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Sustainability Report 2022

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* Data in the report is as of January, 2022

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INNOVATING PACKAGING EXCELLENCE, YEAR AFTER YEAR

INTRODUCTION OF THIS REPORT

INTRODUCTION

Hotpack, an industry leader in packaging solutions, is excited to present its first Sustainability Report, which showcases an unmatched combination of manufacturing capabilities and a dedication to sustainability. The report outlines Hotpack's remarkable journey and demonstrates how its innovative manufacturing capabilities transformed industry norms around sustainability practices.

Hotpack has reduced its environmental impact, maximized resource efficiency, and promoted a circular economy model within its operations by utilizing cutting-edge technologies and innovative methods. Hotpack's unparalleled production skills demonstrate a dedication to not only producing outstanding products but also establishing new standards for sustainability.

Our operations extend across 14 advanced manufacturing facilities, covering over 2 million square feet of production space. These facilities are equipped with advanced technology and are backed by efficient logistics and warehousing systems. This extensive infrastructure enables us to consistently provide our customers with high-quality, sustainable packaging products.

At Hotpack, we understand our planet's evolving needs and are deeply committed to minimizing our environmental footprint. This commitment is reflected in our efforts to produce packaging products in eco-friendly and biodegradable categories, ensuring our positive contribution to environmental conservation and the global transition toward sustainability.

Our reach to our operations also extends far and wide, with a presence in more than 28 locations across the Middle East, the UK, North America, and numerous African countries.

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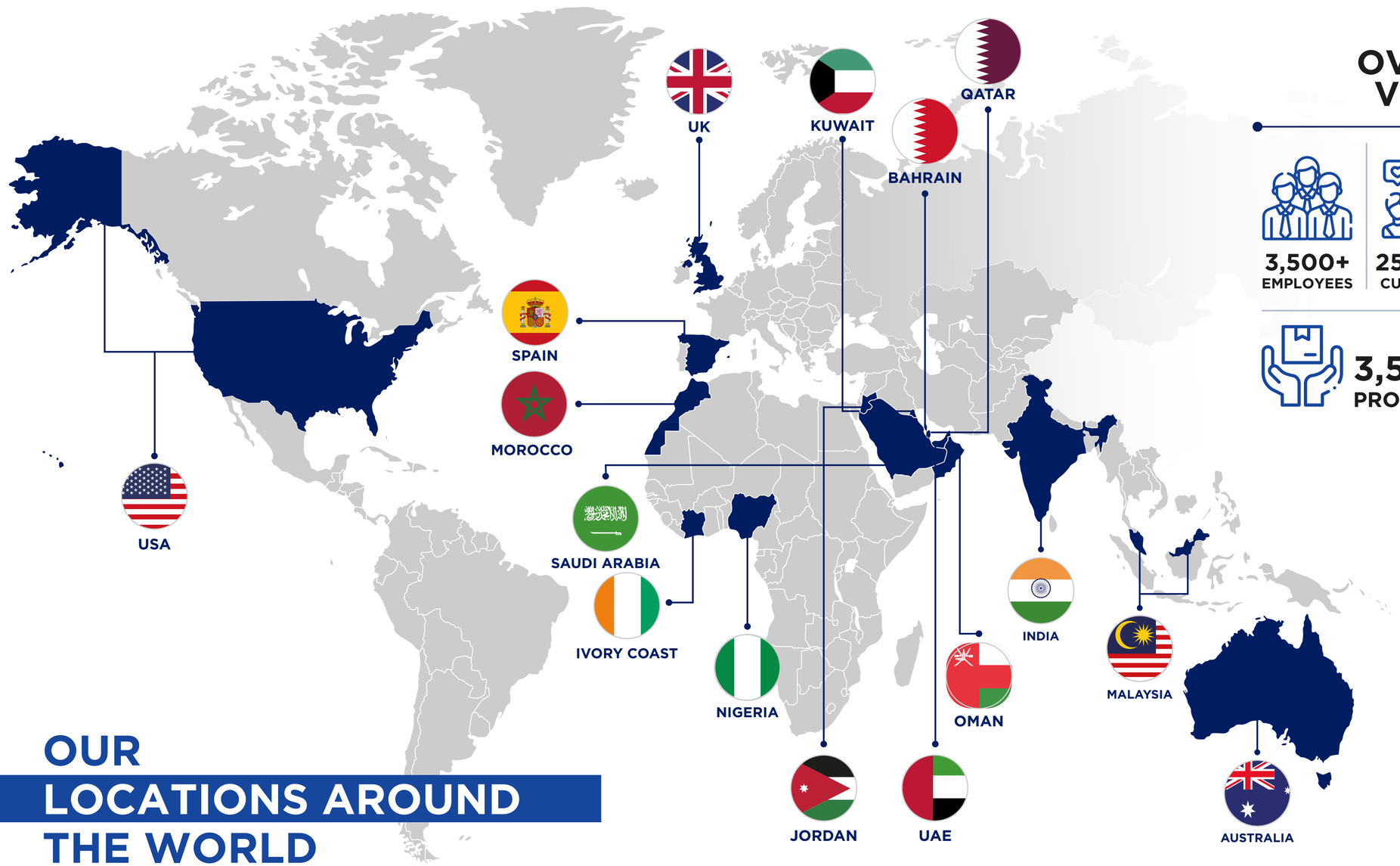
OUR LOCATIONS AROUND THE WORLD



OVER-VIEW

- **27** BRANCHES
- **30+** NATIONALITIES
- **14** MANUFACTURING PLANTS
- **46** SALES CENTERS
- **300+** FLEET

3,500+ EMPLOYEES

25,000+ CUSTOMERS

3,500+ PRODUCTS

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INDUSTRIES WE SERVE

- FOOD SERVICE
- CAFE/ CATERING
- RETAIL
- HOTELS
- GOVT. SECTORS
- BAKERIES
- HOSPITALS
- TRAVEL
- INDUSTRIAL
- SHIP CHANDLERS/ CARGO
- CLOUD KITCHENS
- E-COMMERCE
- FACILITY MANAGEMENT

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MANAGEMENT LETTERS

ABDUL JEBBAR P.B.

GROUP CHIEF EXECUTIVE OFFICER
AND MANAGING DIRECTOR

Dear Stakeholders,

I am thrilled to address you at this remarkable moment, as we are publishing Hotpack's first Sustainability Report. Our persistent commitment to sustainable packaging has been the driving force behind our journey, and it gives me immense pride to share with you the strides we have made in achieving our sustainability goals.

Our vision has always been focused on becoming a leader in sustainable packaging and achieving net-zero emissions by 2050. To date, I am proud of the significant progress achieved thus far & confident of fulfilling this vision, as the result of the dedication and diligent efforts of our exceptional team, as well as the invaluable support of our stakeholders.

Sustainability is a fundamental pillar of our business principles, and we believe that every package we produce should tell a story that represents our efforts to protect the environment, conserve resources, and enhance the well-being of our communities.

As we embark on this journey toward net-zero emissions, we understand that the path ahead may be challenging, but it is one that we gladly embrace. Hotpack has already taken significant steps to reduce our carbon footprint, optimize our manufacturing processes, and innovate sustainable packaging solutions, while also investing in research and development, creating eco-friendly and biodegradable packaging products.

Our stakeholders have always played an important role in our success. We deeply appreciate the feedback, support, and collaboration of our customers, suppliers, employees, and the communities we serve. Your passion for sustainable practices inspires us to strive for excellence and to uphold the highest standards of ethical and responsible business conduct.

Finally, I want to express my gratitude to the entire Hotpack family for their dedication and hard work in pioneering sustainability in the packaging industry, and to our stakeholders for their trust and support.

Together, we will continue to progress in sustainable packaging, delivering a future where every package tells a story of responsible stewardship of our planet.

Abdul Jebbar PB
Group Chief Executive Officer and Managing Director

ZAINUDEEN PB

GROUP CHIEF OPERATING OFFICER AND EXECUTIVE DIRECTOR

Dear Stakeholders,

Nowadays, sustainability has evolved into a fundamental pillar of responsible business practices. Our responsibility is to consistently innovate, adapt, and set the standard for corporate sustainability. This report is more than just words, it is evidence of our dedication to making a positive impact on the world.

We acknowledge that there is much more work to be done, but we remain tenacious in our commitment to setting even more ambitious targets for the years ahead, by engaging our employees, customers, and partners in this collective effort.

The challenges that lie ahead of us are crucial, however, they are accompanied by equally substantial opportunities, and it is upon us to craft a better, more prosperous future for all. As we reflect on our accomplishments in this report, we are inspired to reinforce our efforts regionally and globally toward a more sustainable and inclusive world.

I would like to take a moment to thank our team, the backbone of these achievements of our goals. I also express my appreciation to our customers, investors, and partners for their steadfast support and collaboration. Together, we are making a difference.

Zainudeen PB
Group Chief Operating Officer and Executive Director

ANVAR PB

GROUP CHIEF TECHNOLOGY OFFICER AND EXECUTIVE DIRECTOR

Dear Stakeholders,

During prevailing global economic and geopolitical uncertainties, our resolve to build a resilient and sustainable organization has remained a high priority as our primary objective is to create a meaningful and enduring impact on the well-being of our employees and communities. while illuminating our path forward and shaping every facet of our business decisions.

In this year's ESG Report, the narrative of our progress across our strategic objectives exemplifies our performance in advancing sustainability within the packaging industry, while considering Environmental, Social, and Governance (ESG) standards.

In our pursuit of Empowering our people, we have cultivated a culture of inclusivity that embraces the differences within our organization. This inclusivity highlights our collective sense of belonging and unity, empowering us as a cohesive whole.

Hotpack acknowledges your continuous support, which is pivotal to our success. We will continue to take strides that align with this commitment, and we are excited about the possibilities ahead of us.

Anvar PB
Group Chief Technology Officer and Executive Director

DR. MIKE CHEETHAM

GLOBAL BUSINESS AND SUSTAINABILITY DIRECTOR

Dear Stakeholders,

It is my pleasure to address you as we embark on the journey of ESG at Hotpack. I am privileged to work alongside a talented, dedicated, and hard-working team that has been instrumental in executing the activities stated in this report.

The year ahead promises to be a transformative one for Hotpack in sustainable development practice, as our commitment extends beyond environmental considerations, we anticipate an increased focus on social and governance aspects and we recognize that sustainability is a process that unfolds over time, but we are keen about reshaping mindsets, and igniting passion.

Our deep concern for the environment is rooted in our belief that protecting the environment is both a moral obligation and a responsibility and we understand that environmental awareness is essential for the well-being of the present and future generations. Hotpack pledges to promote healthier environments and preserve natural resources.

Our emphasis on energy efficiency, waste reduction, and recycling forms a fundamental part of our sustainability strategy which reflects our integration of environmentally conscious materials into our packaging innovations.

Dr. Mike Cheetham
Global Business and Sustainability Director

2022 SUSTAINABILITY HIGHLIGHTS

INVESTING IN OUR PEOPLE AND COMMUNITIES

1.2 Million Dirhams
Dedicated to supporting women in business through Takkah Project

57 Students
Were provided training on the Global Family Managed Businesses program

1,500 Members
Participated in Hotpack Happiness Project

20 Initiatives
Were covered during the Hotpack Happiness Project, dedicated to employee and community Engagement

2 Million Meal Packs
Participated in distributing during the holy month of Ramadan

HACCP
Food Safety Management System identifies food safety risks and devises strategies

96%
of our product lineup is environmentally friendly

9 AWARDS
In Sustainable Manufacturing, Excellence and Leadership

120 VOLUNTEERS
Participated in "Fill for Life", a beach cleaning initiative as a part of the Hotpack Happiness Project, in collaboration with BEEAH and 89.4 Tamil FM

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ABOUT THIS REPORT

In this sustainability report, we aim to provide a comprehensive look into our ongoing commitment to Environmental, Social, and Governance (ESG) practices. This framework is the foundation of our corporate values and highlights our dedication to a more sustainable and responsible business approach.

We are committed to reducing our impact on the environment. This report will explore the steps we've taken to reduce our environmental footprint, by using eco-friendly materials and production methods and cutting down on waste and energy use. We are actively involved in environmentally friendly initiatives that contribute to meaningful change. Our main aim is to create a business model that not only recognizes but also reduces its impact on the environment.

The well-being of our employees and the communities in which we operate is essential. Hotpack stands firm in its commitment to enhancing the quality of life for our dedicated workforce and the local communities where we conduct our operations. We'll outline the numerous measures we've implemented to ensure the health, safety, and overall satisfaction of our employees. Moreover, we'll discuss our engagement with the communities, showing our efforts to give back to our communities.

Our commitment to robust governance practices forms the foundation of our ethical business operations. We'll explain our governance framework, which ensures transparency, accountability, and ethical decision-making throughout the company. This extends from our interactions with stakeholders, compliance with industry regulations, policies, and ethical oversight that guide our business conduct. We firmly believe that powerful governance reflects a sustainable and responsible corporate culture.
Our Commitment to sustainable packaging captures the fundamental values that drive our business. This report reflects our determination to encourage a world where sustainable packaging becomes a necessity rather than a choice. We invite you to join in the journey towards a future that is more sustainable and responsible. Together, we can contribute to a world where sustainability actions and responsible packaging are the standard.

CERTIFICATIONS

ISO-9001
Quality Management System

ISO-14001
Environmental Management System

ISO-45001
Occupational Health & Safety

SASO
Saudi Standards, Metrology and Quality Org

ISO-22000 HACCP
Food Safety Management System

FDA
Food Drug an Administration

GMP
Good Manufacturing Practices

HALAL
A Product is Manufactured in Full Compliance with the Precepts of Islamic Law

BRCGS
Global Standard for Packaging Materials

FSC
Supports Responsible Forestry (Forest Stewardship Council)

PEFC
Supports Responsible Forestry (Programme for the Endorsement of Forest Certification)

SEDEX
Labor Standards, Health and Safety, Environment, and Business Ethics

SWA-MCD
Supplier Workplace Accountability

HAVI
Global Quality Standard Requirements

AWARDS AND RECOGNITIONS

ESKO CERTIFICATION

Hotpack has achieved the Crystal XPS certification, emphasizing our commitment to top-quality plate production and printing excellence. We are proudly the first company in the region to receive this certification, reflecting our dedication to meeting international standards and processes.

DUBAI SMART INDUSTRY AWARDS

We have received the prestigious Dubai Quality Award in the 2020 Dubai Smart Industry category for the manufacturing sector.

PRIME AWARDS

Hotpack has won four awards at the 2021 Packaging Resource Innovations Middle East Awards PRIME Awards 2021 for our commitment to excellence in packaging with a strong emphasis on sustainability.

Mr. Abdul Jebbar also received the prestigious title of **'MEA Personality of the Year'** as a recognition of his exceptional leadership and pioneering contributions to the global and regional packaging industry. We also secured the silver award for 'Best-in-class Packaging Printer - **Converter of the Year' in both categories, Packaging Printer Converter of the Year / Flexibles – Rotogravure Print and Packaging Printer and Converter of the Year / Labels – Flexography Print** as well as the bronze award for **'Sustainable Packaging of the Year'.**

FEATURED IN FORBES MIDDLE EAST

Our CEO, Mr. Abdul Jebbar, was featured in Forbes Middle East, where the publication explores articles and reports on growth, innovation, and entrepreneurial spirit.

AWARDS AND RECOGNITIONS

VERIFIED EXPORTER CERTIFICATE

Hotpack recently achieved the esteemed status of a

'Verified Exporter'.

This recognition, granted by the trade promotion entity of the Department of Economic Development (DED), highlights Hotpack's standing as a trusted exporter based in the UAE.

