leadership roles.

## SDG 6 CLEAN WATER & SANTATION



### Improving water efficiency

AKI actively prioritises responsible water management, embedding efficient usage practices across its operations.

## SDG 7 AFFORDABLE & CLEAN ENERGY



### Transitioning to sustainable energy

AKI advances clean energy adoption by implementing solar solutions at its facilities and monitoring fuel consumption across its operations.

## SDG 8- DECENT WORK AND ECONOMIC GROWTH



### Investing in our workforce

AKI promotes inclusive and sustainable economic growth by investing in employee development and creating opportunities for decent, productive employment.

## SDG 10 - REDUCED INEQUALITIES



### Sharing our successes with the communities we serve through active engagement

AKI contributes to reducing social disparities by actively engaging with local communities and championing initiatives that drive positive impact. Throughout 2024, the company undertook various charitable activities, making community involvement a key part of its operational identity.

## SDG 12 & 15 - RESPONSIBLE PRODUCTION, CONSUMPTION & LIFE ON LAND



### Managing hazardous waste responsibly



AKI's environmental services actively promote responsible consumption and production while contributing to biodiversity conservation.

## SDG 13 - CLIMATE ACTION



### Aligning with the UAE's Net Zero Vision

AKI's leadership plans to implement a clean energy transition strategy in compliance with Federal Law No. 11, aligning with the UAE's commitment to achieving net zero emissions.

## SDG 16 - PEACE, JUSTICE & STRONG INSTITUTIONS



### Strengthening governance for sustainable growth

AKI operates within a robust governance framework that ensures the company's durability, sustainability and strict adherence to ethical business practices.

## SDG 17 - PARTNERSHIP FOR THE GOALS



### Fostering sustainability in our supply chain

AKI prioritises the environmental and social sustainability of its suppliers. The procurement team routinely evaluates non-inventory suppliers against these standards.



# Stakeholder Engagement

To determine its key sustainability priorities, AKI undertook multiple interactive activities with internal stakeholders in 2024, including focused workshops and internal surveys aimed at gathering meaningful input from across the business. This feedback shaped the company’s materiality assessment and guided its ESG focus areas.

In developing this year’s report, AKI continued its targeted approach by focusing engagement on internal stakeholders, ensuring employee insights and operational perspectives guided the sustainability strategy. This reflects AKI’s commitment to a sustainability agenda grounded in internal alignment.

In parallel, AKI conducted a comprehensive review of its ESG practices, identifying areas for improvement and opportunities to enhance impact. This evaluation enables refinement of its ESG strategy to meet evolving standards.

This process identified the most relevant sustainability topics for AKI, informing immediate actions and long-term plans. It reinforced the critical role of internal cohesion as the backbone of the company’s ESG efforts.

Stakeholders	Board	Management	Employees
Engagement Channels	Structured quarterly governance reviews, strategic alignment sessions, and continuous engagement through secure digital communication channels to ensure oversight and long-term value creation.	Targeted strategic planning workshops, leadership alignment forums, and performance review cycles designed to drive operational excellence and execute corporate priorities.	Capability-building programs, interactive intranet platforms, and culture-building initiatives to foster engagement, productivity, and retention.



# Materiality Matrix

The materiality assessment was analysed following best practices, guided by frameworks such as the Sustainability Accounting Standards Board (SASB) and Global Reporting Initiative (GRI). This ensures AKI's assessment aligns with accepted standards, reinforcing its credibility and informing the company's ESG strategy.

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

Based on the materiality assessment, AKI created a sustainability framework with four core pillars reflecting its commitment to impactful business practices. Topics within each pillar are informed by stakeholder input and tied to the Sustainable Development Goals (SDGs), aligning our strategy with global sustainability measures. These pillars are:

- 01

Sustainable Value Creation

✓
- 02

Environmental Stewardship

✓
- 03

Social Impact

✓
- 04

Ethical Business Governance

✓



# Sustainability Strategy

The following sections highlight AKI's initiatives across key focus areas, demonstrating our commitment to sustainable practices and our vision to create value for stakeholders and the environment.

Pillars

Material Topics

Sustainable Value Creation	Environmental Stewardship	Social Impact	Ethical Business Governance
<div><b>Sustainable Investments</b> Prioritising investments that positively impact both society and the environment, embedding sustainability into decision-making.</div> <div><b>Value Chain Traceability</b> Creating supply chain transparency for accountability, measuring environmental and social impact and adhering to sustainability standards in distribution practices.</div> <div><div><div>3GOOD HEALTH AND WELL-BEING</div><div>12RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>17PARTNERSHIPS FOR THE GOALS</div></div></div>	<div><b>Energy &amp; Carbon</b> Reducing our carbon footprint by optimising energy use.</div> <div><b>Waste Management</b> Minimising waste while advancing recycling efforts.</div> <div><b>Water Optimisation</b> Improving water stewardship through responsible consumption and waste reduction.</div> <div><div><div>6CLEAN WATER AND SANITATION</div><div>12RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>13CLIMATE ACTION</div></div></div>	<div><b>Diversity, Inclusion &amp; Equity</b> Prioritising inclusion and equality into workplace culture.</div> <div><b>Employee Engagement &amp; Development</b> Investing in building a skilled, motivated workforce.</div> <div><b>Promoting Active Living</b> Fostering healthy lifestyles through accessible and inclusive opportunities for physical activity.</div> <div><b>Employee Health Awareness</b> Promoting wellbeing through health education and support.</div> <div><b>Community Initiatives</b> Creating partnerships that deliver value to our communities.</div> <div><div><div>3GOOD HEALTH AND WELL-BEING</div><div>4QUALITY EDUCATION</div><div>5GENDER EQUALITY</div><div>8DECENT WORK AND ECONOMIC GROWTH</div><div>10REDUCED INEQUALITIES</div></div></div>	<div><b>Business Governance</b> We uphold ethical leadership through transparent and principled conduct.</div> <div><b>Risk Assessment</b> Managing risks systematically to support resilience.</div> <div><b>Compliance</b> Maintaining accountability through adherence to legal and ethical standards.</div> <div><b>Cybersecurity and Data Privacy</b> Protecting stakeholder data with robust cybersecurity measures and proactive risk management.</div> <div><div><div>16PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div>17PARTNERSHIPS FOR THE GOALS</div></div></div>



# Sustainable Value Creation

- | Sustainable Investments
- | AKI Fulfilment & Innovation Centre
- | Highlights
- | Committed To A Green Future
- | Value Chain Traceability







# Sustainable Investments

Sustainable investment is central to our vision and operations. As climate change, social equity and governance challenges grow, we see the need for businesses to deliver financial returns while creating value for society and the environment.

Our investment approach follows ESG principles, ensuring our capital decisions support sustainable growth, ethical practices and accountability. ESG considerations are integrated at every stage to identify opportunities that benefit the planet and communities while reducing environmental and social risks.

Through a transparent strategy, AKI supports innovative, inclusive and climate-resilient initiatives, reinforcing our commitment to responsible practices. This framework secures stable returns, builds trust and helps create a sustainable, equitable future.

## Smart Logistics for Sustainable Growth

AKI rolled out a new LOCUS system in 2024 within its Logistics and Supply Chain division to optimise operations. LOCUS addresses ESG goals by improving route efficiency, cutting delivery redundancies and significantly lowering carbon emissions.

Its intelligent route planning reduces fuel use, cuts greenhouse gas emissions and improves resource efficiency. Better delivery accuracy and reduced manual work enhance customer satisfaction and transparency. LOCUS is expected to cut 185 metric tons of CO<sub>2</sub> emissions annually, showing AKI’s commitment to reducing its environmental footprint.

### IMPROVEMENT IN MULTI DROP RATIO

We increased our multi-drop ratio by **12% year-on-year**, growing from an average of 7.72 average multi-drops per trip in 2023 to 8.72 in 2024.

### REDUCTION IN COST PER DROP

We reduced our **Cost Per Drop** based on several factors including drop optimisation, reduced fuel costs, lower maintenance costs and improvements in our vehicle availability ratio.

### REDUCTION IN NUMBER OF TRIPS

We reduced our number of trips by 2,075 to a consistent drop rate of **7.80 – from 14,447 trips to 12,372** – with the implementation of LOCUS.



# AKI Fulfiment & Innovation Centre

Opened in 2024, AKI's brand-new Fulfiment & Innovation Centre redefines supply chain performance in the region. Located in Dubai Industrial City, this next-generation hub is purpose-built to drive faster, smarter, and more sustainable operations across AKI's diverse businesses.

**1M+**

Sq Ft Total  
Built-Up Area

**1.5M**

Units Fulfilled  
Per Day

**30K+**

Material Handling  
Units

**4x**

Fulfiment Capacity  
Increase

**2M+**

Total Warehouse  
Network Footprint

**24/7**

Operation with Real-Time  
Digital Control Tower





# AKI Fulfilment & Innovation Centre Sustainable Highlights

The new AKI Fulfilment & Innovation Centre in Dubai Industrial City sets a new benchmark for sustainable and technology-driven logistics in the region. Designed with both environmental performance and operational excellence in mind, the facility integrates renewable energy, efficiency measures, and cutting-edge automation to deliver measurable impact.