FEATURED IN 'THE SUPER 100' -BY GRAY MATTER

Highlighted in 'The Super 100,' Mr. Abdul Jebbar, Hotpack's MD, shares an inspirational life story alongside entrepreneurs, professionals, and corporate entities of Indian origin operating in the Middle East and Africa.

GULF SUSTAINABILITY AWARD 2022

Our Head of Sustainability and Environment, Dr. Mike Cheetham participated as a keynote speaker in the Gulf Sustainability Award and discussed why food Packaging Companies deserve to win the award.

CEO MIDDLE EAST AWARD

During the annual CEO Middle East Awards, Hotpack's CEO, Mr. Abdul Jebbar, proudly received the title of FMCG CEO of the Year.

CEOFORLIFE AWARD

At the ECI United Arab Emirates & Global Awards 2022, Mr. Abdul Jebbar, our Group CEO, was honored with the CEOforLIFE Award for establishing higher standards of excellence in achieving the UN Sustainable Development Goals (SDGs).

STAKEHOLDER ENGAGEMENT

STAKEHOLDER ENGAGEMENT

Introduction:

In our journey toward sustainable growth and responsible business practices, Hotpack recognizes the paramount importance of stakeholder engagement. We understand that our success is associated with the perspectives, needs, and concerns of our stakeholders.

We prioritize the insights and inputs from all parties involved in our operations, including utilizing tools such as surveys and feedback forms, promoting active engagement, and ensuring that our stakeholders' opinions significantly contribute to shaping our future direction. This inclusive approach not only solidifies our connections with stakeholders but also imbues our company with a multitude of perspectives, sparking creativity and nurturing long-term development.

STAKEHOLDER ENGAGEMENT APPROACH AT HOTPACK

SUPPLIERS

- Regular communication channels to maintain strong relationships.
- Collaborative sourcing strategies for mutual benefit.
- Transparent payment terms and fair-trade practices.

CUSTOMERS

- Active customer feedback mechanisms, including surveys and feedback forms.
- Tailored solutions to meet customer needs and preferences.
- Responsive customer support for inquiries and concerns.

GOVERNMENTAL ENTITIES

- Compliance with all relevant regulations and standards.
- Participation in industry associations and advocacy for responsible policies.
- Timely and accurate reporting as required by the authorities.

NGOS

- Collaboration with NGOs on social and environmental initiatives.
- Sharing of data and information for joint research and impact assessments.
- Regular engagement to align business practices with sustainability goals.

EMPLOYEES

- Open communication channels through regular meetings and feedback sessions.
- Employee development programs and opportunities for career growth.
- Health and safety initiatives to ensure a safe and inclusive workplace.

FINANCIAL INSTITUTIONS

- Transparent financial reporting and adherence to lending agreements.
- Ongoing dialogue with banking partners to secure funding for growth.
- Proactive risk management to ensure financial stability.

OUR STAKEHOLDER ENGAGEMENT OBJECTIVES

Stakeholder engagement at Hotpack Company serves as a strategic imperative, encompassing our commitment to fostering meaningful and collaborative relationships with various stakeholders. Our primary objectives are:

01

ENHANCING TRANSPARENCY

We aim to provide stakeholders with clear and accurate information about our operations, initiatives, and performance through our channels. Transparency is fundamental to building trust and credibility.

02

INCORPORATING DIVERSE PERSPECTIVES

We value the insights and feedback of our stakeholders, recognizing that their diverse perspectives can drive innovation, uncover opportunities, and reveal potential risks.

03

SUSTAINABILITY INTEGRATION

By actively engaging with stakeholders, we seek to align our sustainability goals with their expectations and concerns.

04

STAKEHOLDER SATISFACTION

We are dedicated to understanding and meeting the needs and expectations of our stakeholders.

05

IMPROVING DECISION-MAKING

Stakeholder engagement enriches our decision-making processes. By involving stakeholders in critical discussions, we make more informed and responsible choices that benefit both our organization and the broader community.

06

MITIGATING RISKS

Engaging with governmental entities, NGOs, and other stakeholders allows us to identify and address potential regulatory, reputational, or operational risks promptly.

MATERIALITY ASSESSMENT

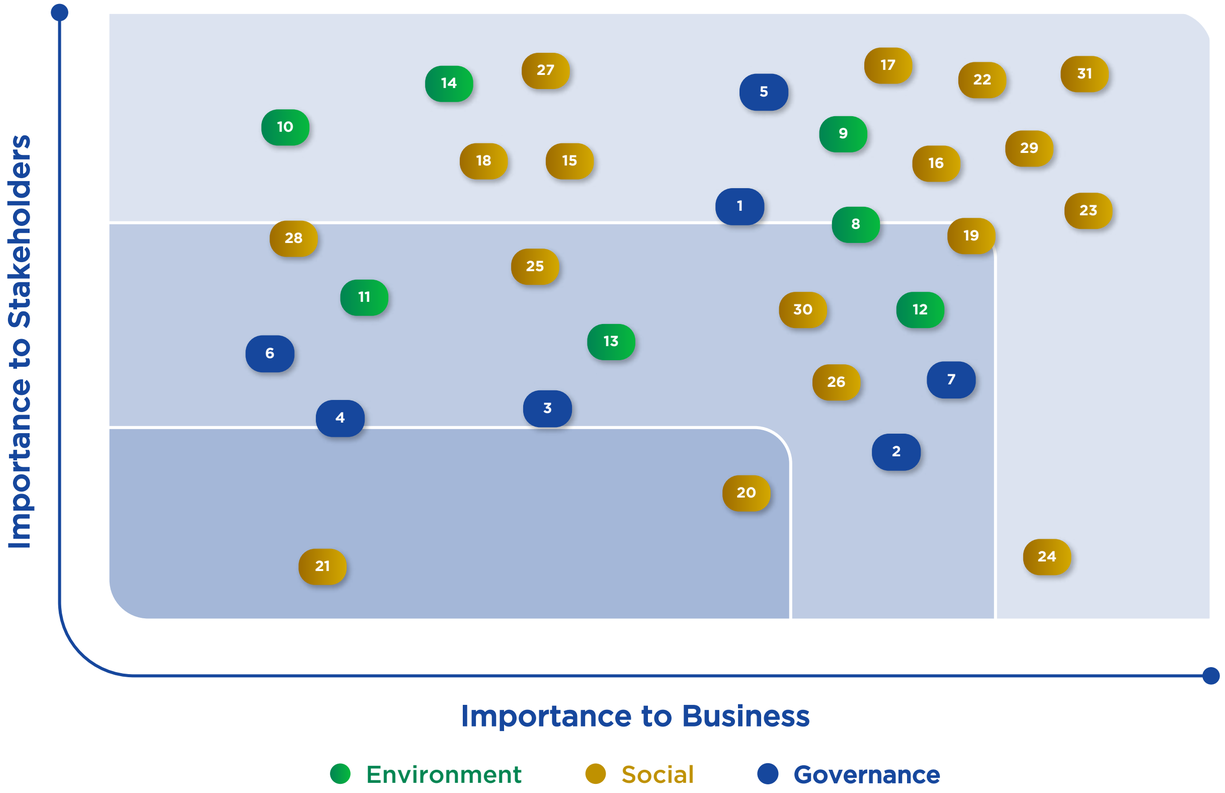
Materiality Matrix:

We conducted a Materiality Assessment to visibly highlight our approach to sustainability and responsible business practices while recognizing its substantial value in establishing our ESG (Environmental, Social, and Governance) policy. This assessment is a primary step in identifying and understanding the significance of specific ESG issues that are relevant to our company and stakeholders.

Our Materiality Assessment, by focusing on two key perspectives: the potential impact on our company and the importance ascribed to these issues by our diverse stakeholders. This approach has allowed us to determine and prioritize the sustainability topics that are most pertinent to our industry, business operations, and the broader community we serve. Our commitment to materiality ensures that we direct our efforts and resources toward addressing those issues that truly matter, thereby shaping our sustainability initiatives with purpose and impact.

Below are the results of our materiality assessment, which guide our strategic sustainability objectives and actions.

MATERIALITY ASSESSMENT



1 ECONOMIC PERFORMANCE
2 MARKET PRESENCE
3 ECONOMIC IMPACTS
4 PROCUREMENT PRACTICES
5 ANTI-CORRUPTION
6 ANTI-COMPETITIVE BEHAVIOR
7 TAXATION POLICY
8 MATERIALS
9 ENERGY
10 WATER AND EFFLUENTS
11 BIODIVERSITY
12 CARBON EMISSIONS
13 WASTE MANAGEMENT AND RECYCLING
14 SUPPLIER ENVIRONMENTAL ASSESSMENT
15 EMPLOYMENT
16 LABOR RELATIONS
17 OCCUPATIONAL HEALTH AND SAFETY
18 EMPLOYEE TRAINING
19 DIVERSITY AND EQUAL OPPORTUNITY
20 NON-DISCRIMINATION
21 FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING
22 CHILD LABOR
23 FORCED OR COMPULSORY LABOR
24 SECURITY PRACTICES
25 RIGHTS OF INDIGENOUS PEOPLES
26 LOCAL COMMUNITIES
27 SUPPLIER SOCIAL ASSESSMENT
28 PUBLIC POLICY
29 CUSTOMERS
30 MARKETING AND LABELING
31 CUSTOMER PRIVACY

RELEVANT GRI STANDARDS	MATERIAL TOPICS	SDGS STANDARD
GRI 201: ECONOMIC PERFORMANCE 2016	ECONOMIC PERFORMANCE	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 202: MARKET PRESENCE 2016	MARKET PRESENCE	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 203: INDIRECT ECONOMIC IMPACTS 2016	ECONOMIC IMPACTS	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 204: PROCUREMENT PRACTICES 2016	PROCUREMENT PRACTICES	SDG 12 (RESPONSIBLE CONSUMPTION AND PRODUCTION)
GRI 205: ANTI-CORRUPTION 2016	ANTI-CORRUPTION	SDG 17: PARTNERSHIPS FOR THE GOALS
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	ANTI-COMPETITIVE BEHAVIOR	SDG 17: PARTNERSHIPS FOR THE GOALS
GRI 207: TAX 2019	TAXATION POLCIY	SDG 17: PARTNERSHIPS FOR THE GOALS
GRI 301: MATERIALS 2016	MATERIALS	SDG 12 (RESPONSIBLE CONSUMPTION AND PRODUCTION)
GRI 302: ENERGY 2016	ENERGY	SDG 13 (CLIMATE ACTION)
GRI 303: WATER AND EFFLUENTS 2018	WATER AND EFFLUENTS	SDG 6 (CLEAN WATER AND SANITATION)
GRI 304: BIODIVERSITY 2016	BIODIVERSITY	SDG 15 (LIFE ON LAND)
GRI 305: EMISSIONS 2016	CARBON EMISSIONS	SDG 13 (CLIMATE ACTION)
GRI 306: WASTE 2020	WASTE MANAGEMENT AND RECYCLING	SDG 13 (CLIMATE ACTION)
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2020	SUPPLIER DUE DILIGENCE	SDG 13 (CLIMATE ACTION)
GRI 401:EMPLOYMENT 2016	EMPLOYMENT	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)

RELEVANT GRI STANDARDS	MATERIAL TOPICS	SDGS STANDARD
GRI 402: LABOR/ MANAGEMENT RELATIONS 2016	LABOR RELATIONS	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	OCCUPATIONAL HEALTH AND SAFETY	SDG 3 (GOOD HEALTH AND WELL-BEING)
GRI 404: TRAINING AND EDUCATION 2016	EMPLOYEE TRAINING	SDG 4 (QUALITY EDUCATION)
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	DIVERSITY AND EQUAL OPPORTUNITY	SDG 5 (GENDER EQUALITY)
GRI 406: NON - DISCRIMINATION 2016	NON-DISCRIMINATION	SDG 5 (GENDER EQUALITY)
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 408: CHILD LABOR 2016	CHILD LABOR	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 409: FORCED OR COMPULSORY LABOR 2016	FORCED OR COMPULSORY LABOR	SDG 8 (DECENT WORK AND ECONOMIC GROWTH)
GRI 410: SECURITY PRACTICES 2016	SECURITY PRACTICES	SDG 17: PARTNERSHIPS FOR THE GOALS
GRI 411: RIGHTS OF INDIGENOUS PEOPLES 2016	RIGHTS OF INDIGENOUS PEOPLE	SDG 17: PARTNERSHIPS FOR THE GOALS
GRI 413: LOCAL COMMUNITIES 2016	LOCAL COMMUNITIES	SDG 11 (SUSTAINABLE CITIES AND COMMUNITIES)
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	SUPPLIER SOCIAL ASSESSMENT	SDG 12 (RESPONSIBLE CONSUMPTION AND PRODUCTION)
GRI 415: PUBLIC POLICY 2016	PUBLIC POLICY	SDG 16 (PEACE, JUSTICE, AND STRONG INSTITUTIONS)
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	CUSTOMERS	SDG 3 (GOOD HEALTH AND WELL-BEING)
GRI 417: MARKETING AND LABELING 2016	MARKETING AND LABELING	SDG 12 (RESPONSIBLE CONSUMPTION AND PRODUCTION)
GRI 418: CUSTOMER PRIVACY 2016	CUSTOMER PRIVACY	SDG 17: PARTNERSHIPS FOR THE GOALS

SUSTAINABLE DEVELOPMENT GOALS

Aligning our business operations with the United Nations Sustainable Development Goals (SDGs) is our primary objective, we recognize the global challenges that the SDGs aim to address, from poverty alleviation and quality education to gender equality and responsible consumption and production.

We aspire to become a leading manufacturer in sustainability, while actively working towards reducing our environmental footprint, promoting social responsibility, and supporting economic growth in the regions where we operate. By integrating the principles of the SDGs into our daily activities, Hotpack strives to make a positive and lasting impact on society along with delivering exceptional products and services to our customers.

ENVIRONMENTAL PERFORMANCE

E

LEADERS IN SUSTAINABILITY

ESG principles are the guidelines and core values of our business, as Hotpack aspires to achieve the highest standards of sustainability, by focusing on reducing our environmental impact, nurturing a diverse and inclusive workplace, and promoting transparent governance. Our mission in advancing sustainability lies within our continuous efforts to enhance our ESG performance, by adopting initiatives, well-defined strategies, set targets, and accomplishments that we aim to pursue in the forthcoming years.

Environmental Performance:

Hotpack has an exceptional dedication to environmental sustainability, which is reflected in our policies. Our Environmental Policy is an important component that emphasizes our commitment to minimizing our environmental impacts. This policy directs us to implement environmentally friendly products and procedures, cutting down on waste production, and improving energy efficiency throughout our operations. We continually look for innovative methods that mitigate our environmental effects, such as sustainable sourcing and packaging.

Hotpack is also actively investing in advanced technology and procedures that encourage resource conservation and significantly minimize greenhouse gas emissions, in addition to our commitment to recycling and waste reduction programs inside our operations, we have implemented a thorough Environmental Management System ISO 14001, that methodically handles our environmental responsibilities, ensuring that we continuously improve air quality, preserve biodiversity, and comply with or exceed all applicable environmental standards. Our firm concern for the environment is based on the belief that protecting the environment is both a moral obligation and a responsibility. These regulations highlight our continual effort to match our business practices with a greener, more sustainable society.

Environmental awareness ensures the protection of both the well-being of the present and future generations. Hotpack is dedicated to a world in which sustainability is necessary. Our support for sustainability goes beyond simple business aspirations, it's a pledge to guide our sector towards healthier environments and preserve our natural resources for future generations.

At Hotpack, we firmly believe that packaging is more than just a vessel for products; it's an approach to positive change. Our sustainability vision highlights our dedication to designing packaging solutions that not only serve their intended purpose but also make a positive impact on our environment.

ENVIRONMENTAL IMPACT

In a world burdened by the weight of traditional packaging contributing significantly to landfill waste, we stand as the beacon of change. Sustainable packaging, a cornerstone of our commitment, decomposes faster and leaves a significantly smaller carbon footprint.

RESOURCE EFFICIENCY

Sustainable packaging isn't just about reducing waste; it's about efficient resource utilization. We champion the cause of resource efficiency, crafting packaging solutions that minimize material use.

CONSUMER DEMAND

We recognize the growing environmental consciousness among modern consumers who actively seek products with sustainable packaging. Our pledge is to meet this demand, not as an obligation, but as an opportunity to drive meaningful change.

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OUR SUSTAINABLE PACKAGING COMMITMENT

01 ENVIRONMENTAL INITIATIVES

02 PACKAGING INSIGHT

01

ENVIRONMENTAL INITIATIVES

Pioneering Eco-Friendly Solutions in a Hotpack-like Manner.

Hotpack proudly stands as a leader in sustainable packaging innovation. Our core values are deeply rooted in eco-conscious practices, ensuring that every product we create reflects our unwavering commitment to the environment.

Eco-Friendly Materials:
Our journey begins with the use of eco-friendly materials at the heart of our packaging solutions.

We Prioritize

BIODEGRADABLE PLASTICS

Embracing plastics that break down swiftly, significantly reducing landfill waste.

RECYCLED CONTENT

Incorporating post-consumer and post-industrial recycled materials into our packaging.

PLANT-BASED PACKAGING

Utilizing materials sourced from renewable plant sources, such as corn, rice husk, and sugarcane.

Our dedication to sustainability is tangible and continuous. We initiated recyclability efforts through investments in advanced technologies like water-based coating lines. Also, a prime example of our innovation is our fully recyclable paper cups, as well as our PET plant, which leads the way in producing Mono material, ensuring recyclability, particularly in the Post-Consumer Recycled (PCR) category.

02

OUR FUTURE PACKAGING INSIGHT

Efficiency and Environmental Responsibility:

Hotpack's Approach to Reduced Packaging

MINIMALIST DESIGN

We promote the philosophy of Minimalist Design, ensuring that our packaging uses only the essential materials required. This conserves resources without compromising product protection, aligning with our eco-conscious spirit.

LIGHTWEIGHTING

Through lightweighting, we reduce the weight of our packaging materials, leading to a two-fold benefit. It lowers transportation emissions, benefiting the environment, while also generating cost savings in shipping. Our approach outlines the belief that efficient packaging can be both environmentally responsible and economically prudent.

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A HOLISTIC APPROACH THROUGH LIFE CYCLE ASSESSMENT (LCA)

At Hotpack, our dedication to sustainability is exemplified by the implementation of a comprehensive Life Cycle Assessment (LCA) for our food packaging products and processes. As the primary producer of food packaging items in the Middle East, we are focused on the meticulous alignment of our practices with conscientious environmental principles. Our LCA framework is structured around four fundamental elements:

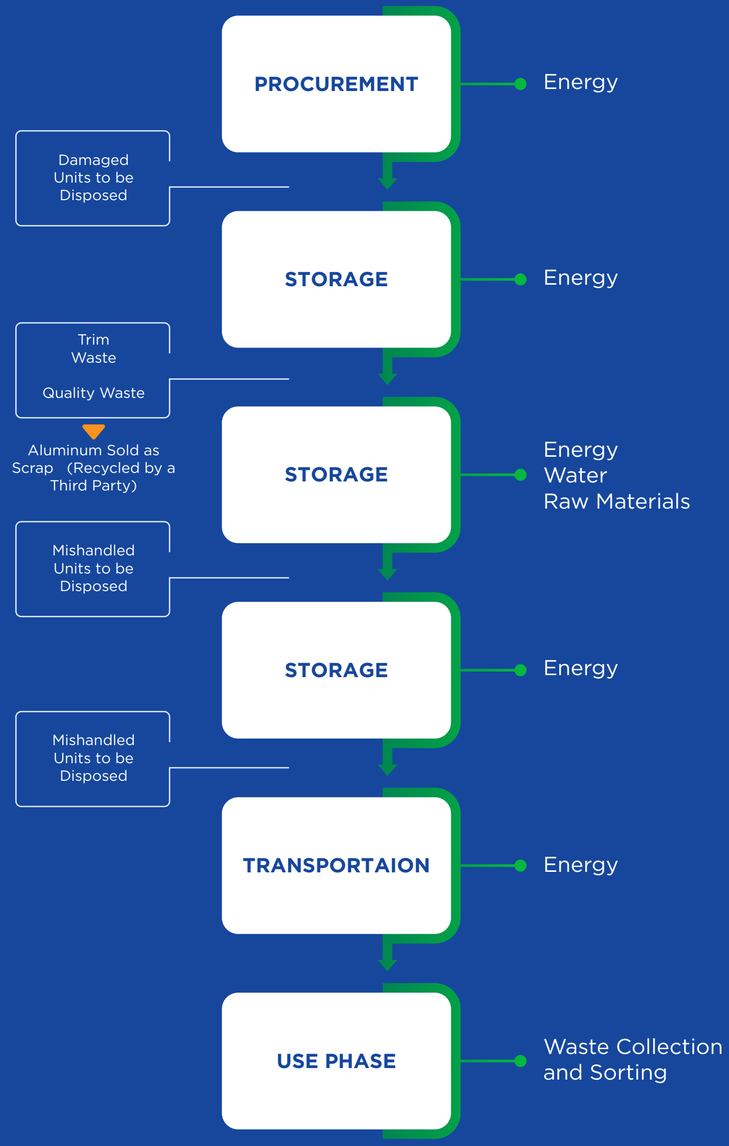
Firstly, Manufacturing Excellence is our core value. With a journey that commenced in 1995, we have grown into the region's largest manufacturer, offering a diverse line of products, including paper, aluminum, and plastic packaging. Our 14 manufacturing plants, covering over 2 million sq.ft., are a testament to our commitment to manufacturing excellence and high quality.

Secondly, Sustainable Sourcing plays a huge role in our manufacturing process. We acknowledge the importance of sustainable sourcing, and we carefully evaluate the environmental impact of raw material extraction and transportation, while diligently working to reduce energy consumption and emissions, and contributing to responsible and sustainable sourcing practices.

Additionally, we take immense pride in our Eco-Friendly Products. Our dedication to sustainability goes beyond production, it extends to the complete life cycle of our products, and our satisfaction comes from producing packaging items categorized as eco-friendly and biodegradable. This commitment resonates throughout the product's life cycle.

Furthermore, Quality and Customer Retention is our ultimate goal. We uphold the highest quality standards while offering affordable pricing and fostering long-lasting customer relationships. Customer satisfaction remains at the core of our success, representing the importance of delivering environmentally responsible products that consistently meet and exceed customer expectations.

Through these essential elements of LCA, we continue to lead as a responsible and sustainable food packaging manufacturer, paving the way for responsible environmental practices in the Middle East and beyond.



WASTE AND RECYCLING

A genuine commitment to recycling lies at the heart of Hotpack's environmental purpose. Recognizing the difficulties that consumers face, we prioritize clear labeling on our products. Every package includes simple recycling instructions, allowing our clients to make environmentally informed disposal selections. However, our dedication goes beyond mere labeling. We have formed strong alliances with local recycling facilities to ensure that our packaging enters the proper recycling routes. This joint effort ensures that each Hotpack product not only serves its intended purpose but also plays an important role in our larger goal of environmental stewardship.

Hotpack's Eco Profile proudly reveals that a remarkable 96% of our product lineup is dedicated to environmental friendliness, being recyclable, or both. It's worth noting that we exclusively import polystyrene (PS) for particular customers and refrain from its in-house production. Our overarching mission revolves around offering viable and eco-conscious packaging alternatives, with the ultimate objective of completely phasing out all PS products.

In our aim to expand Eco Range products, we have set the following commitments to enhance the Eco Range of products and promote a greener, more eco-friendly future:

REDUCTION OF CARBON EMISSIONS

Minimizing our carbon emissions associated with the production, distribution, and use of Eco Range products.

ECO-CERTIFICATIONS AND LABELING

Aiming to obtain recognized eco-certifications and labels for our products to provide transparent information to consumers regarding our environmental impact.

WASTE REDUCTION

Reducing waste generation by implementing efficient manufacturing processes and encouraging recycling and responsible disposal of Eco Range products.

COMMUNITY ENGAGEMENT

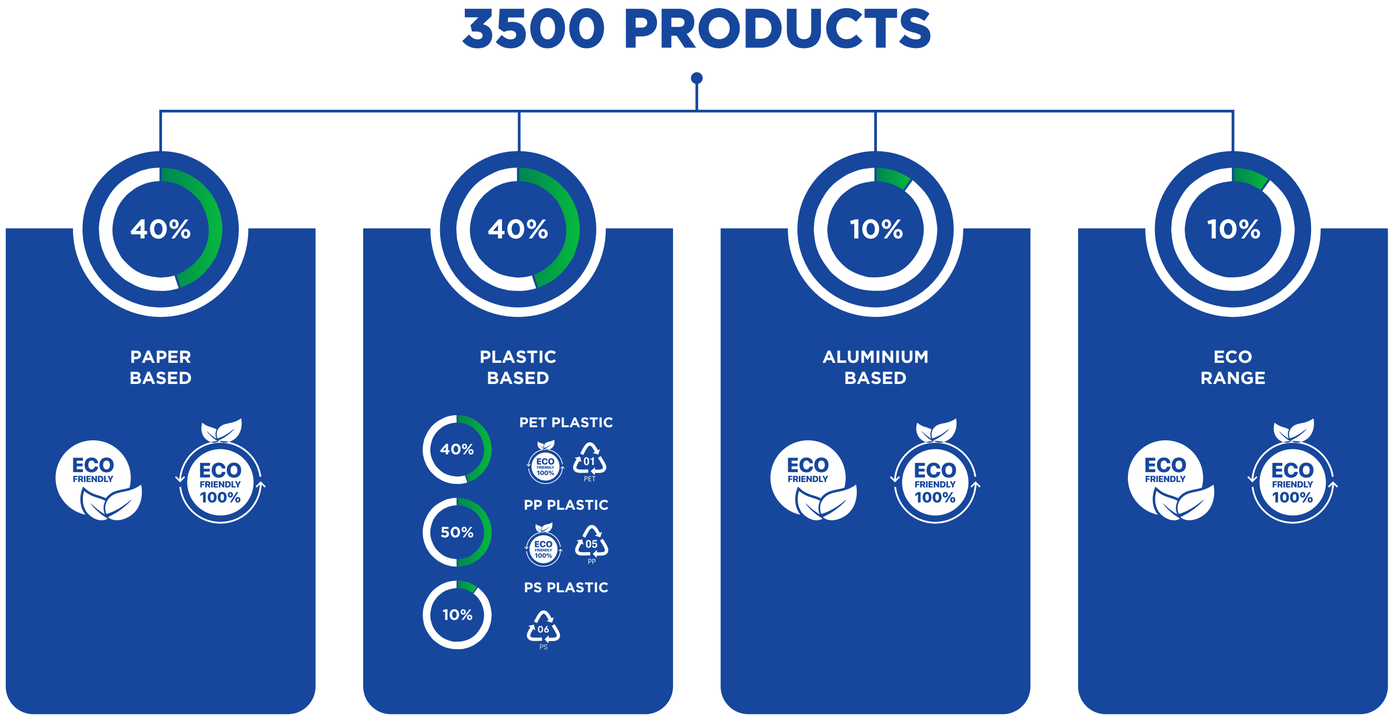
Engaging with local communities, promoting eco-friendly practices, and creating a shared sense of responsibility for the environment.

COLLABORATIONS WITH SUSTAINABLE PARTNERS

Collaborating with suppliers, distributors, and organizations that share a commitment to sustainability is a key element of these efforts.

EDUCATION AND AWARENESS

Dedicating resources to educate customers and employees about the benefits of Eco Range products, how to use them responsibly, and their role in reducing environmental impact.



BOOSTING RESEARCH AND DEVELOPMENT (R&D)

Integral to shaping our future trajectory is the dynamic Hotpack Research and Development (R&D) team. Renowned for its proactive approach, Hotpack actively collaborates with stakeholders, driving innovation through the continual introduction of pioneering projects. Their dedication ensures the seamless integration of the latest global advancements and cutting-edge technologies into Hotpack's.

Hotpack's commitment to sustainability is evidenced by its three foundational pillars, underpinning a remarkable 96% of its manufactured portfolio, designed for recyclability. This is achieved through strategic initiatives, including the adoption of innovative, lightweight resins that minimize plastic usage, coupled with efficient packaging designs. Additionally, Hotpack leads the way in manufacturing bio-plastic and plant fiber products, as well as incorporating recycled content in its products, ensuring a sustainable product lifecycle.

The modification of PET involves strategic alterations in polymer structures during the production process, achieved through a combination of physical blowing agents and nucleation mechanisms. This innovation significantly reduces package weight by up to 30% while preserving mechanical strength.

This enhancement yields improved physical and barrier properties, augmenting both the functionality and aesthetic appeal of the packages. Furthermore, it enables superior printability for cups and maintains a 100% recyclable nature.

CPET LITE, a variant of this innovation, offers heat-resistant PET cups capable of withstanding temperatures of up to 100 degrees Celsius. The structural modification of the polymer through nucleation and advanced thermoforming processes results in lightweight cups with enhanced physical, thermal, and barrier properties. This innovation not only uplifts the aesthetic appearance of cups but also enhances their printability. Similar to the modified PET, CPET LITE cups maintain a 100% recyclable profile and boast a lower carbon footprint compared to regular APET packages.

Moreover, Hotpack's infrastructure is strategically poised to leverage significant opportunities. Embracing Industry 4.0, the company stands to enhance productivity by up to 20%, , and transition into a seamlessly paperless operation. Notably, the global trend of over 60% of FMCG producers shifting toward sustainable packaging aligns impeccably with Hotpack's forward-thinking approach, positioning the company at the forefront of this pivotal industry transformation.

PROMISING PARTNERSHIP:

HOTPACK AND RECAPP VEOLIA'S COMMITMENT TO A GREENER FUTURE

We were delighted to welcome the RECAPP Veolia team to our Hotpack Global headquarters in Dubai, where we discussed the various recycling programs that RECAPP has successfully implemented. Our upcoming collaboration with RECAPP on recycling initiatives holds great promise in leading us toward a greener and cleaner future.

LEADING THE WAY TO SUSTAINABLE RETAIL:

HOTPACK AND SPINNEYS DUBAI'S PIONEERING PARTNERSHIP IN POST CONSUMER RECYCLED (PCR) SHOPPING BAGS

We were excited about our groundbreaking partnership with Spinneys Dubai, one of the UAE's leading supermarket chains, aimed at spearheading innovative and sustainable retail packaging solutions. This collaborative effort has led to the introduction of 100% post-consumer recycled (PCR) shopping bags in Spinneys' retail outlets across the UAE. By adopting this environmentally conscious approach, Spinneys has become the pioneering retailer in the region to embrace such a sustainable packaging solution.

This partnership marks a significant milestone, and Hotpack is honored to collaborate with Spinneys Dubai to promote PCR shopping bags. Together, we proudly support the UAE's Green Agenda 2030, while adhering to our company's vision and commitment to the community's well-being. Our joint focus on sustainability will continue to have a positive impact on the environment, aligning with the shared dedication of both companies to this cause.