## Key Highlights

- ▶ **Clean Energy Generation:** On-site solar energy scheme reduces reliance on conventional power.
- ▶ **Efficient Operations:** Advanced cooling systems and responsible waste management lower energy use and environmental footprint.
- ▶ **Zero Paper Waste:** Fully paperless workflows streamline processes and eliminate unnecessary consumption.
- ▶ **Ethical Supply Chain:** Local sourcing and 100% supplier screening ensure social and environmental compliance.
- ▶ **Smart Automation:** Pick-to-light systems, multi-tier conveyors, and bin replenishment solutions boost speed and accuracy.
- ▶ **Strategic Location:** Connectivity to key ports, airports, and rail reduces transport emissions.
- ▶ **Sustainable Investment:** Deployment of solar-powered QISTA traps as an eco-friendly public health solution.



# Committed To A Green Future

## Sustainable Landscaping for Long-Term Impact

AKI has launched its Green Landscaping Initiative across all projects, integrating environmentally responsible practices focused on ecological balance, resource efficiency and sustainability. Through investment in sustainable landscaping, AKI has improved around 2.9 million square metres of irrigated softscape areas. These efforts improve microclimates, promote biodiversity and support long-term ecological health.

A key feature is AKI's high-efficiency irrigation system, reducing water use by 20–30% compared to conventional methods. This reflects our commitment to water stewardship and sustainable resource management aligned with global ESG goals.

In 2024, AKI planted 1,000 trees across project sites, boosting carbon sequestration, air purification and habitats for native species and strengthening reforestation and climate solutions. All practices comply with UAE regulatory requirements, supporting national environmental goals.

## Smart Mosquito Control: Data-Driven, Low-Impact Vector Management

To improve environmental performance and public health, AKI has adopted QISTA smart mosquito traps at project sites and offices. This sustainable approach uses advanced data analytics, minimal chemicals and renewable energy. QISTA traps release carbon dioxide and lactic acid to mimic human presence, attracting and capturing mosquitoes without broad-spectrum chemical spraying.



Gulf Contracting & Landscaping Al Rahba  
Nursery covering 1.25 million sqft



# Value Chain Traceability

Value chain traceability is integral to our commitment to responsible and sustainable practices. We apply strict environmental and social criteria across the supplier lifecycle, from onboarding to performance evaluation and contract renewal. Environmental assessments include suppliers' carbon footprint, emissions transparency, resource efficiency, waste management and certifications like ISO 14001 and FSC®, aligning with our climate action and sustainable sourcing goals. Socially, we assess fair labour standards, health and safety, equitable compensation, workforce diversity and local economic contributions, reinforcing our dedication to human rights and community wellbeing.

To enhance transparency, efficiency and ESG compliance, AKI will adopt the Coupa Supplier Portal in 2025. This platform will streamline supplier management, from registration to payments, offering real-time visibility and data-driven insights. Coupa's system will automate ESG tracking, certification management and auditability, reduce administrative tasks and align with global sustainability standards.

## 100%

of suppliers are screened on quality, social & environmental criteria

## Upholding Product Integrity and Responsible Procurement

In 2024, AKI reinforced product integrity and customer welfare by implementing internationally recognised quality management systems. Aligned with ISO 9001:2015, we consistently maintain the highest standards of quality and reliability. Through enhanced procurement, we now source exclusively from authorised vendors, ensuring authenticity and traceability. This strengthens supply chain integrity and supports our ethical procurement framework. We prioritise suppliers with globally recognised certifications, including:

- ISO 22000:2018 – Food Safety Management
- BRCGS Grade A+ – Packaging and Product Safety
- HACCP – Hazard Analysis and Critical Control Points
- FSC® – Responsible Forestry and Sustainable Paper Sourcing
- ISO 9001:2015 – Quality Management Systems

By embedding these standards, AKI ensures offerings reflect our values of customer satisfaction, product safety and regulatory compliance.

## Supplier Verification and Registration Process

In 2024, AKI advanced its supply chain governance, focusing on legal compliance and occupational health and safety. Our refined supplier registration and vetting process ensures adherence to regulatory requirements and high standards of due diligence. We maintained a 100% verification rate for all legally and safety required supplier documentation, ensuring every supplier meets AKI's ethical and operational standards. This approach mitigates supply chain risks, promotes transparency and supports responsible sourcing. We remain committed to strengthening supplier accountability and embedding sustainability deeper into procurement systems.

## Advancing ESG-Aligned and Local Supplier Engagement

In 2024, AKI enhanced sustainable procurement by improving supplier evaluations and increasing local sourcing. Using our ESG rating framework, we assessed suppliers on environmental, social, ethical and economic criteria. Updates to our Central Procurement Policy prioritised ESG and In-Country Value (ICV), reinforcing responsible, locally driven sourcing. Local sourcing contributed 91% of total procurement, up from 85% in 2023.



# Environmental Stewardship

- | Energy & Carbon
- | Waste Management
- | Going Paperless
- | Water Optimisation





# Energy & Carbon

Environmental responsibility is central to AKI's philosophy, shaping operations and decisions. Aligned with ISO 14001:2015 standards, we have improved our environmental management system through structured assessments and continuous initiatives. This year, we prioritised optimising energy use and improving waste management.

We installed solar panels at AKI's 24/7 facility to reduce grid electricity usage, carbon emissions and support our transition to clean, cost-effective energy solutions. These efforts reflect our commitment to reducing our ecological footprint and embedding sustainability in our strategy. We focus on resource efficiency by monitoring two key energy streams: fuel for logistics and electricity in facilities.

- **1,672,500 kWh of clean energy** was generated in six months.
- **280 metric tons of CO<sub>2</sub> emissions** were avoided.

We track monthly petrol and diesel use across departments under ISO 14001:2015 to identify optimisation opportunities and drive targeted efficiency improvements, reinforcing our commitment to environmental responsibility.

In 2024, AKI sold 1,730 EVs, avoiding 7,960 metric tons of CO<sub>2</sub>, and installed an EV charging station at its UAE office, reinforcing its commitment to cleaner transport and reduced emissions.



Previously operating a 14,000 square metre facility AKI's new office expanded this to 66,000 square metres. Despite a fivefold increase in space, energy consumption rose by only **55%**. Emissions intensity per employee remains **57%** below average, highlighting the success of initiatives such as solar lighting and reflecting our commitment to responsible growth and sustainability.

**672,500**

kWh of clean energy was generated by our solar installation over a six-month period.

**280**

Metric Tons of CO<sub>2</sub> emissions avoided

**7,556,214**

kWh of Electricity Consumed\*

**508.14**

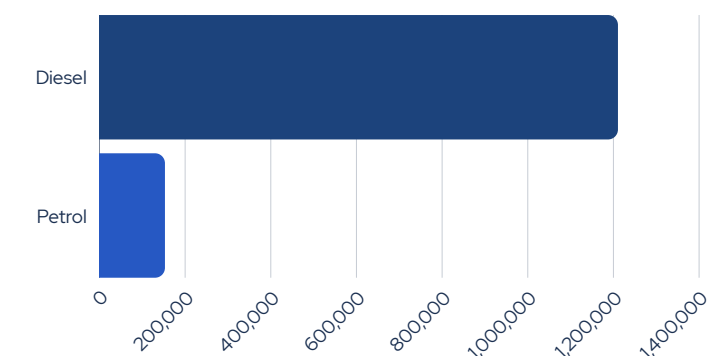
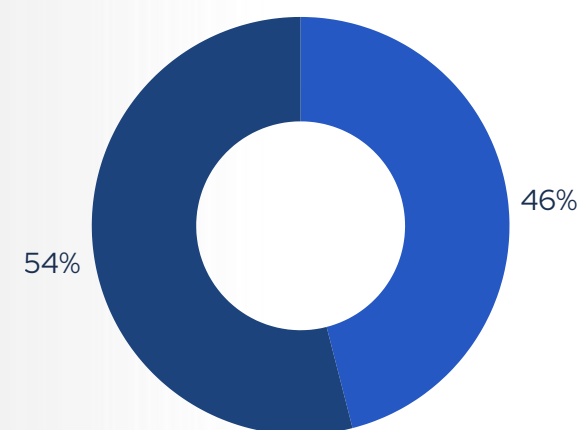
kg of CO<sub>2</sub>e per employee – the emissions intensity

● Scope 1 Emissions

● Scope 2 Emissions

Total Fuel Consumption

● Diesel ● Petrol



The usage of fuel and electricity led to a total of 6,651,224.32 kg of CO<sub>2</sub>e generated, with 3,594,735.76 kg of CO<sub>2</sub>e (54%) associated with Scope 1 emissions and 3,056,488.56 kg of CO<sub>2</sub>e (46%) associated instead with Scope 2 emissions.



# Waste Management

Waste management is central to our environmental strategy, integrated across premises and businesses. Building on prior efforts, we have intensified waste reduction, improved recycling and enhanced resource efficiency.

Our approach aligns with the UAE's circular economy. In the past year, we expanded recycling, refined waste segregation and strengthened partnerships with certified waste managers, focusing on responsible disposal of electronic and hazardous waste. These actions underscore AKI's commitment to reducing its environmental footprint and fostering sustainable, closed-loop systems that conserve resources and minimise landfill use.

## Driving Urban Sustainability: Partnership with Abu Dhabi DMT

In 2024, AKI Waste Management Services partnered with Abu Dhabi's Department of Municipalities and Transport (DMT) on a large-scale Street Sweeping and Cleaning Project in northern Abu Dhabi mainland. Covering 2.99 million square metres and 130 kilometres of routes, the initiative focuses on efficient urban waste removal. The project reduces solid waste, dust and debris on public roads while ensuring proper disposal, lowering pollution, safeguarding ecosystems and supporting Abu Dhabi's sustainability targets.

## Carton Recycling Partnership with Union Paper Mill

In 2023, AKI recycled 10,900kg of carton waste with Union Paper Mill. By 2024, expanded operations and process improvements boosted this to 170,460kg.

We maintain detailed monthly collection data, reflecting our commitment to transparency, accountability and improving waste management practices.

## Waste Management Partnership with ADNOC

In partnership with ADNOC Offshore, over 5,000 tons of waste are handled monthly across all production sites, supported by 800+ skips and a 170-member team operating 24/7. Advanced shredding, compaction, and baling optimise logistics, reduce environmental impact, and ensure compliance.



## Internal Pallet Recycling Initiative

AKI operates an internal pallet reuse programme managed by an in-house team. The initiative extends pallet lifecycles by repairing and repurposing them, reducing the demand for new materials. Pallets undergo a structured review process to meet Health, Safety and Environmental (HSE) standards before returning to storage operations. This approach enhances efficiency and reduces waste. By integrating circularity into logistics, we cut our environmental footprint and reaffirm our commitment to sustainability.

## Full Elimination of Single-Use Plastic Bags

In 2024, AKI eliminated plastic bags across operations, fully transitioning to compostable alternatives. By replacing plastic bags with biodegradable options, AKI reduces plastic pollution, aligns with global efforts to minimise single-use plastics and supports waste reduction. This shift embeds sustainable practices in operations and encourages eco-conscious behaviour among customers and stakeholders.



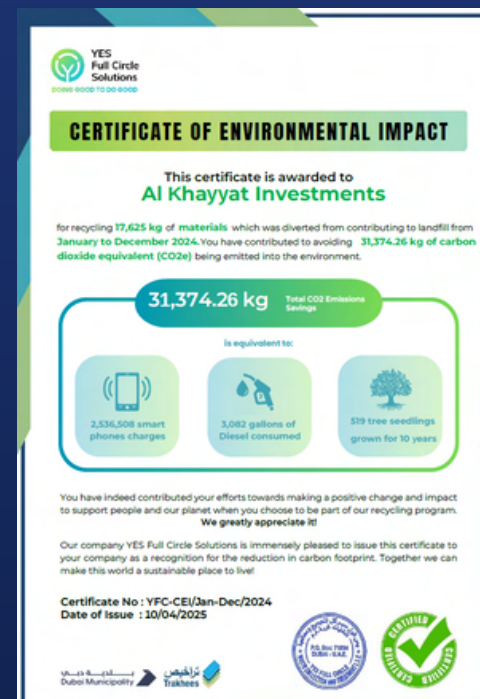
# Food Waste Diversion

In recognition of our commitment to sustainability and waste management, AKI received a Certificate of Environmental Impact from YES Full Circle Solutions. The certification highlights our success in diverting 17,625kg of food waste from landfills, significantly reducing our environmental footprint.

Redirecting this waste prevented the release of 31,374.26kg of CO<sub>2</sub>e into the atmosphere, contributing to climate action and greenhouse gas reduction.

## This achievement is equivalent to:

- Charging **2,536,508 smartphones**
- Avoiding **3,082 gallons** of diesel consumption
- Growing **519 tree seedlings** over 10 years



# Transforming Waste into Impact: AKI's Partnership for a Greener Future

Through a partnership with EHFAAZ, a certified recycling company, AKI recycled 334 tons of mixed materials, preventing 197,165kg of CO<sub>2</sub>e emissions and significantly reducing our footprint.

## 197,165kg of CO<sub>2</sub>e emissions is equivalent to:

Saving **73,346** litres of diesel fuel

Planting **3,234** tree seedlings

Taking **3,898** cars off UAE roads for a day

Switching **7,887** bulbs to LEDs

Avoiding **98,583kg** of coal burning



**64.28%**  
Food



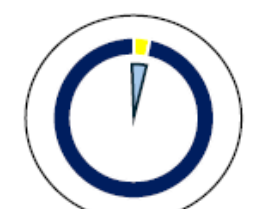
**13.11%**  
Pharma & Healthcare



**5.98%**  
Paper & Carton



**5.61%**  
Plastics



**3.29%**  
Wood



**3.15%**  
Consumer Goods



**3.00%**  
General



**0.80%**  
E- Waste



**0.66%**  
Metal



**0.12%**  
Glass

EHFAZZ Environmental Impact Report 2024



## Zero Plastic Bottle Initiative: AKI's Commitment to a Sustainable Future 2024

AKI has taken significant steps to reduce single-use plastic waste by issuing reusable tubular thermal bottles and tumblers to employees and stakeholders, cutting the use of disposable drinkware by over 30,000 plastic and paper cups each month. This reduction minimises waste and supports circular economy principles by promoting reuse and waste reduction.

Additionally, AKI installed bottle-free water dispensers at all office locations, eliminating over 10,000 single-use plastic bottles monthly. These dispensers use R600A, a natural refrigerant with low Global Warming Potential (GWP) and zero Ozone Depletion Potential (ODP), highlighting AKI's commitment to reducing both plastic waste and the environmental impact of energy consumption.

## Transforming Devices into Sustainability: AKI's E-Waste Commitment

AKI has been certified by Green Solutions for disposing of 485 non-functional electronic devices, weighing 101kg, through safe and compliant methods. This initiative addresses the growing challenge of electronic waste (e-waste) with environmentally sound practices.

The disposal process followed industry best practices, permanently decommissioning devices to prevent harmful components, like heavy metals and toxic chemicals, from entering the ecosystem.





# Going Paperless

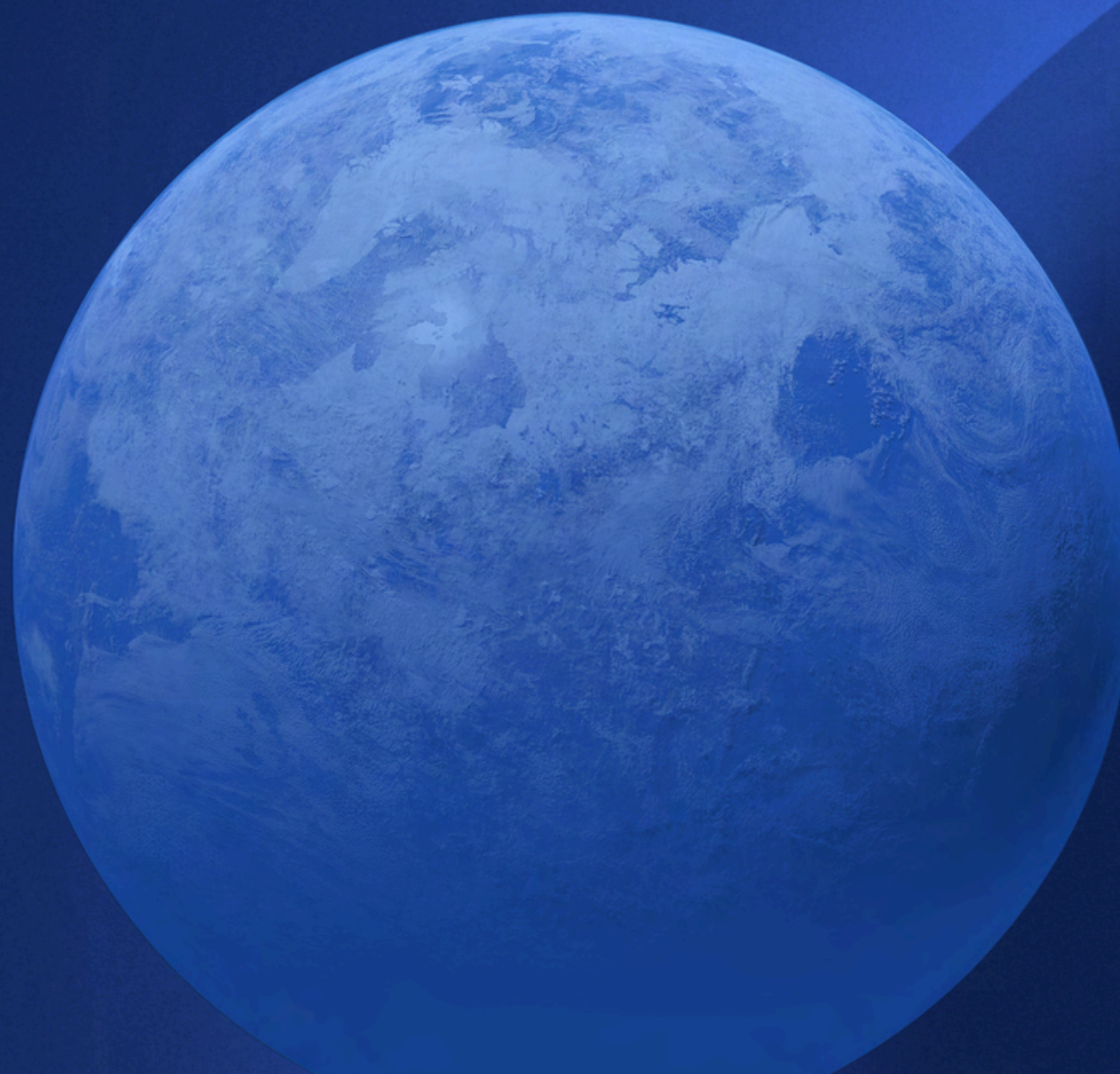
## Powering Sustainability Through Digital Innovation and Process Optimisation

The Procurement Department eliminated paper-based supplier requests, reducing 2,941 in 2023 to zero in 2024, achieving a major milestone in digital transformation. Group-wide paper consumption declined by 49%, dropping from 6,031 to 2,960 reams in 2024. This success is largely due to the adoption of DocuSign, enabling secure digital signatures and reducing printed materials. Host-to-Host (H2H) technology saved 18,000 sheets in 2024, digitalising 9,000 physical transactions, while all finance-related processes are now digital.