ECO-STORE

Introducing the Eco Store:
Your Green Packaging Destination

At Hotpack Global, our goal is to find sustainable and environmentally responsible packaging solutions which has led us to introduce the dedicated 'Eco Store.' This innovative platform serves as a central hub for a wide range of eco-conscious food packaging solutions. The Eco Store has rapidly gained popularity, fueled by our dual commitment to prioritizing health and hygiene and responding to the growing global awareness of environmental issues.

The rapid trend of food takeaways and takeouts called for sustainable packaging alternatives. Through eco-friendly packaging, and as an environmentally responsible enterprise, we play an essential role in significantly mitigating their environmental footprint.

Our commitment goes beyond just business. We are dedicated to producing and promoting products that support environmental preservation and sustainability. With the Eco Store, we aim to provide customers with a convenient and responsible choice for their food packaging needs.

Details are available in
https://www.hotpackwebstore.com/pages/ecostore

01 ENERGY EFFICIENCY

Our production facilities serve as dynamic centers of innovation, extending beyond their role as mere product manufacturing sites. At the heart of these facilities, we are dedicated to pioneering energy-saving initiatives that not only contribute to reducing our operational costs but also play a significant role in mitigating our carbon footprint. We have made use of advanced technology, such as sensor-controlled lighting systems, to accomplish these goals.

These developments, along with the adoption of best practices for the industry, have played an essential role in ensuring that our manufacturing processes run with the highest level of energy efficiency, encouraging ethical and sustainable production. Through these programs, we are promoting a greener tomorrow while addressing the needs of today.

02 A BETTER AIR QUALITY

Hotpack strictly adheres to regulatory requirements, as well as additional standards established through negotiations with local governments and municipalities regarding total emission volume and specific substance concentrations. Our dedication to environmental responsibility extends beyond compliance, as we voluntarily set more rigorous targets for ourselves to reduce the emissions of air pollutants, including NOx, SOx, soot, and dust. We achieve this through various methods, such as employing effective mitigation techniques, using dust collectors and scrubbers, and selecting fuels that are free of nitrogen and sulfur.

Moreover, we are actively engaged in ongoing initiatives to enhance air quality, encompassing the reduction of SOx through stack-gas desulfurization technology, the minimization of NOx using NOx removal catalysts, and the removal of soot and dust using combustion equipment like boilers.

Before embarking on new product development or making changes to our manufacturing processes, we conduct a comprehensive assessment of their potential impact on air quality. This assessment is facilitated by our total Environmental, Health, and Safety Assessment System, ensuring that we thoroughly address any possible issues before proceeding with our plans.

03 ENVIRONMENTAL MANAGEMENT SYSTEM

An Environmental Management System ISO 14001 reflects our strong commitment to environmental responsibility, demonstrating a dedication to sustainable practices. Through monitoring and managing environmental impacts, such as emissions and resource consumption, Hotpack aims to reduce its ecological footprint, along with cost savings and resource efficiency.

We maintain reputation and credibility among environmentally conscious customers, who prioritize eco-friendly products. The continuous improvement cycle within the Environmental Management System ISO 14001 drives us to consistently seek opportunities for improving its overall performance.

Having an Environmental Management System ISO 14001 supports us in integrating eco-conscious practices with operational efficiency, legal compliance, and customer trust, firmly establishing our company as a pioneer in providing sustainable packaging solutions.

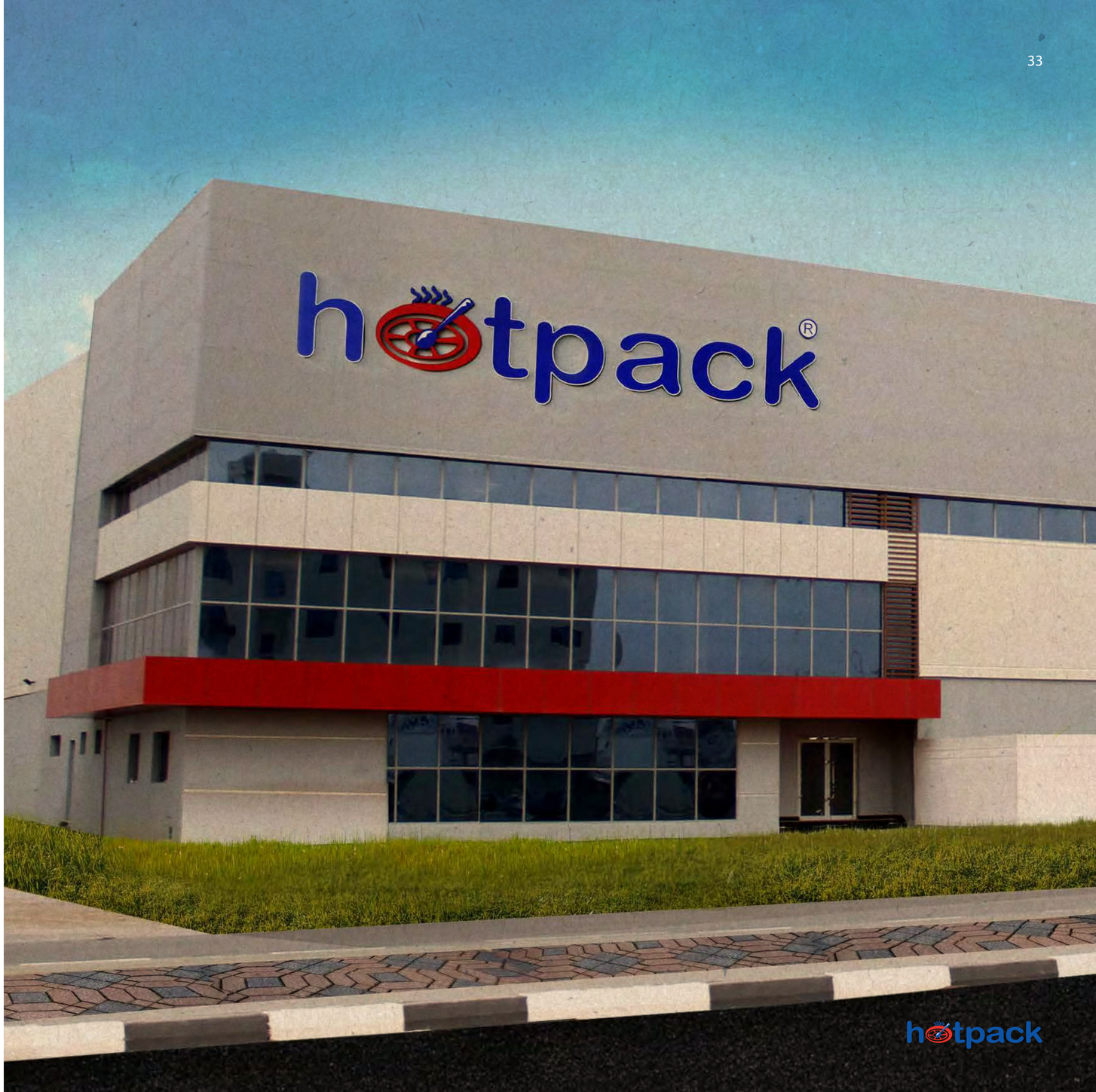
04 GREEN OFFICES

We aim to set a good example in adopting a greener work environment, we have taken the initiative to install indoor plants, living walls, and desk plants. These appealing green additions contribute to a healthier and more sustainable atmosphere for our employees. We continue to embrace nature within our workplace to create a pleasant workplace and to endorse well-being and environmental consciousness among our team.

05 SUSTAINABLE LANDSCAPING

Landscaping is considered an environmental initiative because it has a substantial impact on the environment and offers opportunities to promote sustainability. Hotpack's facility in Dubai features carefully planned landscaping around the premises. By implementing efficient irrigation systems, we conserve water resources. Landscaping is also an effective way to combat urban heat effects, providing shade and reducing the need for energy-intensive cooling which helps with saving energy. Planting native species such as palm trees promotes local biodiversity and supports ecosystems. We use organic materials and avoid harmful chemicals, contributing to a healthier environment.

In line with the company's commitment to producing food packaging products responsibly, Hotpack also gives its employees the chance to grow their own small garden plots. This is a great way for team members who are interested in supporting the environment and their own well-being to grow their own plants and vegetables.



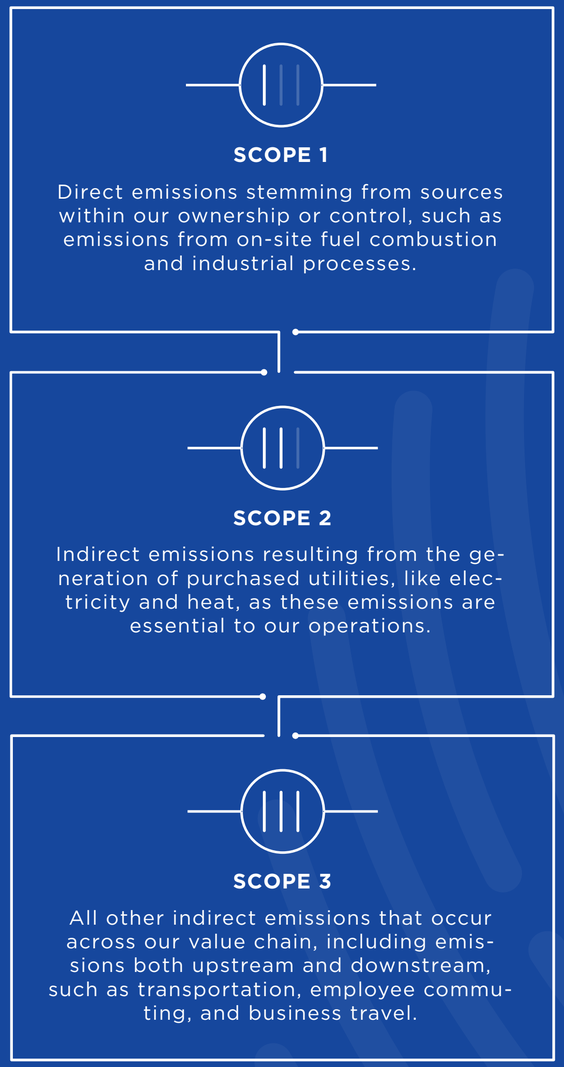
CARBON EMISSIONS

Environmental responsibility is a matter of concern and significance in any operational framework, it constitutes a serious aspect of our deep concern and commitment to maintaining a high level of environmental integrity and fairness. Our ongoing efforts in this domain are directed towards upholding our strong dedication to environmental sustainability, aligning with our ESG objectives.

Hotpack diligently monitors its carbon footprint, a fundamental measure of our impact on climate change. The carbon footprint is the quantification of carbon dioxide emissions resulting from an organization's activities. It covers direct emissions resulting from the combustion of fossil fuels in activities like manufacturing, heating, and transportation, as well as the emissions associated with the electricity consumed and other greenhouse gases, like methane, nitrous oxide, and chlorofluorocarbons (CFCs). Reducing our carbon footprint is paramount, as it plays a pivotal role in mitigating the adverse effects of climate change.

Hotpack recognizes the importance of aligning our practices with local and global sustainability initiatives, such as the Paris Climate Accord, the United Nations Climate Change Conference (COP), and national regulations. As a demonstration of our dedication, we use the Greenhouse Gas Protocol (GHG), an organization that sets rules, advice, tools, and training to help businesses and governments measure and manage emissions that contribute to global warming. GHG Protocol categorizes emissions into three categories: Scope 1, Scope 2, and Scope 3.

SCOPES



CARBON EMISSIONS

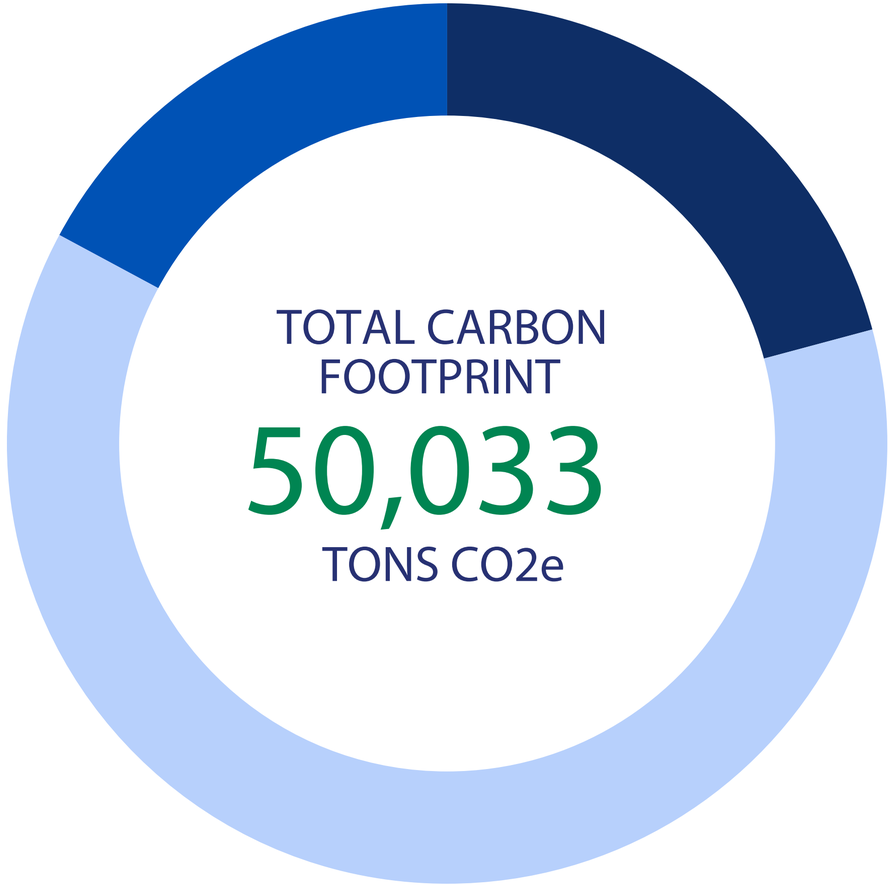
Scope 1 and Scope 2 Total Carbon Footprint	Scope 3 Total Carbon Footprint
41,580 tCO2e	8,453 tCO2e

Scope 1 Largest Contributor	Scope 2 Largest Contributor	Scope 3 Largest Contributor
8%	31%	9%
Diesel	Electric Consumption in Dubai	Paper Waste

Scope 1 also includes other non-renewable fuels such as LPG, Lubricants, Oils, and Logistics. Further ahead, Hotpack is considering reducing Scope 1 emissions through the implementation of mitigation strategies, including route optimization and the adoption of renewable alternatives.

On a global scale, **Scope 2** indirect emissions are primarily tied to the purchase of electricity and water. Notably, around 49% of this energy was utilized by our facilities in Dubai. We have initiated energy efficiency measures as a primary step toward reducing carbon emissions generated from electricity usage. Additionally, we are actively exploring the integration of renewable energy sources, such as solar power, to offset and reduce our electricity consumption.

Although we understand the importance of reducing our **Scope 3** emissions, the current available data is based on assumptions and estimates. We aim to enhance our reporting and monitoring mechanisms to ensure the inclusion of all relevant parameters to develop the accuracy of our Scope 3 results.