**49%** Group-wide paper consumption reduction

**18,000** Saved sheets in 2024

**9000** Digitalised physical transactions



“

*In 2024, our mission is to continue to turn sustainability from intention into impactful action across AKI. We are driving transformation by replacing conventional materials with circular alternatives, accelerating clean energy adoption and embedding ESG in every business decision. By harnessing the passion and expertise of our leaders and rising sustainability champions, we will turn ambition into execution and set a new standard for responsible growth and resilience.”*

**Zeid Jaradat, Chief Audit Executive & Chairperson of ESG**





# Water Optimisation

Recognising water as a vital resource for life and environmental sustainability, AKI is committed to its responsible use across operations. AKI regularly monitors activities, recording wastewater and sewage disposal monthly at key sites such as site offices.

Water withdrawal, consumption and discharge are managed per site requirements. At some locations, third-party providers handle water disposal. Wastewater from vehicle washing in workshops is assessed and disposed of by approved Environmental Service Providers (ESPs). Water for AKI's operations mainly comes from surface water and third-party providers, with discharge managed through third-party systems and, occasionally, directed to surface water bodies.

In 2024, the total water consumption\* amounted to

## 5,411,054

litres

*Data provided here has been sourced from the monthly Dubai Electricity and Water Authority (DEWA) bill for the respective period.*

## Smart Water Use: TSE Integration for Sustainable Cooling and Irrigation

In 2024, AKI launched a strategic initiative to integrate Treated Sewage Effluent (TSE) water into the Ammonia Chilled Water System and irrigation network at the Fulfilment and Innovation Centre. Developed with DIC management, the project aims to reduce reliance on potable and Reverse Osmosis (RO) water, cut utility costs and support AKI's environmental goals.

The site received an average of 474 TSE water tanker deliveries totalling 4.74 million gallons of reused water. This marks a shift towards circular, non-potable water use in high-consumption areas, enhancing climate resilience by easing pressure on municipal water systems and aligning with AKI's ESG strategy to integrate sustainable practices into infrastructure and operations.

## Advancing Greywater Reuse for Sustainable Water Management

In line with its environmental strategy, AKI plans to implement a greywater reuse system across facilities in 2025. This system will capture gently used water from sources like washbasins, showers and laundry and repurpose it for non-potable applications such as landscape irrigation and industrial cooling.

Greywater reuse will reduce potable water reliance, wastewater discharge, and support sustainable water management, particularly in water-stressed regions. It aligns with UN Sustainable Development Goal 6: Clean Water and Sanitation.

The system is expected to lower utility costs, improve circularity, and enhance efficiency, reinforcing AKI's commitment to resource stewardship. It sets a precedent for scalable water-saving solutions across the Group, delivering long-term environmental and community value.





# Social Impact

- | Social Engagement & Community Highlights
- | Diversity, Equity & Inclusion in Action
- | Employee Engagement & Development
- | AKI Sphere App
- | Active Initiatives
- | Employee Health Awareness Initiatives
- | Health & Safety Initiatives
- | Community Engagement Initiatives





# Social Engagement & Community Highlights 2024

In 2024, AKI brought people together across our teams, brands, and communities through events and initiatives designed to inspire, connect, and create lasting value. Every activity reflected our commitment to wellbeing, inclusion, and opportunity, while aligning with the UAE Vision 2071 and Dubai's ambition to build a cohesive, healthy, and empowered society.

## Key Highlights

- » **Employee Wellbeing in Action** – Hosted company-wide fitness challenges, wellness runs, and the AKI Big Workout in support of Dubai's active lifestyle agenda.
- » **Community Partnerships** – Collaborated with organisations supporting People of Determination, autism care, and cancer awareness, reflecting the UAE's commitment to inclusion.
- » **Health Awareness Campaigns** – Delivered free health screenings, mental health programmes, and educational events to promote prevention and healthy living.
- » **Cultural and National Celebrations** – Honoured UAE National Day and key cultural moments through inclusive events that brought employees and communities together.
- » **Charity and Social Support** – Distributed meals during Ramadan, organised blood donation drives, and partnered with local charities to address community needs.
- » **Youth and Talent Engagement** – Participated in career fairs and university partnerships to empower Emirati talent and future leaders in line with the UAE's human capital goals.
- » **Our Impact** – Through these activities, AKI strengthened the bonds between our people, our communities, and the nation's vision for a sustainable, inclusive, and prosperous future.





# Diversity, Equity & Inclusion in Action

At AKI, we are committed to diversity, equality and inclusion (DEI), embedding these principles at the heart of our organisation and creating a workplace culture where everyone feels valued, respected and empowered. We recognise the strength that diverse perspectives bring and remain dedicated to advancing DEI initiatives for meaningful impact and growth.

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

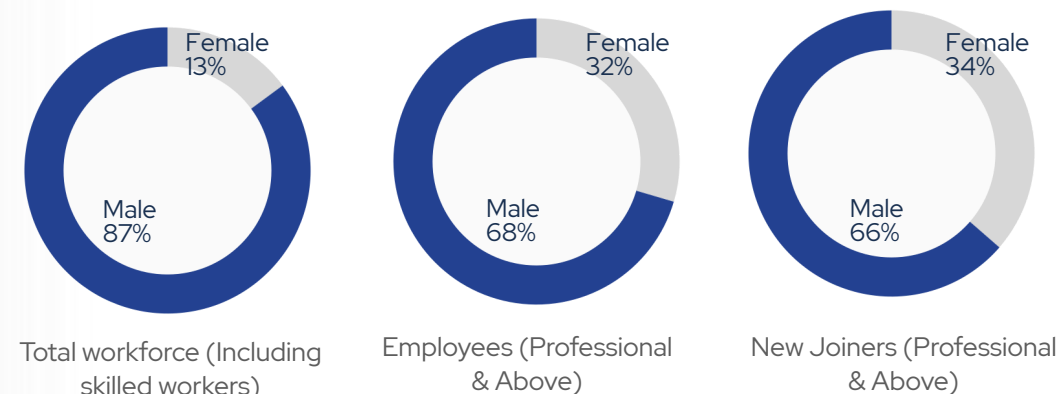
**100%** **Parental leave return rate:** We provided parental leave to 50 employees, offering strong support and flexibility, with all returning to work afterward.

We embrace differences, ensure diverse perspectives are valued, promote equity across operations and consider diversity a driver of growth and collaboration.

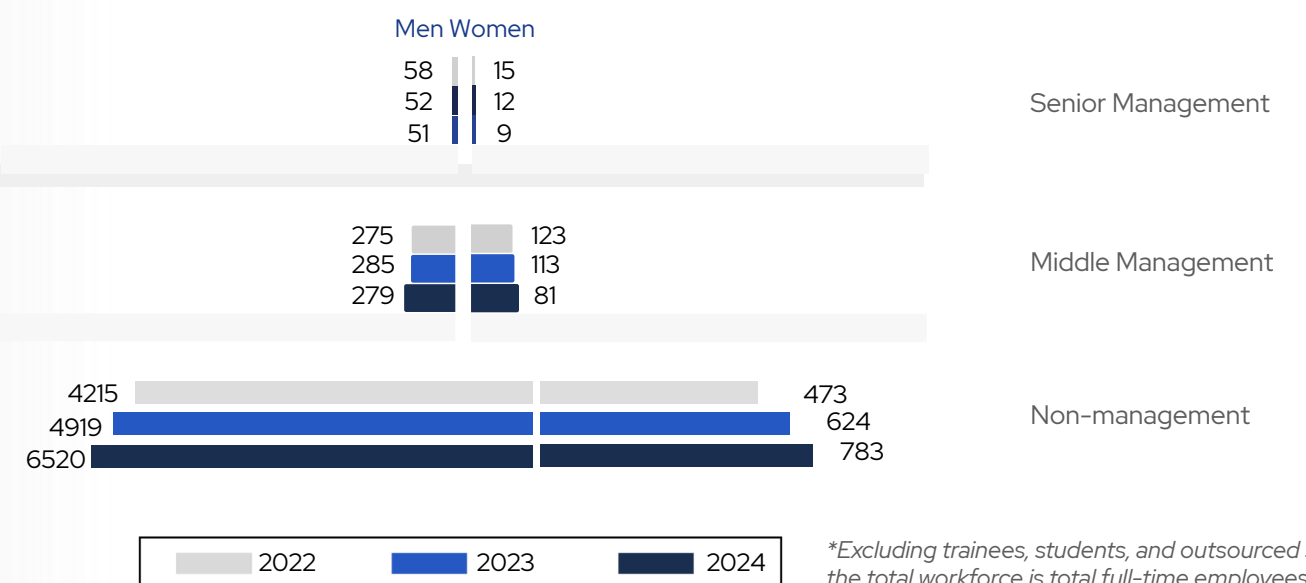
**52%** **Increase in workforce:** Our employee strength increased by 52% from 2023 to 2024.

**16.6%** **Turnover rate:** We value our employees deeply, which is evident in our low turnover rate of 16.6%.

## Our People: Empowering Change, Shaping Tomorrow

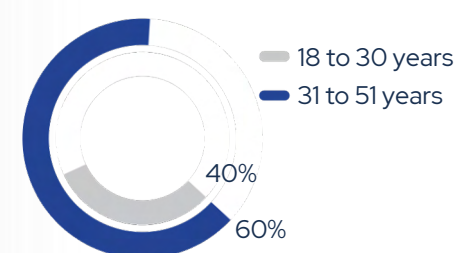


## Workforce by Management Level\*



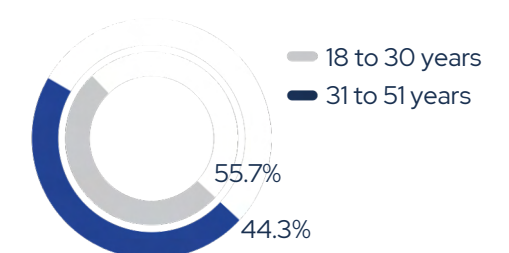
## Employees by Age

In 2024, 40% of our employees are from the 18 to 30 years old age bracket while 60% are from the 31 to 51 years age bracket.



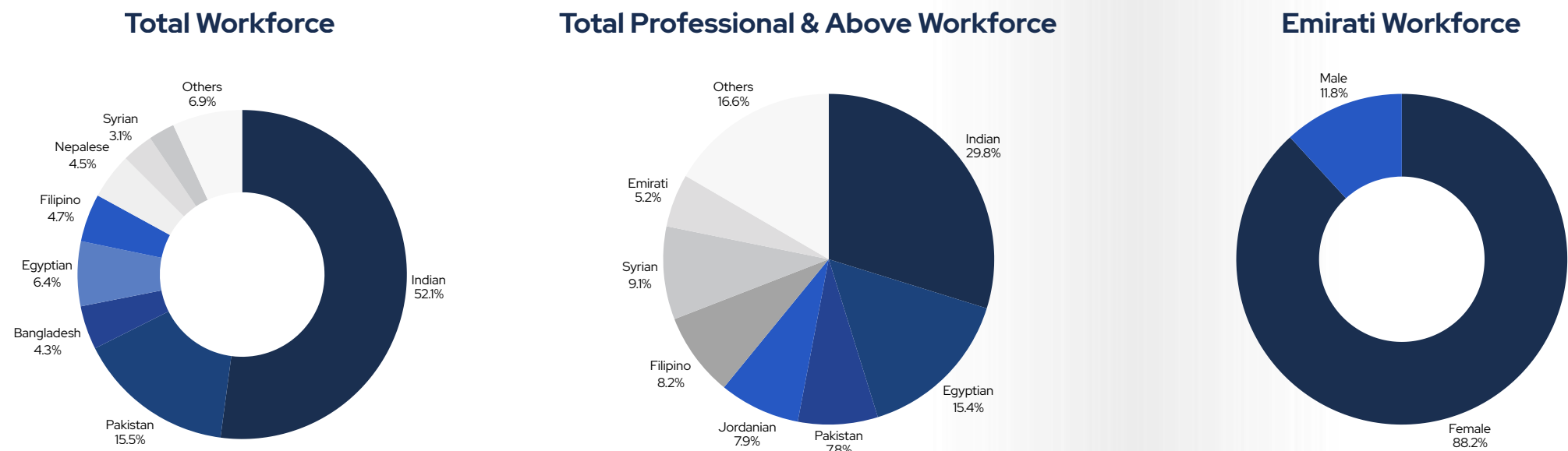
## New Hires by Age

Meanwhile, of new hires, 55.7% are from the 18 to 30 years old age bracket while 44.3% are from the 31 to 51 years old age bracket.





## Total Workforce by Nationalities



“Rooted in the UAE’s vision, we champion Emiratisation, empower women leaders and embrace diversity as pillars of success. Women continue to shape our business across the region. Through our ESG-led approach, we are building a business that is resilient and responsible for our people, communities and future generations.”

Nawal Al Tamimi, Head of Emiratisation and Government Liaison

## Our Emiratisation Journey

Empowering Emirati nationals is a core part of AKI's strategy for an inclusive workforce. In 2024, we onboarded 125 Emirati nationals, doubling their number from 104 to 229 through targeted recruitment and college job fairs. Women represent 88.2% of these new hires, underlining our dedication to gender equality and empowering local female talent. This balanced approach fosters diversity, drives innovation and strengthens organisational culture.



125

of total new hires are Emiratis

120%

increase in our Emirati employees



## Launched in 2024 The AKI EBDA Program

We are committed to fostering inclusive talent development through our Graduate Development Programme, which builds a diverse pipeline of emerging professionals while promoting equity, opportunity and sustainable career growth.

In 2024, the programme welcomed 21 graduates from 12 nationalities, all with strong academic achievements, reflecting our dedication to excellence and cultural diversity.

## Launched in 2024 The AKI Internship Program

Launched in March 2024, the Internship Programme expands access to career opportunities by offering flexible, practical work experience for university students at all academic levels. With durations from two weeks to three months and quarterly HR-led outreach, 6 interns have already joined. This initiative supports a diverse early talent pool and ensures equitable entry into the workforce.

21

EBDA Graduates welcomed for the programme

12

Nationalities





# Employee Engagement & Development

At AKI, our people are our greatest asset. We prioritise fostering an engaging, supportive environment through initiatives such as interactive leadership sessions and comprehensive training, ensuring all team members have the skills and opportunities to grow.

## Employee Skills Development

In alignment with our ESG objectives, AKI launched a company wide Skills Gap Analysis to build a future ready workforce. Conducted with senior leaders across 17 cross-functional sessions, the initiative identified critical skill gaps, aligned workforce capabilities with evolving business needs and informed upskilling strategies. The findings led to targeted training programmes addressing technical, digital and leadership skills, preparing employees for current and future demands.



## Employee Training

In 2024, AKI expanded its Learning Management System (LMS) and Group-wide training efforts. LMS usage rose 50%, from 1,400 learning hours in 2023 to 2,100 in 2024, showcasing increased engagement. A total of 4,300 training sessions were completed, with women contributing 78% of learning hours, up from 60% the previous year, highlighting AKI's commitment to gender inclusion and equal career development opportunities.

## Building a Future-Ready Workforce

In 2024, AKI introduced the Retail and Leadership Academy, powered by Axonify, to advance frontline skills and nurture future retail leaders. This digital platform offers tailored, interactive training to enhance product knowledge, customer service and leadership abilities.

2,100

of total learning hours spent in Learning Management System

4,300

Total Training sessions across AKI

## AKI Certified as a Great Place to Work

AKI earned official certification as a **Great Place to Work**® in 2024 with an outstanding score of 86% in the Great Place to Work Survey®, reaffirming our focus on cultivating a positive, inclusive and high-performing workplace culture and solidifying AKI's status as an employer of choice.





# AKI Sphere App

AKI has launched its first ever employee engagement app, the AKI Sphere. This dynamic platform is designed to connect, engage and share with people across all AKI offices and locations. This initiative reflects our commitment to fostering an inclusive, transparent and collaborative culture, ensuring every voice is heard and valued. By strengthening connections and encouraging open dialogue, the AKI Sphere plays a pivotal role in enhancing employee engagement, a cornerstone of our social responsibility and long-term business sustainability.

20,024

Total Reactions

18,906

Unique Reactions

403,741

Impressions

71.57%

Activation Rate





# Active Initiatives

At AKI, we prioritise employee wellbeing by encouraging regular physical activity to inspire healthier lifestyles, boost morale and foster a culture of wellness organisation-wide.