SCOPE 1
10,357
21%

SCOPE 2
31,223
62%

SCOPE 3
8,453
17%

SOCIAL PERFORMANCE

S

OUR PEOPLE

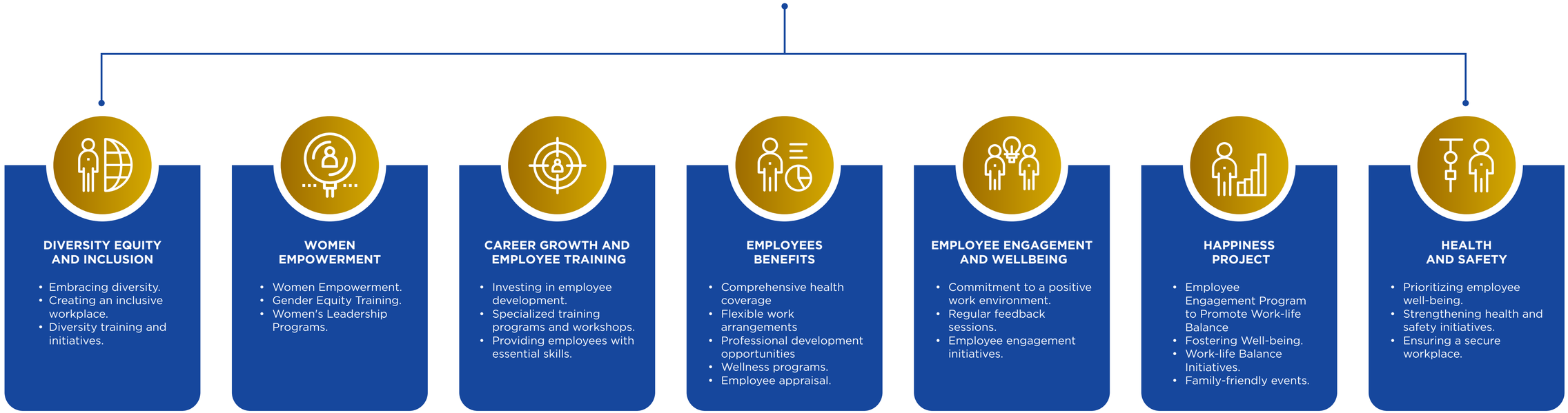
Since the beginning of our journey in 1995, our people have remained our most valuable asset, by investing in their development to reach their full potential and providing a healthy work environment that prioritizes commitment, loyalty, determination, innovation, teamwork, and collaboration, we ensure their well-being and growth personally and professionally.

We are extremely proud of the collective talent, dedication, and diversity of our team members, and we exhibit the ultimate spirit of teamwork by sharing a commitment to quality, sustainability, and customer satisfaction.

Hotpack offers a work environment that nurtures personal growth, continuous learning, and collaboration while recognizing the due diligence of our team members. We have also developed an inclusive HR manual as a guide dedicated to supporting and empowering our employees, highlighting their duties and rights.

Despite the challenges we come across in the packaging industry, Hotpack remains ahead through innovative product development and commitment to social sustainability. This pledge is a guiding standard that influences our decisions and shapes our vision for the future.

HOTPACK HR ROADMAP



DIVERSITY EQUITY AND INCLUSION

Hotpack recognizes that our strength lies in our differences, and our commitment to diversity and inclusion is tenacious. We foster an environment where individuals from different backgrounds, cultures, and experiences come together to form diverse perspectives. This diversity boosts our creativity, innovation, and adaptability, allowing us to thrive in the global marketplace.

We firmly believe that inclusion is not just a goal but a primary element of our identity, by ensuring that every member of our team is heard, valued, and empowered. We also maintain a workplace where talent flourishes, ideas flourish, and everyone has the opportunity to reach their ultimate potential. Together, we celebrate our differences and build a united path toward a brighter, more inclusive future for Hotpack and the communities we serve.

We developed policies aimed at supporting and enriching the potential of our employees. In alignment with our commitment to diversity and inclusion, we ensure that these policies are inclusive and equitable, providing equal access and opportunities for growth to all members of our diverse workforce. Such as Diversity, Equity and Inclusion Policy, Human Rights Policy, Anti-Harassment, and Healthy Workplace Policies.

WOMEN EMPOWERMENT

Each woman is valued and appreciated for her invaluable efforts in our Hotpack family, we celebrate International Women's Day with warm wishes with small gifts to express our gratitude and recognition.

SUPPORTING WOMEN IN OUR COMMUNITY

As the leading manufacturer in the packaging industry, we proudly launched the 'Takkah' initiative, aspiring to empower women entrepreneurs in the UAE's food service sector. We have dedicated an investment of AED 1.2 million. Takkah is a one-year project, devoted to helping women small businesses and startups, providing them with free food packaging products. Our primary goal is to support these ambitious entrepreneurs on the occasion of International Women's Day. The very name 'Takkah,' which translates to 'power,' reflects the strength and potential we see in these women. This significant initiative was unveiled during a special ceremony hosted at our headquarters in Dubai, where we celebrated the achievements of women leaders.

In a significant collaboration, Hotpack has also joined forces with 60 Day Start-ups (60DS) to further empower female entrepreneurs as part of the Takkah Project. This partnership aims to offer training and mentorship to women-led start-ups within the food industry.

Shahana Ahmad, Head of Hotpack Global E-Commerce, expressed, "We have found the perfect partner in 60DS to collaborate on the Takkah Project because they share the same vision of empowering and supporting women in the UAE. With their network and training programs, combined with our resources and business expertise, we aim to enhance the representation of female entrepreneurs."

Nida Sumar, Founder of 60DS, emphasized, "Hotpack's support is invaluable in our mission to enhance diversity, equity, and inclusion in the entrepreneurship space. We are creating a sustainable and supportive community for women in business to help them generate revenue within a 60-day timeframe."

60DS has already made significant strides in supporting entrepreneurs from various backgrounds, helping them secure their first customers and build sustainable ventures. The organization is actively working on its program and is preparing to launch a new cohort of more than 30 female founders in October.

The registration for the project is currently live on Hotpack's website, allowing women entrepreneurs in the food sector to sign up and learn more about the initiative.

Hotpack recognizes the challenges faced by women entrepreneurs in meeting supply demands and fulfilling customer requirements promptly. The Takkah Project is our dedicated effort to address these challenges by offering encouragement, support, and meaningful connections to female entrepreneurs in the food service industry, ultimately enabling them to achieve their business objectives.

CAREER GROWTH AND EMPLOYEE TRAINING

Hotpack perceives training as an opportunity for our professional growth. We believe that our employees are a long-term investment, therefore, we support them, through learning initiatives and development programs, and we empower our team members to grow both professionally and personally. At Hotpack, we promote a culture of continuous improvement, seeking to enhance the individual career prospects and capabilities of our workforce.

Hotpack provides diverse career and skill development opportunities for our employees. We have established a corporate club in partnership with Toastmasters International to empower every member of our team. Through this initiative, we aim to enhance their English proficiency, leadership abilities, communication skills, and overall confidence, as well as promote values of integrity, respect, and professional excellence. At each Toastmaster's meeting, we take the time to express our appreciation and recognition for every member, including the Toastmaster of the Day, Speaker of the Day, and Table Topics participants.

Along with our commitment to career and skill development, Hotpack also conducts a range of performance development programs to improve financial and mental wellness, as well as promote ethical conduct and empathy among our employees. These initiatives are integral to our dedicated approach towards employee well-being and growth. Through specific training sessions and workshops, we encourage our employees to maintain a healthy work-life balance, make ethical decisions, and show empathy in their interactions with colleagues and clients.

Across all divisions of Hotpack, our sales teams and management meet regularly to engage in effective discussions regarding our performance and training initiatives for each team member. The purpose of these meetings is to evaluate achievements and identify opportunities for improvement. Through collaborative brainstorming sessions and strategic planning, we seek to continuously raise the capabilities and effectiveness of our sales teams and management personnel. This commitment highlights our devotion to maintaining a culture of continuous improvement and excellence throughout Hotpack.

We also place a strong emphasis on employee enhancement through regular product-based sessions, exclusively assigned to elevate their understanding and awareness of the products. These sessions include comprehensive online and in-person training on new product launches, by preparing our team with a wide knowledge of our products and staying ahead of new releases, we ensure that our employees are well-prepared and informed, contributing to our commitment to excellence in every aspect of our operations.

EMPLOYEE BENEFITS

The well-being of our employees comes first; therefore, we ensure that all our staff are covered by life and health insurance. Hotpack recognizes the importance of employees' overall welfare and happiness, along with a thriving environment where they can focus on their careers with confidence.

We are also supportive of the well-being of our female employees. We provide maternity leave of 60 days, allowing them to have the time they need to embrace motherhood, and 5 days of paternity leave for employees to be supportive of this life-changing moment. Along with maternity leave, we offer our employees annual and sick leave, acknowledging the importance of work-life balance.

Employee well-being is fundamental to a thriving and productive workplace. It includes physical, mental, and emotional health, as well as a sense of fulfilment and satisfaction within the professional role. At Hotpack, we prioritize employee well-being, and we consider it a moral obligation and an essential outcome for increasing productivity and creativity. We aim to Create a work environment that fosters the integrated welfare of our team members, ultimately benefiting both individuals and the company.

One way we ensure our employees' physical well-being is through regular eye checkup programs, along with numerous health-focused initiatives, we have established an inclusive learning and development team specialized in creating and delivering informative sessions for all our employees, covering a diverse range of topics such as the application and significance of Neuro-Linguistic Programming (NLP) in a professional context, effective approaches to achieving and surpassing sales objectives, and the simple yet powerful concept of "smile to move forward".

Through these programs, we aim not only to enhance our employees' skills and performance but also to promote a sense of well-being and motivation that resonates throughout our organization. We firmly believe that investing in our employees' well-being contributes to our collective success and fosters a vibrant and thriving workplace.

In our continuous efforts to invest in employee well-being, we offer a diverse range of programs and activities. Including participation in events like the Dubai Run marathon, engaging in various forms of workshops such as drawing, painting, story writing, and photography, taking part in cultural events like dancing, singing, and fashion parades, as well as promoting a healthy lifestyle by enjoying sports activities like football, cricket, volleyball, basketball, and badminton.

Hotpack is keen to recognize and celebrate the outstanding achievements of our highly dedicated employees, we have initiated a series of awards, like:

The Best Sales Performer of the Month
Target Achievers Award
The Hit 1M E-commerce Award
The Best Sales Center Award

HAPPINESS PROJECT

EMPLOYEE ENGAGEMENT PROGRAM TO PROMOTE WORK-LIFE BALANCE.

The Hotpack Happiness Project revolves around the theme of employee happiness. It is a grand gesture that brings the entire Hotpack community together for a day filled with celebration.

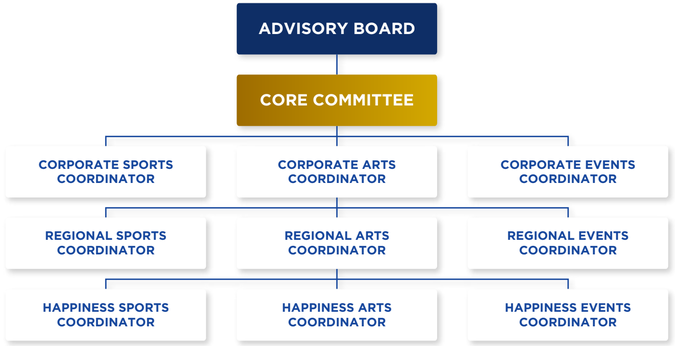
THIS MASSIVE INITIATIVE TAKES PLACE IN DUBAI WHERE

1,500

MEMBERS, including management, employees, their families, and friends are creating an unforgettable evening. This exceptional project blends work and life, celebrating the spirit of togetherness, and it is simultaneously conducted across GCC countries.

We have established a committee to ensure the right implementation of the project, prioritize the holistic well-being of our employees, and facilitate communication among management and staff, by ensuring that every team member's voice is heard, and their concerns, feedback, and suggestions are addressed promptly.

ORGANIZING COMMITTEE STRUCTURE



The Hotpack Happiness Project successfully covered different programs and proudly recognized the diversity of our team members, by featuring sports competitions, different dance performances, songs in various languages, a fashion parade symbolizing unity, and entertaining games, Happiness project is considered one of the grand launches of Hotpack's CSR initiatives, it also extends a helping hand to the closest family members or relatives of employees in need, offering support for health and education.

One of the highlights of this event is the "Make a Wish" project, where every participating employee has the chance to fulfill a dream. Lucky draw winners consist of many prizes including the latest iPhone, a dream vacation, a family visa, or a staycation. This celebration symbolizes the spirit of Hotpack, where happiness and community come together to experience unforgettable memories.

HOTPACK FAN CUP 2022

As part of the Hotpack Happiness Project, an event was organized to engage our football enthusiasts among our employees. The Hotpack Fan Cup took place on December 2022 ,10, featuring a live stream of the quarterfinal match, our employees participated in live football matches, organized in teams representing their preferred countries from the FIFA World Cup.

COMMUNITY ENGAGEMENT AND SOCIAL RESPONSIBILITY

We believe that our role as a responsible corporate citizen extends beyond delivering quality products and services, we extend our dedication to make a tangible difference in the communities we operate. Our commitment to Corporate Social Responsibility (CSR) is reflected in our active engagement with various community initiatives, including educational drives, charitable contributions, Women empowerment, and local development projects. We have always been firm believers in giving back, ensuring that our success generates a positive and lasting impact on the broader community.

EMPOWERING FUTURE LEADERS

HOTPACK HAD RECENTLY WELCOMED

57 STUDENTS

FROM SP JAIN SCHOOL of Global Management's campuses in Dubai, Mumbai, Singapore, and Sydney. The students were enrolled in the Global Family Managed Businesses program, which holds a special significance for Hotpack as a family-owned business. Over the course of two days, these students embarked on a comprehensive field visit, gaining invaluable insights into our operations, they were also given a guided tour of our advanced Injection Molding and Thermoforming plant located in DIP.

Training sessions were also conducted by our internal team, highlighting the importance of effective leadership in ensuring the seamless operation of our workplace and the well-being of our employees.

This collaborative engagement is one of the many gestures that Hotpack pledges to, It reflects our dedication to nurturing the next generation of business leaders and contributing to enhancing their personal and professional growth which will add value to their career prospects along the way. As we continue to drive progress in the packaging industry, we recognize the importance of contributing to the development of future generations and supporting their education in business management.

FILL FOR LIFE

In 2022, a remarkable gathering of over

120

DEDICATED VOLUNTEERS

took part in a meaningful gesture orchestrated by the Hotpack Happiness Project. The goal of the #fillforfuture clean-up initiative was to combat the menace of hazardous plastic waste, located in the Sajja Industrial Area. This impactful initiative was integrated through a strategic partnership with #teamUFK and in collaboration with prestigious organizations such as BEEAH Group and 89.4 Tamil FM. The passionate volunteers who championed this cause represented a diverse spectrum, including families, children, Hotpack employees, and UFK volunteers.

The collective efforts and determination were nothing short of wonderful, as the volunteers spent an hour cleaning the area and effectively removed nearly 600KG of plastic waste from the area. In our attempts to make a lasting difference, Hotpack will keep participating in such initiatives to ensure healthier environments and better communities.

BLOOD DONATION DRIVE

Every 3 months, we have a blood donation drive organized by the Dubai Health Authority where employees are encouraged to donate blood to help those in need.

The blood donation drive is an admirable initiative that positively impacts the community by saving lives, promoting community engagement, raising health awareness, and fulfilling corporate social responsibility. Contributing to the well-being of those in need strengthens the bonds between organizations and the broader community.

AN OPPORTUNITY TO GIVE BACK

The holy month of Ramadan is an amazing opportunity for us to serve our communities, Hotpack embarked on a meaningful mission, where we presented our unconditional commitment to social responsibility and the principles of sharing and caring. We took it upon ourselves to inspire and engage others in the noble desire of helping and celebrating our communities. Through strategic partnerships with diverse organizations and agencies, we successfully participated in distributing over

2 MILLION

MEAL PACKS

a project we participated through our roles as packaging providers, promoters, and advocates of corporate social responsibility, all of which reflect our devotion to customization.

Hotpack is aware of the major difference that we can make, we view this accomplishment as an initial step in our ongoing commitment to serving the community, and we will continue supporting people locally and regionally while exploring innovative initiatives that expand our shared objective.