## AKI Big Workout

Employees united at the Fulfilment and Innovation Centre in DIC for a group workout, promoting health, wellness and team spirit. Aligned with the Dubai Fitness Challenge, this energising event emphasised AKI's commitment to wellbeing through inclusive, community-driven activities

## BinSina Run

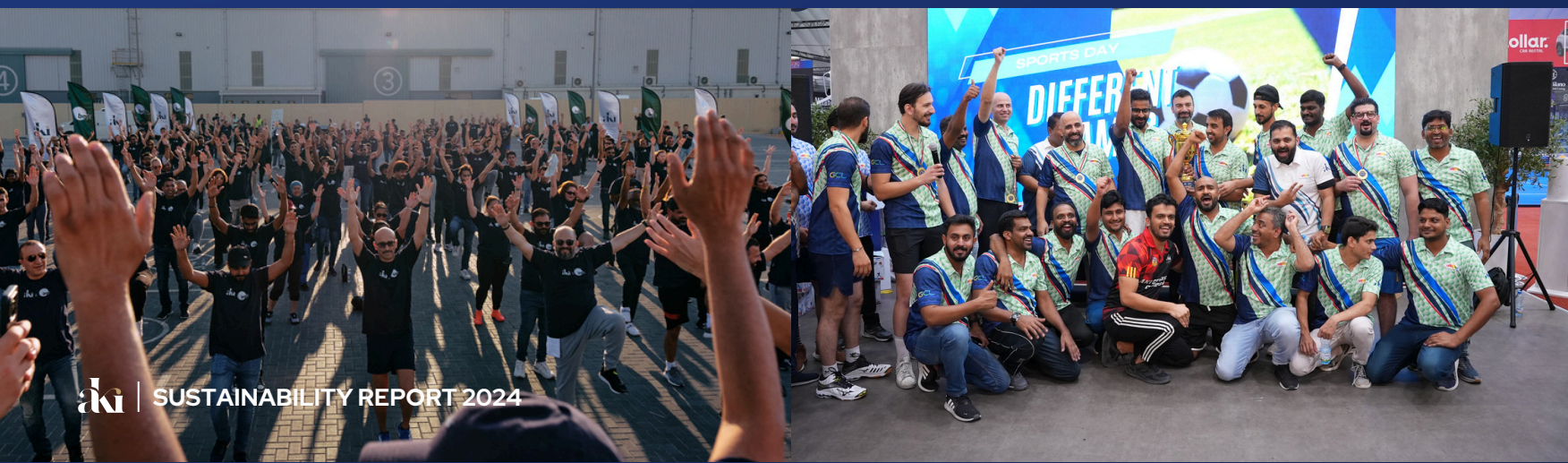
BinSina hosted a wellness run at Springs Souk Dubai, engaging 500 participants in fitness. This event highlighted preventive health and the importance of physical activity, supporting AKI's sustainable lifestyle practices and reducing sedentary health risks.

## AKI STEPPI Challenge

During the Dubai Fitness Challenge 30x30, 6,281 employees used the STEPPI app to track daily steps and activity. This initiative encouraged healthier lifestyles, accountability and workplace engagement while fostering a wellness-oriented corporate culture.

## GCL Sports Fest

The Gulf Contracting and Landscaping (GCL) team held a Sports Fest featuring cricket, football and tennis. This initiative promoted fitness, team spirit and wellbeing, strengthening workforce connections and encouraging active lifestyles.





# Employee Health Awareness Initiatives

At AKI, we committed early detection, preventive care and informed wellbeing to reduce health risks, empower employees and foster a resilient workforce. Regular screenings and educational initiatives create a supportive environment for employees to thrive physically and mentally.

## Pink Caravan for Breast Cancer Awareness

In partnership with Friends of Cancer Patients and AKI, BinSina offered free check-ups for 100 women and hosted an employee breast cancer awareness session.

## AKI Wellness Program 2024

A health programme offered free checkups, vitamin D testing, and flu vaccinations to employees, supporting early detection and workplace wellness.

## Pink Tour with LOS HABIBIES

During Breast Cancer Awareness Month, BinSina & Befit sponsored the Pink Tour with 250 cyclists to promote prevention and early detection.

## Diabetes Screening Program

BinSina's diabetes campaign offered free screenings to 5,000 employees, promoting prevention, early detection, and healthier lifestyles.

## Women's Wellness Run

BinSina hosted a wellness run at Expo City with 3,000 women, promoting fitness and breast cancer awareness.

## Mental Health Awareness Campaign

AKI organised a campaign on emotional resilience, featuring expert sessions, educational materials, and counselling.





# Health & Safety Initiatives

In 2024, AKI recorded zero non-compliance incidents related to Health, Safety and Environment (HSE) regulations, reflecting our accountability and adherence to international frameworks and legal requirements. Our certified Occupational Health and Safety Management System spans all business units and employee categories, focusing on hazard identification, risk mitigation and continuous safety improvements.

Employees follow clear Standard Operating Procedures (SOPs) and are trained to report hazards, activating Corrective and Preventive Action (CAPA) protocols for timely risk resolution. Monthly inspections, risk assessments and HSE-driven audits further uphold compliance and workplace integrity.



Together, these measures ensure that health and safety are embedded at every level of the organization, promoting a work environment where employees are informed, protected, and empowered to contribute to a culture of continuous safety improvement.



## HSE Training and Fire Drill Readiness

In 2024, AKI advanced its HSE framework by expanding its structured training and emergency preparedness programme. This initiative broadened its scope, increased participation and introduced more specialised modules.

Certified training sessions were tailored to departmental needs and operational risks, covering First Aid, Fire Safety, Hazardous Materials Handling and Workplace Risk Mitigation. Enhanced feedback loops and performance assessments ensured continuous improvement. Additionally, AKI increased the frequency and complexity of HSE drills across key facilities, simulating diverse emergency scenarios to validate preparedness and improve response times.

## Noise Monitoring

Gulf Contracting and Landscaping (GCL) implemented a Workplace Noise Monitoring Initiative at project sites in 2024. Devices continuously tracked noise levels, which remained within the acceptable threshold of 75dB, while measures such as noise barriers, PPE use, and noise awareness training further enhanced compliance and safety.

This initiative safeguards workers' hearing health while minimising noise impact on surrounding communities.





# Community Engagement Initiatives

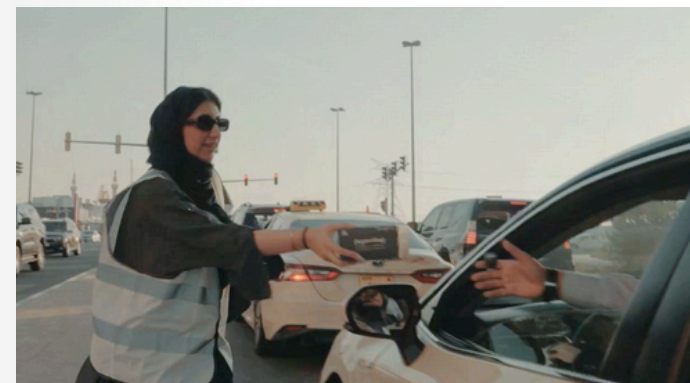
*Guided by our values of responsibility and care, AKI's community engagement initiatives focus on education, health and social support to address local needs and create lasting positive impact.*

## Orphan Joy Initiative

BinSina partnered with the Dubai Charity Association to launch the Orphan Joy Initiative, supporting 100 orphans and their caregivers with essential care, gifts and shared meals in a warm, inclusive setting. This initiative reflects AKI's commitment to fostering empathy, dignity and belonging among vulnerable groups through compassionate community partnerships.

## Blood Donation Drive

AKI employees participated in a blood donation drive with the Dubai Health Authority (DHA), supporting our mission to maintain an adequate blood supply for hospitals and emergencies. This annual tradition reaffirms AKI's dedication to public health, proving that individual actions can collectively make a life-saving difference.



## Collaboration with JJRC Community

Befit partnered with the Jumeirah Johns and Runners Tribe (JJRC) to support a grassroots fitness initiative promoting physical wellness and community connections. This collaboration inspired healthy living and strengthened ties with local health advocates, showcasing AKI's role in building vibrant, active communities.

## Nourishing Communities, Year After Year

AKI and BinSina collaborated with Beit Al Khair Society and Dubai Police to distribute 13,000 meals to those in need during Ramadan. This annual tradition reflects the values of generosity and compassion, addressing food insecurity during a time of giving and spiritual reflection.



“

*At AKI, our approach to healthcare innovation is rooted in our responsibility to create meaningful impact for people and communities. Through advancing medical solutions, expanding access, and embedding sustainability into every step, we are aligning with the UAE's vision and our own ESG commitments to shape a healthier, more resilient society for generations to come.”*

**Monther Abbasi, CEO – AKI MedLab and AKI Fitness**





# Community Engagement Initiatives

## Honouring Women's Leadership

To mark International Women's Day, AKI hosted a panel discussion featuring entrepreneur Leena Khalil, who shared her journey of leadership, resilience and empowerment. The event amplified voices driving inclusivity and positive change within the community.



## Celebrating Unity and Empowering People of Determination

BinSina partnered with the UAE Deaf Association for the 'Eishi Biladi' National Day celebration, welcoming 200 attendees to honour the UAE's diversity. The event created an inclusive space for the hearing-impaired community to engage in cultural activities, promoting accessibility and empowering People of Determination.



## Standing with Young Warriors

During Eid al-Fitr 2024, AKI collaborated with Friends of Cancer Patients to support children undergoing cancer treatment. Special outfit donations from Superdry aimed to bring comfort and joy to young patients and their families during a challenging time.