In collaboration with Dubai Customs and Dubai Police, we have also been awarded for our active participation in the Iftar meal distribution drive for travelers at Port Rashid's traffic junction during the holy month of Ramadan. We were thrilled to have been a part of this motivational moment which inspired us collectively to engage in more activities and gave us the chance to become closer to our communities.

Thanks to Hotpack Happiness volunteers' efforts, who actively and enthusiastically contributed towards this selfless cause, we truly made a difference through their dedication to spreading positivity.

BEIT AL KHAIR

We are deeply honored to participate in Beit Al Khair's ongoing projects as an integral part of our Corporate Social Responsibility commitments, our recent involvement was met with immense appreciation as we received a Certificate of Appreciation from Mr. Haitham Sultan, President of the Finance Department, and Mr. Mustafa Basim, Head of the Marketing Department at Beit Al Khair Society.

As part of our continued collaboration, we have been actively participating in the society's meal distribution program, aimed at making a positive impact in our community.

HEALTH AND SAFETY

Health and Safety are fundamental aspects of our daily operations and long-term planning. Our comprehensive HSE management system, in alignment with ISO 45001 standards, provides fundamental support for all our branches and factories. This ongoing process ensures that we address all potential risks, threats, and business requirements effectively and it is subject to continuous review and updates.

Hotpack prioritizes employees' safety and well-being by consistently surpassing health and safety standards and establishing protocols that maintain a secure and protective environment for all members of our team. These protocols, which are consistently reviewed through audits, training sessions, and feedback mechanisms, are upheld in all our facilities which are

ISO 45001

certified.

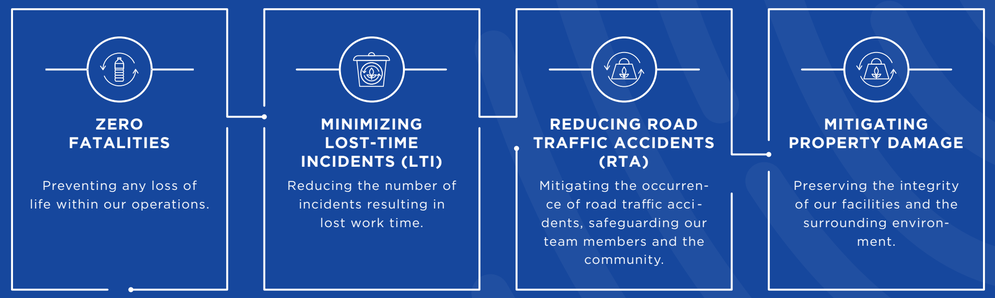
HEALTH AND SAFETY MANAGEMENT PLAN

Our commitment is deeply rooted in the maintenance of our Health, Safety, and Environment (HSE) management system, Hotpack's main objective is to protect the well-being of our employees and all stakeholders. Therefore, we have introduced a solid Health and Safety Management Plan, to reflect our efforts in proactively identifying, assessing, and managing workplace health and safety risks. By prioritizing these aspects, we reinforce our dedication to sustainable practices and responsible corporate citizenship, aligning with our ESG objectives.

Within this plan, we have aligned our strategies, policies, and actions with a primary emphasis on health and safety. Our Health and Safety Management Plan includes safety policies, risk evaluations, emergency response procedures, employee training initiatives, incident reporting mechanisms, and continuous monitoring and improvement. Our main objective is to promote a work environment that prioritizes safety and well-being while adhering to all relevant regulations and industry best practices.

Our Quality, Health, Safety, and Environment (QHSE) policy is communicated to all site employees and prominently displayed on our head office notice board in both English and other pertinent languages. We are dedicated to achieving specific strategic objectives, including zero fatalities, minimizing lost-time incidents (LTI), reducing road traffic accidents (RTA), mitigating property damage, and minimizing our environmental footprint. These objectives underscore our relentless pursuit of a secure and sustainable HSE work environment at Hotpack.
Our Quality, Health, Safety, and Environment (QHSE) policy plays a huge role in applying safety measures, and it is effectively communicated to all employees and prominently displayed on the notice board at our head office in both English and other languages.

SOME OF OUR STRATEGIC OBJECTIVES FOR CREATING A SECURE AND SUSTAINABLE WORK ENVIRONMENT:



OUR HSE PROCEDURES

HSE procedures are documented guidelines and protocols that we comply with to ensure the well-being and safety of our employees along with environment preservation. These procedures are essential for preventing accidents, Our HSE Procedures:

01

CONTROL OF RISK & OPPORTUNITY

a process involving management and risk owners systematically addressing the risks and opportunities associated with their activities, aiming to achieve long-term benefits, while also assessing risks and opportunities of all kinds.

02

CONTROL OF ENVIRONMENTAL ASPECTS & IMPACTS

a procedure where measures are taken to effectively identify, evaluate, and manage environmental impacts and health and safety hazards, by conducting a comprehensive assessment of past and ongoing activities, as well as the incorporation of new customer demands into the risk mitigation process.

03

CONTROL OF OCCUPATIONAL HAZARDS

Mandating all internal departments to proactively identify and assess hazards and risks related to health and safety, product and service quality, legislative and environmental compliance, as well as the fulfillment of our objectives and operational requirements.

04

CONTROL OF COMPLIANCE OBLIGATIONS

Methodology for identifying, complying, and monitoring environmental, health, and safety obligations that relate to our identified environmental aspects and health and safety hazards in the context of our operations and product life cycle.

05

CONTROL OF OBJECTIVES, TARGETS & PROGRAMS

Implementing and maintaining environmental and health & and safety objectives, targets, and programs that are consistent with our HSE policies, and whose achievement demonstrates continual improvement. For each significant environmental aspect or health and safety hazard, Hotpack establishes a suitable objective and target.

06

CONTROL OF COMPETENCE & AWARENESS

Define the process for undertaking the necessary actions and responsibilities for ensuring that the competencies needed to meet customer and other external or internal requirements, applicable to our business, are defined and actions are taken to meet these needs. This procedure also defines the responsibilities for planning, reporting, and retaining associated records.

07

CONTROL OF INFRASTRUCTURE & NATURAL RESOURCES

Define the process for undertaking the necessary actions and responsibilities for ensuring that the competencies needed to meet customer and other external or internal requirements, applicable to our business, are defined and actions are taken to meet these needs. This procedure also defines the responsibilities for planning, reporting, and retaining associated records.

08

CONTROL OF CALIBRATED EQUIPMENT

Define the process for undertaking the necessary actions and responsibilities for ensuring that the competencies needed to meet customer and other external or internal requirements, applicable to our business, are defined and actions are taken to meet these needs. This procedure also defines the responsibilities for planning, reporting, and retaining associated records.

09

CONTROL OF IMPROVEMENT

Establishing a philosophy of continual improvement throughout our business, which is driven by goals documented in the corporate objectives and policies. Opportunities for improvement are identified and translated into improvement projects.

10

CONTROL OF PURCHASING & PROCUREMENT

Stating the activities required to ensure that purchased products conform to the specified purchase requirements, by detailing the combination of supplier controls, purchasing requirements, and purchased product inspection considering the potential consequences of a nonconforming product being delivered.

11

CONTROL OF NON-CONFORMITY & CORRECTIVE ACTION

Developing a process for identifying, documenting, and analyzing nonconformities and mitigating their impacts by implementing appropriate corrective actions. This system is directed toward the proactive elimination of actual and potential deficiencies. Non-conformities in products, services, processes, and our HSE are investigated, and actions are implemented to prevent their occurrence.

12

CONTROL OF EMERGENCY SITUATIONS

The implementation of this plan served as a COVID-19 contingency strategy, providing clear objectives and directives for mitigating actions aimed at reducing the risk to our staff, customers, and business productivity in response to the recent COVID-19 outbreak.

13

CONTROL OF ACCIDENTS & INCIDENTS

Outlining the methodology to establish the processes required for an effective accident, incident, and near-miss response program which methodically examines all undesired events that have or could have resulted in physical harm to people or damage to property. The intent of any resulting investigation is to establish the facts and circumstances related to the event in order to determine the root cause and develop remedial action to control the risk.

14

CONTROL OF CUSTOMER SATISFACTION

Describing the methods for measuring, monitoring, and interpreting customer perception information to determine whether Hotpack is meeting customer requirements. Hotpack recognizes that the customer feedback process has important links and interfaces between other management system processes that include, but are not limited to, customer communication, design, and development validation, design and development changes, and process validation.

15

CONTROL OF DATA ANALYSIS

Defining the roles and responsibilities for analyzing and reporting HSE data in order to drive continual improvement and facilitate a factual approach to decision-making.

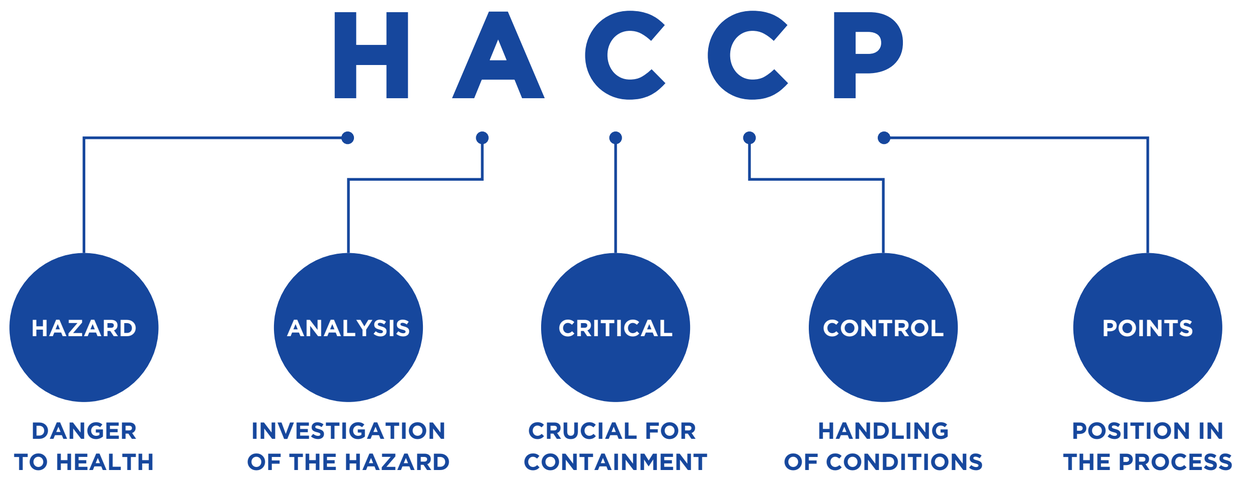
HACCP

HACCP stands for Hazard Analysis and Critical Control Points. HACCP is a Food Safety Management System that aims to proactively identify food safety risks and devise strategies to decrease or eliminate them from the point of food production to the point of consumption.

The application procedure of the Hazard Analysis and Critical Control Points (HACCP) system is a fundamental cornerstone of ensuring the safety and integrity of food products. This systematic approach begins with a meticulous examination of the entire packaging process, identifying potential hazards that could compromise food safety. Critical Control Points (CCPs) are then pinpointed, which are pivotal stages in the packaging process where control measures can effectively prevent or mitigate identified hazards.

Our adoption of the HACCP system demonstrates our commitment to consumer safety, compliance with regulations, risk mitigation, enhanced reputation, competitive advantage, and continuous improvement. The internationally recognized system helps Hotpack meet regulatory requirements and proactively identify and mitigate risks in the food packaging industry.

This commitment also enhances our reputation, fostering trust and confidence among our customers and partners. HACCP aligns with our mission to be a responsible and trusted partner in Food Packaging.



SUSTAINABLE SUPPLY CHAIN MANAGEMENT

Sustainable supply chain management is at the heart of Hotpack's commitment to environmental responsibility and ethical business practices. We recognize that the supply chain is a necessary element in our journey towards sustainability. Therefore, we have implemented a comprehensive approach that supports every aspect of our supply chain operations.

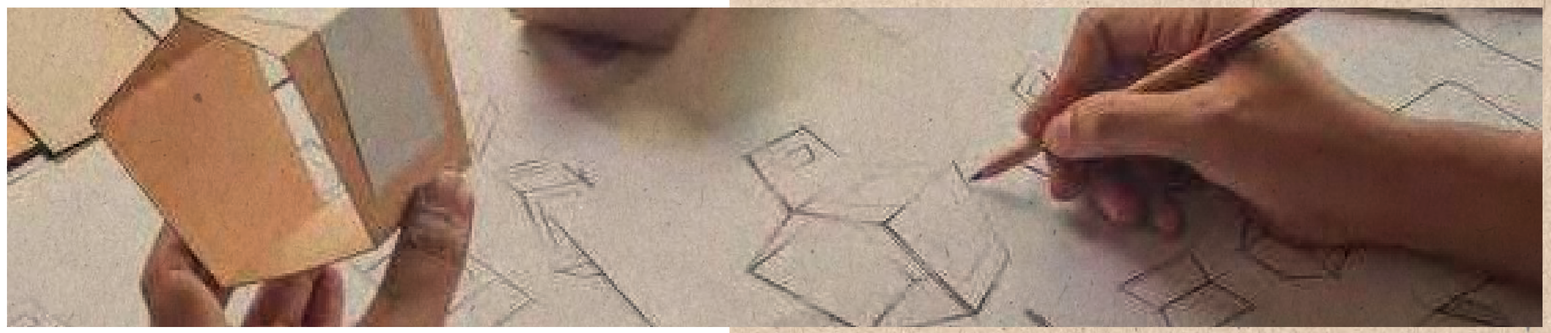
Our sustainable supply chain management starts with responsible sourcing, we partner with suppliers who share our values and adhere to stringent ethical and environmental standards. This ensures that the raw materials we use are obtained responsibly, with a focus on minimizing negative impacts on people and the planet.
In addition to responsible sourcing, we prioritize energy efficiency and waste reduction throughout our supply chain, and our production facilities are equipped with advanced and innovative technology and processes generated to minimize energy consumption and reduce waste generation. Our primary objective is to lower operational costs while also reducing our carbon footprint, contributing to a more sustainable future.

Furthermore, we engage in continuous monitoring and evaluation of our supply chain to identify areas for improvement. We make an effort to explore innovative solutions and best practices that align with our sustainability goals.

Hotpack's Supplier Code of Conduct is our guidebook to maintaining ethical sourcing and sustainable supply chain management, describing the framework and standards while ensuring that our suppliers share mutual values in upholding the highest ethical and environmental standards in their operations. By enforcing this code, we are demonstrating adherence to transparency, accountability, and the well-being of both people and the planet.

SUPPLIER DUE DILIGENCE

Supplier due diligence is a structural aspect of ethical sourcing and responsible management of the supply chain. Hotpack recognizes the critical role of suppliers in sharing our values of sustainability and ethical business practices, and as a part of our rigorous due diligence process, we conduct continuous monitoring and assessment of our supply chain to identify areas for improvement and innovation, this approach is essential to ensure that our suppliers align with our high ethical and environmental standards, as highlighted in our Supplier Code of Conduct. These standards help us pursue a supply chain that is characterized by responsible and transparent practices while maintaining integrity, sustainability, and accountability throughout our entire supply chain network and operations.



SUSTAINABLE PROCUREMENT

As a part of our efforts to enhance sustainable supply chain management, we place a strong emphasis on sustainable procurement practices, and we recognize the important role that procurement plays in achieving our sustainability goals. To further strengthen our commitment to responsible sourcing, we work closely with our suppliers to ensure that they adhere to fair labor practices, prioritize worker welfare, and uphold human rights standards.

Our sustainable procurement strategy involves supporting long-term relationships with suppliers who share our dedication to environmental stewardship and ethical conduct, we actively seek out suppliers that employ sustainable practices in their own operations, such as minimizing water usage, reducing emissions, and promoting biodiversity conservation. While collaborating with environmentally conscious suppliers, we also contribute to the development of a more sustainable and resilient supply chain.

SUSTAINABLE PRODUCT

Product Responsibility plays a significant role in our commitment to delivering quality, sustainable, and safe products to our customers. Understanding the importance of providing transparent information about sustainability, safety, and innovation presents an opportunity to maintain an excellent line of sustainable products while prioritizing the best interests of our customers. By conducting comprehensive product life cycle assessments, we are able to minimize environmental impacts at every stage of production, along with prioritizing responsible sourcing of materials, and working closely with relevant suppliers. Through continuous innovation, we strive to not only meet but exceed industry standards, ensuring product safety for consumers and the environment.

LOCAL SUPPLIERS

We actively prioritize partnerships with local suppliers whenever possible. Collaborating with local suppliers supports regional growth and development by promoting economic stability and job creation. Moreover, local sourcing helps reduce transportation emissions, aligning with our environmental sustainability goals, while also enabling us to maintain close relationships to ensure product quality and ethical standards are met. Our engagement with local suppliers is mutually beneficial to our business and the communities.

OUR CUSTOMERS

CREATING VALUE FOR OUR CUSTOMERS

01 PRODUCT INNOVATION AND DEVELOPMENT

02 QUALITY ASSURANCE AND COMPLIANCE

03 SUSTAINABILITY AND ENVIRONMENTAL RESPONSIBILITY

04 CUSTOMER ENGAGEMENT AND SUPPORT

05 TECHNOLOGY INTEGRATION

06 CONTINUOUS IMPROVEMENT

Serving the diverse needs of our customers and communities is the ultimate mission for Hotpack, therefore, we constantly recognize the importance of adopting a comprehensive and forward-thinking approach, delivering quality, exceptional service, impeccable cleanliness, and great value. This devotion has evolved over the years to remain pertinent in changing times along with our purpose, mission, and values. It's necessary that our mission and goal are relevant and responsive to the demands of the continuously evolving environment within the food packaging industry.

CUSTOMER SEGMENTATION

At Hotpack, we use a customer segmentation approach in developing our products and services to meet the needs of various customer groups, we also consider factors like industry type, order volume, geographic location, and other specific packaging needs to create a comprehensive customer base. Key customer segments further include the food service industry, retail and grocery chains, healthcare and pharmaceutical companies, and manufacturers and distributors. We are committed to customization within each customer segment, collaborating with customers to develop customized packaging solutions that align with our brand, product, and operational requirements. This approach represents our method of addressing the diverse needs of clients and sustaining partnerships for mutual growth and success.

CUSTOMER FEEDBACK

Our customers' feedback is a cornerstone of our commitment to excellence, we seek and collect customer feedback through various channels, including surveys, direct communication, and online reviews. These feedback systems are a vital source of insights into our customers' experiences, needs, and preferences. We analyze this valuable input to identify areas for improvement, refine our products and services, and enhance the overall customer experience.

Our valuable customer feedback extends beyond collection, we actively consider it to drive meaningful change, from refining our packaging designs and streamlining order processes to enhancing our customer support, each feedback contributes to our continuous improvement efforts.

FUTURE CUSTOMER/ CENTRIC GOALS

Hotpack also adopted a customer-centric approach and plans to enhance the customer experience in the upcoming year, as we aim to understand customers' evolving needs through advanced data analytics and market research, explore eco-friendly packaging solutions, reduce environmental footprint, and make progress in our Eco store. We plan to expand customer support capabilities, provide quicker response times, and offer innovative customization options.

Additionally, our focus revolves around strengthening our partnership with valued customers and becoming strategic collaborators to help them navigate challenges and grow their businesses, which demonstrates our future customer-centric goals.

GOVERNANCE PERFORMANCE

G

CORPORATE GOVERNANCE: ALIGNING WITH GLOBAL SUSTAINABILITY AND ETHICAL STANDARDS

In an era where responsible and ethical business practices have become paramount, Hotpack is leading in the packaging industry and stands out as a shining example of a company deeply committed to corporate governance that doesn't only ensure business excellence but also aligns with global sustainability and ethical benchmarks. Hotpack's governance represents a profound commitment to transparency, accountability, ethics, stakeholder engagement, and continuous adaptation. This integrated approach builds trust while also empowering us to value informed decision-making and inclusivity in our operations.

TRANSPARENT DECISION-MAKING

Central to our governance principles is a commitment to transparency. Every stakeholder, including employees, shareholders, or partners, has clear and consistent insights into our strategies, operations, and future action plans.

ACCOUNTABILITY AND RESPONSIBILITY

Operating with a profound sense of duty, we ensure that every decision resonates with our core values and overarching mission. This commitment to accountability guarantees that stakeholders can rely on us to act in the best interests of the company, our employees, the environment, and the broader community.

ETHICAL OPERATIONS

Ethical considerations are paramount, and our emphasis on upholding ethical operations stands out, by having a governance framework that highlights ethical standards, ensuring that every facet of our operations, from sourcing to distribution, is conducted with the utmost integrity.

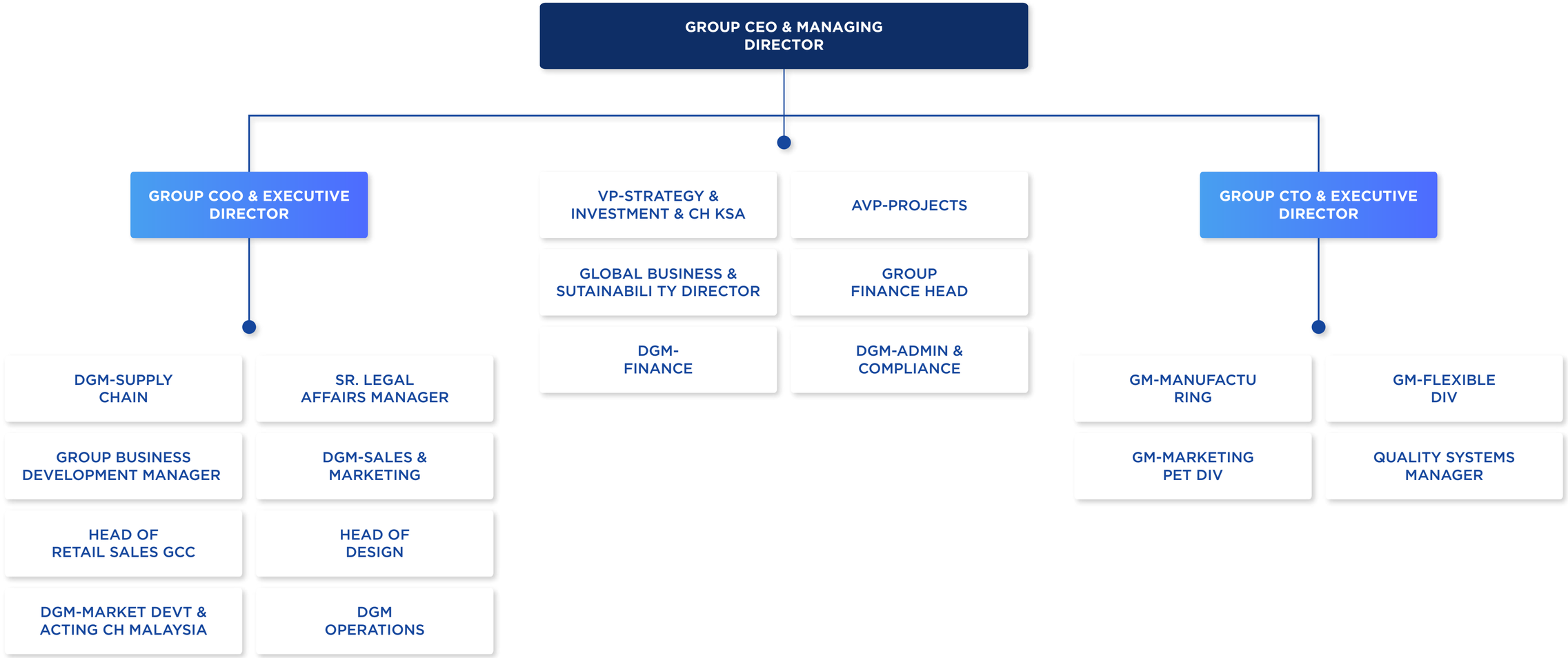
STAKEHOLDER ENGAGEMENT

A distinguishing feature of our governance approach is our focus on stakeholder engagement, we recognize the invaluable contributions of every stakeholder through active feedback reviewing, promote participation, and ensure that diverse voices shape our trajectory.

CONTINUOUS REVIEW AND ADAPTATION

Recognizing the evolving nature of global sustainability and ethical standards, our governance model is inherently adaptive, as we continually assess our policies, aligning them with global best practices and the shifting dynamics of sustainable business. This proactive stance ensures that we remain ahead of corporate governance, setting benchmarks for the industry.

CORPORATE STRUCTURE

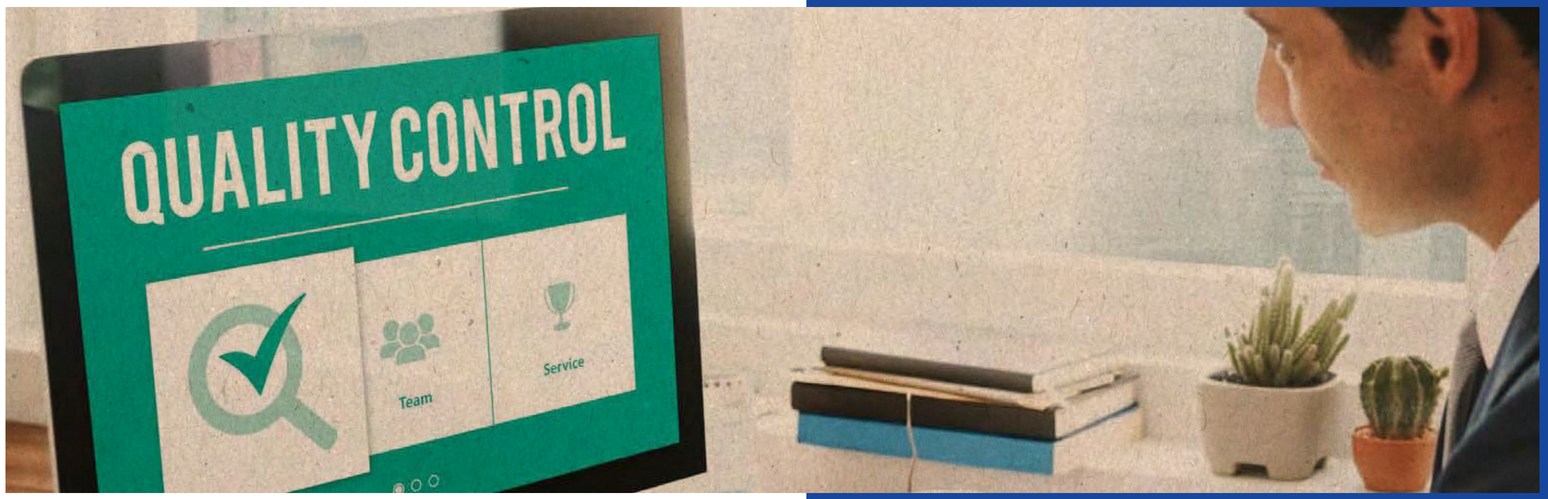


RISK MANAGEMENT AND INTERNAL CONTROL

Our commitment to excellence extends to risk management and internal control practices that secure our operations and assets. The risk management framework is designed to identify, assess, and mitigate risks that could impact the achievement of our strategic objectives. Through continuous evaluation and monitoring, we ensure that potential risks are proactively addressed, minimizing our potential impact.

Additionally, our internal control system is thoroughly structured to promote operational efficiency, protect against fraud and errors, and maintain the integrity of financial reporting. In compliance with globally recognized standards, we maintain regular evaluations and improvements of our internal controls to adapt to the evolving business settings. This detailed approach to risk management and internal control stands as evidence of our adherence to long-term sustainability and success, promoting confidence among our stakeholders and partners.

It is also very important for Hotpack to foster a culture of integrity and accountability within the organization. We are dedicated to maintaining a variety of policies and procedures related to risk and compliance, guiding us in making informed decisions and aligning with our commitment to sustainability, ethics, and corporate responsibility, while also adhering to all relevant laws, regulations, and industry standards. By consistently reviewing and updating these policies, we are protecting the interests of our stakeholders and demonstrating our dedication to responsible business practices in everything we do.



SEDEX CERTIFICATION: HOTPACK'S COMMITMENT TO ETHICAL AND SUSTAINABLE BUSINESS PRACTICES

SEDEX (Supplier Ethical Data Exchange) certification signifies Hotpack's commitment to maintaining high ethical standards and sustainability practices throughout its supply chain. Achieving certification in 2017 and maintaining it since then highlights the company's consistent adherence to responsible business conduct.

SEDEX provides a valuable platform for businesses to share and manage data related to ethical practices, labor standards, health and safety, the environment, and other critical factors within supply chains. By being a part of SEDEX, Hotpack demonstrates a willingness to embrace transparency by sharing information regarding its supply chain operations, thereby fostering accountability and trust among stakeholders.

This certification isn't merely a badge; it represents Hotpack's proactive efforts in promoting fair labor practices, environmental responsibility, and ethical behavior not just within the organization but throughout its network of suppliers and partners. It reflects the company's dedication to addressing social and environmental concerns, ensuring that ethical considerations are woven into the fabric of its business operations.

The commitment to SEDEX certification speaks volumes about Hotpack's values, emphasizing the importance of not only delivering quality products but also doing so in a socially responsible and sustainable manner. This dedication to ethical conduct and transparency strengthens Hotpack's reputation as a conscientious and trustworthy player in the industry.

POLICIES AND PROCEDURES

Aligned with our guiding principles and strategic vision, we have established a range of policies that address various critical aspects of our business and operations. These policies include:

01	ANTI COMPETITION POLICY
02	AUDIT POLICY
03	CHEMICAL MANAGEMENT
04	COMMUNICATION PARTICIPATION AND CONSULTATION POLICY AND PROCEDURES
05	CONFIDENTIALITY AGREEMENT AND POLICY
06	CONFLICT OF INTEREST POLICY
07	CORPORATE ASSETS POLICY¬
08	ESG INVESTMENT POLICY
09	INTEGRATED MANAGEMENT SYSTEM POLICY
10	MARKETING AND BRANDING POLICY
11	PRINTING PAPER POLICY
12	SMART OFFICE AND FACILITIES POLICY
13	SUSTAINABILITY POLICY
14	SUSTAINABLE PROCUREMENT POLICY
15	TAXATION POLICY
16	WASTE MANAGEMENT POLICY
17	WHISTLEBLOWING POLICY
18	SUPPLIER CODE OF CONDUCT

We have performed anti-corruption trainings for all our employees to ensure they are well informed about the risks associated with corruption, understand our strict policies against it, and are aware of the necessary knowledge and tools to recognize and report any suspicious activities, resulting in upholding our commitment to a corruption-free workplace and ethical business conduct.

HOTPACK CODE OF CONDUCT

Our Code of Conduct supports the principles of our commitment to ethical excellence and responsible corporate behavior. It is closely tied to our values such as ethical business practices, respecting human and labor rights, and environmental responsibility. This Code applies to all Hotpack employees, regardless of their role or location, the Hotpack Code of Conduct allows us to conduct business with integrity, complete transparency, and the highest ethical standards.