## Empowering Autism Care

BinSina partnered with the Al-Tariq Center for Rehabilitation and Autism to launch the 'Therapeutic Nutrition' initiative, raising awareness about nutrition's impact on children with autism.





# Community Engagement Initiatives

## Together for a Cleaner Tomorrow

The Gulf Contracting and Landscaping (GCL) team organised a voluntary clean-up drive near a project site in Abu Dhabi. Over 70 employee volunteers enhanced 300 square metres of public space, reinforcing AKI's commitment to environmental stewardship and community engagement.



## Building Bridges to Opportunity: Connecting Communities

In 2024, AKI participated in more than 10 career and government-organised events across the UAE to connect with diverse talent pools, including Emiratis, People of Determination and university graduates. These initiatives promoted equitable access to employment opportunities, earning AKI two awards: one from the Ministry of Community Development and another from e& Etisalat and ImInclusive for excellence in Disability Inclusion Services.

### Key engagements included:

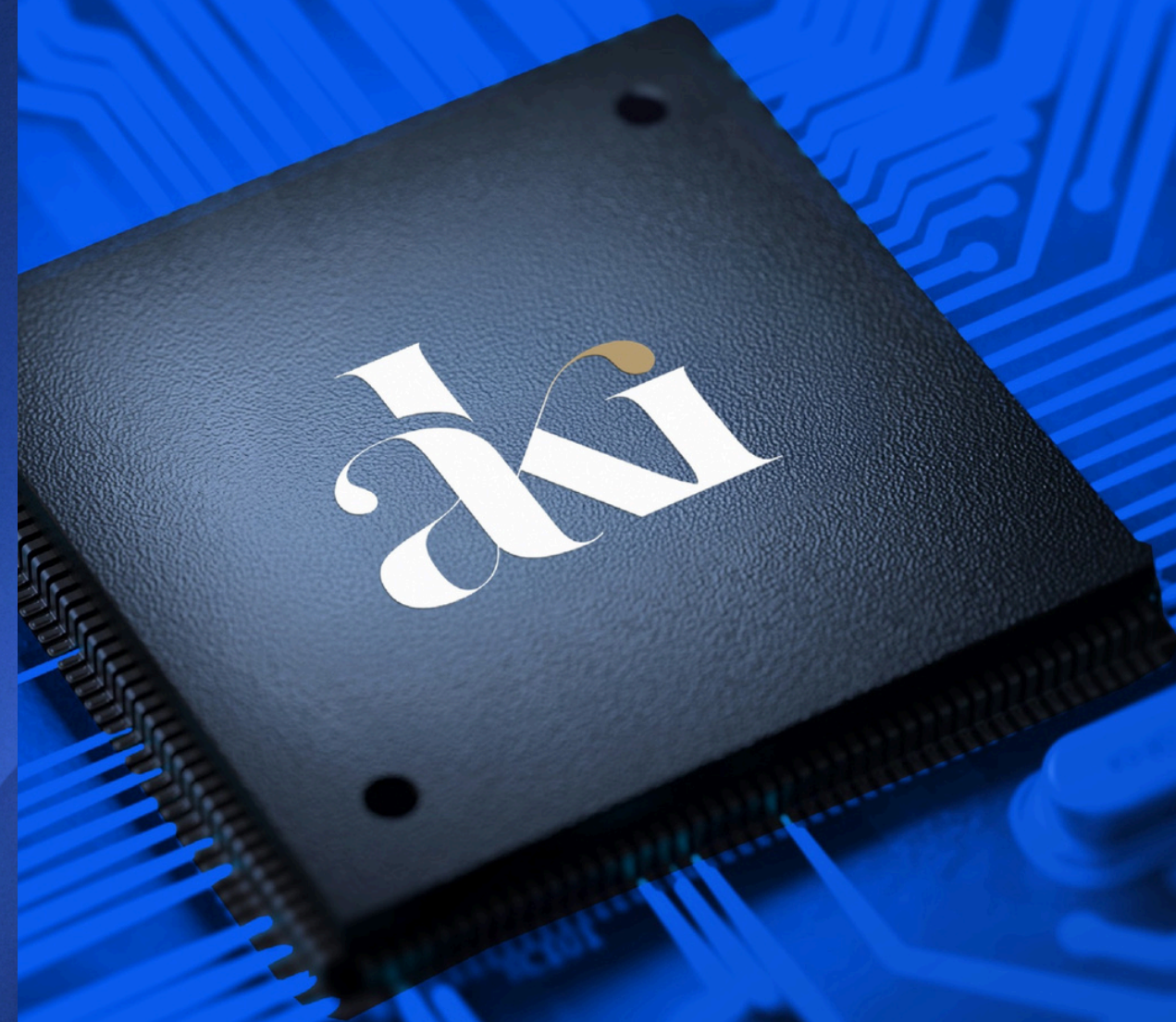
- Ru'ya Careers Fair
- Special Needs Career Fairs in Abu Dhabi and Dubai
- Expat & Emirati Career Fair in Dubai
- Um Suqeim Majlis Career Fairs
- Collaborations with leading academic institutions such as Higher Colleges of Technology, Zayed University, Dubai University and American University in the Emirates





# Ethical Business Governance

- | Business Governance
- | Risk Management
- | Compliance
- | Cybersecurity and Data Privacy





# Business Governance

In 2024, AKI enhanced corporate governance by deepening ethical oversight, refining decision-making frameworks and embedding transparency across operations. Through regular assessments and integration with risk management, AKI fosters a culture of integrity, fairness and disciplined execution, advancing ESG objectives and trust.

The Executive Panel Committee, AKI's top decision-making body, provides oversight across economic, environmental and social dimensions to align with sustainable growth. Comprising senior leaders, including the Managing Director, Chief Legal Officer, CEOs across divisions and the CFO, it ensures leadership and accountability. Under its guidance, the Risk Committee evaluates business risks, with plans for an Audit Committee to strengthen financial governance and controls.

Internal Audit and Compliance teams collaborate to review controls, address vulnerabilities and ensure process integrity. A three-year risk-based audit plan targets high-risk areas and is reviewed by the Executive Panel, ensuring continuous improvement, resilience and sustainability.

## Leading with Integrity

# 1

### Annual Code of Conduct Declaration

All employees annually reaffirm their commitment to ethical standards by reviewing and signing the Code of Conduct

# 2

### Conflict of Interest Transparency

All employees are required to disclose potential conflicts of interest on a yearly basis, ensuring accountability.

# 3

### Zero Tolerance for Bribery

All AKI employees reaffirm their commitment to ethical conduct by successfully completing the annual Anti-Bribery and Anti-Corruption (ABAC) training and assessment.



# Risk Management

AKI's Enterprise Risk Management (ERM) framework is integral to our corporate governance strategy, ensuring we proactively manage risks affecting sustainable, long-term value. ESG risks such as climate impacts, regulatory changes, supply chain disruptions and reputational challenges are embedded in our ERM processes and treated with the same rigour as financial and operational risks.

Risk management oversight is handled by the Risk Committee under the Executive Panel Committee's authority. The Risk Committee monitors key exposures, guides mitigation strategies and ensures our risk profile aligns with business objectives.

We use a three-lines-of-defence model to clarify roles and responsibilities across risk functions, ensuring effective risk identification, assessment and escalation while driving transparency and improvement. By embedding ESG considerations into governance and risk oversight, AKI strengthens its commitment to ethical conduct, compliance and resilience.

## Ensuring Accountability

Accountability is central to risk management. Executive owners implement controls, action plans, monitoring and reporting. The three-lines-of-defence model ensures risk ownership and management across the organisation.

### FIRST LINE OF DEFENCE

Identifies risks, implements controls and reports significant issues to the Risk Management Team.

### SECOND LINE OF DEFENCE

Independently oversees the risk framework, ensuring alignment with policies and appetite.

### THIRD LINE OF DEFENCE

Group Internal Audit: Provides assurance to executives on governance, risk and internal control effectiveness.



# Risk Management

Our approach to risk management further aligns with our broader commitment to Environmental, Social and Governance (ESG) principles in the following ways:

## Internal Control Framework

Our internal control framework is a key part of our governance structure, helping senior management deliver on the Group's strategic objectives. It protects shareholder value, safeguards assets and ensures operational discipline. Built on clearly defined, regularly updated policies and procedures, these controls are consistently applied across AKI's operations, fostering transparency, compliance and accountability.

In line with Institute of Internal Auditors (IIA) standards, we regularly assess risks, review key controls over financial reporting and core processes, and ensure they are effectively designed and applied.

Each year, Group Internal Audit evaluates internal controls under the internal audit plan. This examines the adequacy and operational effectiveness of controls, ensuring transparency, compliance with regulations and adherence to AKI's internal policies.

## Commitment to Ethical Governance

At AKI, our business practices are rooted in integrity, openness and strict compliance with legal and ethical standards. This commitment drives meaningful, positive outcomes for all stakeholders, including customers, employees, suppliers, investors and communities.

Our comprehensive Code of Business Conduct, featuring policies on Anti-Bribery, Corruption, Whistleblower, Incident Reporting System (IRS) and Fraud prevention, forms the ethical foundation of our organisation. It outlines essential principles for every AKI employee, fostering a respectful, principled workplace culture.