CODE OF CONDUCT PRINCIPLES

Our Code of Conduct supports the principles of our commitment to ethical excellence and responsible corporate behavior. It is closely tied to our values such as ethical business practices, respecting human and labor rights, and environmental responsibility. This Code applies to all Hotpack employees, regardless of their role or location, the Hotpack Code of Conduct allows us to conduct business with integrity, complete transparency, and the highest ethical standards.

01

INTEGRITY

We conduct all business activities with the highest level of honesty and integrity, avoiding conflicts of interest and refraining from any form of bribery or corruption.

02

CONFIDENTIALITY

We protect sensitive company information and respect the confidentiality of proprietary data, customer information, and employee records.

03

COMPLIANCE

We adhere to all applicable laws, regulations, and industry standards, ensuring that our business practices are lawful and ethical.

04

ENVIRONMENTAL RESPONSIBILITY

We are committed to minimizing our environmental impact, promoting sustainable practices, and complying with environmental laws and regulations.

05

HEALTH AND SAFETY

We prioritize the health and safety of our employees and stakeholders, maintaining a safe work environment and promoting well-being.

06

QUALITY AND CUSTOMER FOCUS

We consistently deliver high-quality products and services, prioritize customer satisfaction, and respond promptly to customer needs and concerns.

07

FAIR

We engage in fair and ethical competition, refraining from anti-competitive practices or actions that harm competitors or consumers.

08

COMMUNITY

We actively engage with and support the communities in which we operate, contributing to their well-being and development.

09

CONFLICTS OF INTEREST

We avoid situations where personal interests conflict with the interests of the company, disclosing any potential conflicts and seeking guidance when needed.

10

WHISTLEBLOWER PROTECTION

We provide mechanisms for employees to report ethical concerns or violations anonymously and ensure protection against retaliation for whistleblowers.

ASSESSING GOVERNANCE EFFECTIVENESS

OVERSIGHT OF ORGANIZATIONAL MANAGEMENT

Sustainable supply chain management is at the heart of Hotpack's commitment to environmental responsibility and ethical business practices. We recognize that the supply chain is a necessary element in our journey towards sustainability. Therefore, we have implemented a comprehensive approach that supports every aspect of our supply chain operations.

Our sustainable supply chain management starts with responsible sourcing, we partner with suppliers who share our values and adhere to stringent ethical and environmental standards. This ensures that the raw materials we use are obtained responsibly, with a focus on minimizing negative impacts on people and the planet. In addition to responsible sourcing, we prioritize energy efficiency and waste reduction throughout our supply chain, and our production facilities are equipped with advanced and innovative technology and processes generated to minimize energy consumption and reduce waste generation. Our primary objective is to lower operational costs while also reducing our carbon footprint, contributing to a more sustainable future.

GRI CONTENT INDEX

For the Content Index - Advanced Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for all disclosures are included correctly and aligned with the appropriate sections in the body of the report. The service was performed on the English version of the report.

STATEMENT OF USE	**Hotpack Global has reported in accordance with the GRI Standards for the period [1 January 31- 2023 December 2023].**
GRI 1 USED	**GRI 1: Foundation 2021**

GRI | CONTENT INDEX ADVANCED SERVICE 2023

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GENERAL DISCLOSURES - RISK MANAGEMENT/GOVERNANCE REPORTING						
GRI 2: General Disclosures 2021	2-1 Organizational details	About this Report, Page 10				
	2-2 Entities included in the organization's sustainability reporting	About this Report, Certifications, Pages 10 and 11				
	2-3 Reporting period, frequency and contact point	Management Letters, Page 7-8				
	2-4 Restatements of information	No restatements of information				
	2-5 External assurance	No external assurance performed				
	2-6 Activities, value chain and other business relationships	About this Report, Sustainable Supply Chain Management, Pages 10 and 50				
	2-7 Employees	Our People, Page 36-42				
	2-8 Workers who are not employees	Our People, Page 36-42				
	2-9 Governance structure and composition	Corporate Structure, Page 57				
	2-10 Nomination and selection of the highest governance body	Corporate Structure, Page 57				

GRI CONTENT INDEX

GENERAL DISCLOSURES - RISK MANAGEMENT/GOVERNANCE REPORTING					
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	Management Letters, Corporate Structure, Page 7-8, Page 57			
	2-12 Role of the highest governance body in overseeing the management of impacts	Organizing Committee Structure, Corporate Structure, Page 42, Page 57			
	2-13 Delegation of responsibility for managing impacts	Leaders in Sustainability, Page 23			
	2-14 Role of the highest governance body in sustainability reporting	Management Letters, Corporate Structure, Page 7-8, Page 57			
	2-15 Conflicts of interest	Risk Management and Internal Control , Hotpack Code of Conduct, Page 58, Page 61			
	2-16 Communication of critical concerns	Leaders in Sustainability , Page 23			
	2-17 Collective knowledge of the highest governance body	Governance Performance, Page 56-57			
	2-18 Evaluation of the performance of the highest governance body	Governance Performance , Page 56-57			
	2-19 Remuneration Policies	Risk Management and Internal Control, Page 58			
	2-20 Process to Determine Remuneration	Risk Management and Internal Control, Page 58			
	2-21 Annual total compensation ratio			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
	2-22 Statement on sustainable development strategy	About this Report, Management Letters Page 10, Page 7-8			
	2-23 Policy commitments	Risk Management and Internal Control, Page 58			
	2-24 Embedding policy commitments	Risk Management and Internal Control, Page 58			
	2-25 Processes to remediate negative impacts	About this Report, Leaders in Sustainability ,Our People, Governance Performance, Page 10, Page 23, Page 36-42, Page 56-57			
	2-26 Mechanisms for seeking advice and raising concerns	Our People, Page 36-42			

GRI CONTENT INDEX

GENERAL DISCLOSURES - RISK MANAGEMENT/GOVERNANCE REPORTING					
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	Governance Performance, Hotpack Code of Conduct, Page 56, Page 61			
	2-28 Membership associations	Certifications, Awards and Recognitions, Page 11, Page 12-13			
	2-29 Approach to stakeholder engagement	Stakeholder Engagement, Materiality Matrix, Page 15-19			
	2-30 Collective bargaining agreements			Not applicable	This concept is not applicable to our current operational structure
MATERIAL TOPICS					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Matrix, Pages 18-21			
	3-2 List of material topics	Materiality Matrix, Pages 18-21			
ECONOMIC PERFORMANCE					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
	201-2 Financial implications and other risks and opportunities due to climate change	Environmental Initiatives, Pages 31-35			
	201-3 Defined benefit plan obligations and other retirement plans			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
	201-4 Financial assistance received from government			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
MARKET PRESENCE					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			

GRI CONTENT INDEX

MARKET PRESENCE					
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
	202-2 Proportion of senior management hired from the local community	Our People, Pages 36-42			
INDIRECT ECONOMIC IMPACTS - ECONOMIC IMPACTS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Stakeholder Engagement, Pages 15-17			
	203-2 Significant indirect economic impacts	Materiality Matrix, Pages 18-21			
PROCUREMENT PRACTICES					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Local Suppliers, Page 52			
ANTI-CORRUPTION					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Certifications, Risk Management and Internal Control, Governance Performance, Page 11, Page 58, Pages 56-61			
	205-2 Communication and training about anti-corruption policies and procedures	Materiality Matrix, Anti-Corruption Training , Risk Management and Internal Control, Pages 18-21, Page 58, Page 60			

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ANTI-CORRUPTION					
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Materiality Matrix, Anti-Corruption Training , Risk Management and Internal Control, Pages 18-21, Page 58, Page 60			
ANTI-COMPETITIVE BEHAVIOUR					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 206: Anti-Competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Certifications , Risk Management and Internal Control, Page 11, Page 58			
TAX - TAXATION POLICY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 207: Tax 2019	207-1 Approach to tax	Taxation Policy, Risk Management and Internal Control, Page 58, Page 60			
	207-2 Tax governance, control, and risk management	Taxation Policy, Risk Management and Internal Control, Page 58, Page 60			
	207-3 Stakeholder engagement and management of concerns related to tax			Confidentiality Constraints	Confidential Information - Not Permitted to Disclose
	207-4 Country-by-country reporting			Not applicable	This concept is not applicable to our current operational structure
MATERIALS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	A Holistic Approach Through Life Cycle Assessment ,Waste And Recycling, Page 26, Page 27			

GRI CONTENT INDEX

MATERIALS					
GRI 301: Materials 2016	301-2 Recycled input materials used	A Holistic Approach Through Life Cycle Assessment ,Waste And Recycling, Page 26, Page 27			
	301-3 Reclaimed products and their packaging materials	A Holistic Approach Through Life Cycle Assessment ,Waste And Recycling, Page 26, Page 27			
ENERGY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Efficiency , Environmental Management System, Pages 31-32			
	302-2 Energy consumption outside of the organization	Energy Efficiency , Environmental Management System, Pages 31-32			
	302-3 Energy intensity	Energy Efficiency , Environmental Management System, Pages 31-32			
	302-4 Reduction of energy consumption	Energy Efficiency , Environmental Management System, Carbon Emissions, Pages 31-34			
	302-5 Reductions in energy requirements of products and services	Energy Efficiency , Environmental Management System, Carbon Emissions, Pages 31-34			
WATER AND EFFLUENTS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Environmental Performance, Sustainable Landscaping ,Carbon Emissions, Pages 31-34			
	303-2 Management of water discharge-related impacts	Environmental Performance, Sustainable Landscaping ,Carbon Emissions, Pages 31-34			

GRI CONTENT INDEX

WATER AND EFFLUENTS					
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Environmental Performance, Sustainable Landscaping ,Carbon Emissions, Pages 31-34			
	303-4 Water discharge	Environmental Performance, Sustainable Landscaping ,Carbon Emissions, Pages 31-34			
	303-5 Water consumption	Environmental Performance, Sustainable Landscaping ,Carbon Emissions, Pages 31-34			
BIODIVERSITY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			Not applicable	As we strictly adhere to the policy of abstaining from leasing or possessing land adjoining protected or high biodiversity areas
	304-2 Significant impacts of activities, products and services on biodiversity			Not applicable	As we strictly adhere to the policy of abstaining from leasing or possessing land adjoining protected or high biodiversity areas
	304-3 Habitats protected or restored			Not applicable	As we strictly adhere to the policy of abstaining from leasing or possessing land adjoining protected or high biodiversity areas
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations			Not applicable	As we strictly adhere to the policy of abstaining from leasing or possessing land adjoining protected or high biodiversity areas
EMISSIONS - CARBON EMISSIONS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Carbon Emissions, Page 34			
	305-2 Energy indirect (Scope 2) GHG emissions	Carbon Emissions, Page 34			

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EMISSIONS - CARBON EMISSIONS					
GRI 305: Emissions 2016	305-4 GHG emissions intensity	Carbon Emissions, Page 34			
	305-5 Reduction of GHG emissions	Carbon Emissions, Page 34			
	305-6 Emissions of ozone-depleting substances (ODS)			Not applicable	This concept is not applicable to our current operational structure
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not applicable	This concept is not applicable to our current operational structure
WASTE - WASTE MANAGEMENT AND RECYCLING					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste and Recycling , A Holistic Approach Through Life Cycle Assessment, Page 26, Page 27			
	306-2 Management of significant waste-related impacts	Waste and Recycling , A Holistic Approach Through Life Cycle Assessment, Page 26, Page 27			
	306-3 Waste generated	Waste and Recycling , A Holistic Approach Through Life Cycle Assessment, Page 26, Page 27			
	306-4 Waste diverted from disposal	Waste and Recycling , A Holistic Approach Through Life Cycle Assessment, Page 26, Page 27			
	306-5 Waste directed to disposal	Waste and Recycling , A Holistic Approach Through Life Cycle Assessment, Page 26, Page 27			
SUPPLIER ENVIRONMENTAL ASSESSMENT - SUPPLIER DUE DILIGENCE					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			

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SUPPLIER ENVIRONMENTAL ASSESSMENT - SUPPLIER DUE DILIGENCE					
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainable Supply Chain Management, Supplier Due Diligence, Page 50			
	308-2 Negative environmental impacts in the supply chain and actions taken	Sustainable Supply Chain Management, Supplier Due Diligence, Page 50			
EMPLOYMENT					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Page 18-21			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance, Pages 36-42			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social Performance, Pages 36-42			
	401-3 Parental leave	Social Performance, Pages 36-42			
LABOR/MANAGEMENT RELATIONS - LABOR RELATIONS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pges 18-21			
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Social Performance, Pages 36-42			
OCCUPATIONAL HEALTH AND SAFETY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			

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OCCUPATIONAL HEALTH AND SAFETY					
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-3 Occupational health services	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-5 Worker training on occupational health and safety	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-6 Promotion of worker health	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-8 Workers covered by an occupational health and safety management system	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-9 Work-related injuries	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
	403-10 Work-related ill health	Health and Safety, Health and Safety Management Plan , Risk Management and Internal Control, Page 46, Page 58			
TRAINING AND EDUCATION - EMPLOYEE TRAINING					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social Performance ,Career Growth and Employee Training, Pages 40-41			
	404-2 Programs for upgrading employee skills and transition assistance programs	Social Performance ,Career Growth and Employee Training, Pages 40-41			

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TRAINING AND EDUCATION - EMPLOYEE TRAINING					
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	Social Performance, Career Growth and Employee Training, Pages 40-41			
DIVERSITY AND EQUAL OPPORTUNITY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, pages 18-21			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Materiality matrix ,Diversity Equity and Inclusion, Pages 18-21, Page 38			
	405-2 Ratio of basic salary and remuneration of women to men	Materiality matrix ,Diversity Equity and Inclusion Pages 18-21, Page 38			
NON-DISCRIMINATION					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity Equity and Inclusion, Page 38			
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers i n which the right to freedom of association and collective bargaining may be at risk			Not applicable	This concept is not applicable to our current operational structure

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CHILD LABOR					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Risk Management and Internal Control, Page 58			
FORCED OR COMPULSORY LABOR					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Risk Management and Internal Control, Page 58			
SECURITY PRACTICES					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Health and Safety , Risk Management and Internal Control, Our Code of conduct, Page 46, Page 58, Page 61			
RIGHTS OF INDIGENOUS PEOPLES					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples			Not applicable	We do not engage in operations or own land in areas with indigenous populations

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LOCAL COMMUNITIES					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Materiality matrix , Community Engagement and Social Responsibility, Pages 18-21, Page 43			
	413-2 Operations with significant actual and potential negative impacts on local communities	Materiality matrix , Community Engagement and Social Responsibility, Pages 18-21, Page 43			
SUPPLIER SOCIAL ASSESSMENT					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainable Supply Chain Management ,Supplier Due Diligence, Page 50			
	414-2 Negative social impacts in the supply chain and actions taken	Sustainable Supply Chain Management ,Supplier Due Diligence, Page 50			
PUBLIC POLICY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 415: Public Policy 2016	415-1 Political contributions			Not applicable	We do not have a significant influence on political activities

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CUSTOMER HEALTH AND SAFETY - CUSTOMERS					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Materiality matrix , Health and safety, Pages 18-21, Page 46			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services			Not applicable	We have a quality control measures, adherence to safety standards, and continuous monitoring, and we report this internally
MARKETING AND LABELING					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Materiality matrix, Environmental Performance, Pages 18-21, Pages 25-30			
	417-2 Incidents of non-compliance concerning product and service information and labeling	Materiality matrix, Environmental Performance, Pages 18-21, Pages 25-30			
	417-3 Incidents of non-compliance concerning marketing communications	Materiality matrix, Environmental Performance, Pages 18-21, Pages 25-30			
CUSTOMER PRIVACY					
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Matrix, Pages 18-21			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pur Customers, Pages 53-54			