To ensure accountability, our Whistleblower and Incident Reporting policies provide secure, confidential channels for reporting violations. These reports are managed exclusively by the Group Internal Audit team, ensuring privacy and responsible oversight.

## Identification of Risks

Manages operations, identifies ground-level risks and implements controls. Reports significant risks and control weaknesses to the Risk Management Team.

## Risk Evaluation

After identifying risks, we evaluate them according to their probability and potential consequences. Our methodical prioritization process considers the possible impact on our ESG objectives, financial health, and corporate reputation. This evaluation addresses both immediate and future outcomes.

## Approach to Risk Mitigation

We dedicated to deploying effective risk mitigation measures tailored to the challenges we identify. This includes optimizing operational practices, investing in eco-friendly technologies, engaging with our stakeholders, and partnering with industry leaders. Through these proactive efforts, we strive to reduce potential impacts and build enduring resilience for the future.

## ESG-Driven Risk Management Approach

Environmental, social, and governance elements are fully incorporated into our risk management practices. This integration guarantees that ESG considerations inform decisions throughout all tiers of the company. We understand that managing risks effectively is crucial to fostering sustainable outcomes and generating enduring value for our stakeholders.

## Ongoing Enhancement

We acknowledge that the operating environment is constantly changing, bringing new risks to the forefront. Consequently, our approach to risk management is consistently refined and updated. We are committed to monitoring evolving trends, regulatory developments, and stakeholder priorities to ensure our risk mitigation strategies remain effective and relevant.



# Compliance

Ensuring effective compliance is integral to AKI's governance framework and reinforces our commitment to responsible business conduct. In 2024, we enhanced our compliance framework by implementing comprehensive policies and procedures to manage regulatory and ethical risks across the organisation.

These policies establish clear roles, responsibilities and conduct standards, ensuring alignment with laws, regulations and global best practices. Compliance is embedded throughout AKI, supported by training, monitoring and a culture of accountability. Non-compliance is addressed transparently to uphold integrity.

Our rigorous compliance approach aligns with ESG values, fostering transparency, ethical decision-making and stakeholder trust. By promoting a culture of integrity and continuous improvement, AKI is dedicated to lawful, ethical and sustainable operations.



**AKI holds the ISO 37301: 2021 Compliance Management System certification , demonstrating adherence to the highest global compliance standards.**

**Upholding Legal and Regulatory Excellence:** AKI ensures full compliance across all business areas, proactively monitoring changes to align with evolving laws and maintain integrity.

**Excellence in Internal Governance:** Beyond compliance, AKI aligns with top industry standards in sustainability and governance, actively engaging in forums and associations. This drives improvement and strengthens our position as a trusted, forward-thinking organisation.

**Policies and Procedures Framework:** We uphold a comprehensive set of policies and procedures to reinforce our ESG principles and cultivate integrity, accountability and transparency across all operations. Key policies include the Code of Conduct, Conflict of Interest Policy, Anti-Bribery and Anti-Corruption (ABAC) Policy, Sanctions Policy, Data Privacy Policy, Whistleblowing Policy, Incident Reporting System and Escalation Matrix. These are supported by our Risk Management Framework, embedding governance and compliance into everyday practices. Policies are regularly reviewed and updated to align with regulatory standards, business needs and stakeholder expectations.

**Collaborating with our Stakeholders:** AKI fosters open, ongoing communication with stakeholders, including employees, clients, partners and investors. By actively engaging with them, we gain insights into their priorities, refining our ESG initiatives to ensure alignment with the interests of those we impact and serve.

**Accountability through Disclosure:** We emphasise transparent, accurate communication of ESG efforts. This report highlights our sustainability and compliance achievements, strengthening stakeholder trust and demonstrating our unwavering commitment to ethical, responsible business practices.



# Cybersecurity and Data Privacy

At AKI, safeguarding data privacy remains a core priority within our governance framework.

In 2024, we reported zero customer data breaches, showcasing the effectiveness of our cybersecurity systems, internal controls and risk prevention protocols. We continuously enhance data protection for stakeholders by advancing our security maturity and modernising policies to address emerging risks and evolving technologies like artificial intelligence. These efforts highlight our commitment to responsible data stewardship, trust and long-term digital resilience.

## Our Key Advancements this year include:

Strengthening cybersecurity defences with next-generation firewalls, advanced email protection, Single Sign-On (SSO) with Multi-Factor Authentication (MFA), and total endpoint protection through Endpoint Detection and Response (EDR) and real-time vulnerability management.

Partnering with Managed Detection and Response (MDR) experts and implementing a 24/7 Security Operations Centre (SOC) to ensure rapid detection, containment and mitigation of security incidents.

Regularly updating security policies and protocols to address emerging cyber threats and technologies while refining internal processes to elevate security maturity and risk resilience.

Adopting a multi-layered security approach, including enhanced perimeter defences with upgraded firewalls and comprehensive email protection, to safeguard against external threats.



# AKI's Commitment

In 2024, Al Khayyat Investments (AKI) advanced its Environmental, Social and Governance priorities with a clear focus on creating meaningful impact across everything we do. From reducing our environmental footprint and expanding clean energy solutions, to fostering inclusive workplaces and deepening community partnerships, our actions reflect the culture, values and purpose that define AKI.

We recognise that sustainability is an ongoing commitment that requires constant innovation, collaboration and accountability. This year's achievements are not end points, but milestones that strengthen our ability to deliver long-term value for our people, our communities and our environment.

As we look to the future, we will continue to integrate ESG into every decision and every part of our operations, guided by the belief that growth and responsibility go hand in hand. Together with our stakeholders, we will build on this momentum to shape a business that inspires, leads and leaves a positive mark for generations to come.



GRI STANDARD	DISCLOSURE 2-1 ORGANISATIONAL DETAILS	LOCATION
GRI 2: General Disclosures 2021	2-2 Entities included in the organisation's sustainability reporting	9
	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	2-7
	2-7 Employees	33-37
	2-8 Workers who are not employees	
	2-9 Governance structure and composition	12
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	12
	2-12 Role of the highest governance body in overseeing the management of impacts	12
	2-13 Delegation of responsibility for managing impacts	12
	2-14 Role of the highest governance body in sustainability reporting	
	2-15 Conflicts of interest	
	2-16 Communication of critical concerns	16
	2-17 Collective knowledge of the highest governance body	
	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	17
	2-23 Policy commitments	46
	2-24 Embedding policy commitments	47
	2-25 Processes to remediate negative impacts	48
	2-26 Mechanisms for seeking advice and raising concerns	
	2-27 Compliance with laws and regulations	
	2-28 Membership associations	14 Om Tted - Collecting bargaining is not allowed within the UAE laws
	2-29 Approach to stakeholder engagement	
	2-30 Collective bargaining agreements	

GRI STANDARD	DISCLOSURE	LOCATION
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process to determine material topics 3-2 List of material topics	16
MARKET PRESENCE		
GRI 3: Material Topics 2021 GRI 202: Market Presence 2016	3-3 Management of material topics 202-1 Ratios of standard entry level wage by gender compared to local minimum wage	33
PROCUREMENT PRACTICES		
GRI 3: Material Topics 2021 GRI 204: Procurement Practices 2016	3-3 Management of material topics 204-1 Proportion of spending on local suppliers	23
ANTI CORRUPTION		
GRI 3: Material Topics 2021 GRI 205: Anti-corruption 2016	3-3 Management of material topics 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	45-49
MATERIALS		
GRI 3: Material Topics 2021 GRI 301: Materials Topics 2016	3-3 Management of material topics 301-1 Materials used by weight or volume 301-2 Recycled input materials used 301-3 reclaimed products and their packaging materials	26-27
ENERGY		
GRI 3: Material Topics 2021	3-3 Management of material topics 302-1 Energy consumption within the organisation 302-2 Energy consumption outside of the organisation 302-3 Energy intensity 302-4 Reduction of energy consumption 302-5 Reductions in energy requirements of products and services	25



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	30
GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts	
	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
EMISSIONS		
GRI 305: Emissions 2016	3-3 Management of material topics 305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions 305-4 GHG emissions intensity	25
WASTE		
GRI 3: Material Topics 2021	3-3 Management of material topics 306-1 Waste generation and significant waste-related impacts	26
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	
	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 308-1 New suppliers that were screened using environmental criteria	33-34
GRI 308: Supplier Environmental Assessment 2016	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 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	33-34
GRI 401: Employment 2016	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	40-41	
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		36
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programmes		
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	34-35	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	34	
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 413-1 Operations with local community engagement, impact assessments, and development programs	41-43
GRI 413: Local Communities development programs 2016	413-2 Operations with significant actual and potential negative impacts on local communities	
SUPPLIER SOCIAL ASSESSMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics 414-1 New suppliers that were screened using social criteria 414-2 Negative social impacts in the supply chain and actions taken	23
GRI 414: Supplier Social Assessment 2016		
CUSTOMER HEALTH AND SAFETY		
GRI 3: Material Topics 2021	3-3 Management of material topics 416-1 Assessment of the health and safety impacts of product and service categories	39-40
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	
CUSTOMER PRIVACY		
GRI 3: Material Topics 2021	3-3 Management of material topics 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	49
GRI 418: Customer Privacy 2016		



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