



OUR
BUSINESS
IS GUIDED
BY OUR
COMMITMENT
TO
PROVIDING
PRODUCTS
THAT
IMPROVE
LIFE

**DAL FOOD
COP 2018**

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WE
HAVE
A PURPOSE
BEYOND
PROFIT

A large, stylized, light green quotation mark graphic is positioned behind the text, framing it. The quote mark is composed of two thick, rounded strokes that curve around the text.

About

DAL Food is Sudan's largest and most diverse food company focused on providing affordable, basic, staple foods and drinks. The company is a visionary integration of a number of successful DAL Group divisions that have come together to form a larger, more cohesive agri-food organisation that will help increase access to DAL's quality products, thereby playing a key role in improving the daily lives of people all around Sudan and beyond.

DAL Food's mission is to extend its position as the largest provider of reliable, affordable, basic, staple food and drinks products for mass market consumption in Sudan. Our business is guided by our commitment to providing products that "improve life". We believe improving life can be achieved by making our products simple, nutritious, accessible, affordable and of high quality.

Our strategy is anchored in our purpose of providing good food for everyone, our passion for Tradition, Innovation, Education, and Sourcing locally (TIES), and our principles that seek to foster an empowered and engaged corporate culture. Our approach to corporate responsibility utilizes these areas as tools to embed sustainability into our daily operations and implement our values and bring our strategy to life.



Statement of Commitment

Commitment is one of the things we here at DAL Food know a lot about. We commit to Quality, we commit to innovation, we commit helping those in need and mostly we are committed to the UNGC's 10 principles. Being the largest company in Sudan comes with a lot of responsibility, a responsibility to do good, to be good and to have a purpose beyond profit.

Over the last few years we have experienced many turmoil's due to the countries economical downfall, however through adversary we have become stronger, more focused and determined to do our part for our country. Since the last COP we have taken huge steps forward advancing our sustainability strategy and our Sudanese heritage.

We are and always will continue to be a Sudanese company working for the betterment of our nation and the surrounding areas. To inflict change we must change ourselves, which is why this year has been a year where we have actively put ourselves outside our comfort zone to help mold the company into a sculpture we can all admire.

People in Sudan work vigorously for a hard earned living to get through their lives day by day. DAL Food is committed to making sure these families get better lives through good food. Our undying support to our country, our employees and our society will reflect the kind of company we are.

A stylized, handwritten signature in white ink, appearing to read 'Ihab'.

Ihab Daoud
Managing Director

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Human Rights

We are dedicated to protecting human rights across our company and country. Our grand goal is to provide good food with international quality standards at an affordable price to everyone in Sudan, in an attempt to enhance everyone's right to food security. Furthermore we actively advocate for the protection of human rights within our sphere of influence which is growing by the day.

Our business policy includes a separate business ethics policy that entails us dealing with only ethically and legally outstanding suppliers, this confidence in our products and procurement is what instills trust into our consumers. Under our Champion Mr. Ihab Daoud the Managing Director of DAL Food who was named CSR personality of the Year by CSR Arabia in 2018 we managed to create and continue plenty CSR projects. The biggest being the school milk program; where we ensure a daily supply of milk across 45 schools for over 22,000 underprivileged children. This program which has proven to be a huge success supports no hunger and the right to education. The program has

seen significant increases in both attendance and grades across all participating schools.

Some of our other projects include, school libraries program; aimed at providing a better education through a well prepared encyclopedia of books. In addition we have projects aimed at providing a sustainable income to women. These projects help the individuals support themselves and their families by providing a front to buy and sell DAL Food items.

Our Bakery Development Center (BDC) continues to excel providing much needed knowledge and training to house hold and professional chefs. This year we are taking a step into moving the BDC to rural areas using our Mobile BDC units, which consist of fully stacked independent vehicles which can expand to provide a fully functioning kitchen and stage to help spread the knowledge across Sudan.

Driven by our belief in equal opportunity and that everyone can contribute to our economy regardless of their personal circumstances, DAL Food continues the support and expansion of the Bus Stop Project to support the less-abled people. The project has proudly won the 2018 CSR Arabia Award.



Labor

DAL Food always has and will continue to proactively abide by any national and international laws. Our work with our employees is an investment towards the company's future and something we take very seriously. Professional development is one of the steps that we are making sure our employees are climbing throughout their careers in DAL. Our DAL Food Principles will also play a starring role in shaping the organizational culture and producing an engaged, committed, and motivated workforce.

HSE has been an important pillar in DAL making sure all our employees are safe at all times. This year alone we have trained almost 3000 employees over 300 different sessions. During the World Day for Health and Safety DAL Food engaged the governing bodies at the ministry of health and ministry of

labor to educate the public and private companies about the importance of work safety. Workers also participated in hazard identification, risk assessment, developing practical mitigation measures and HSE committees to be an active body in a safer working environment. We also continue to carry out HSE inspections regularly and emergency drills as needed.

In 2018 we have successfully increased the medical allowance three fold to combat the rampant inflation by making sure our employees have medical access regardless of their financial situation. We also have a strict policy that allows for freedom of religion and association with a zero tolerance policy for any kind of discrimination. We also take regular steps to ensure that our partners do not condone or use any kind of child labor or discriminatory work force acquisition.



Environment

We believe in a better planet, one we can proudly leave to the upcoming generations. We have taken steps to ensure we do our part in protecting the environment. First of which is getting the EMS ISO 14001:2015, as of now we have 3 sites with the certification and we are working on more. Furthermore we are far within the legal limits imposed by Sudanese law and steadily approaching international limits.

We have taken it as an obligation to do an Environmental Social Impact Assessment to all our new projects and the majority of our existing ones to address any environmental issues before/during the projects lifetime.

Furthermore, we have initiated a number of projects providing access to clean water for 250,000 beneficiaries in conflict affected zones.



Waste management has also been abundantly addressed, in 2018, we conducted 18 environmental awareness trainings and updated our Environmental risk register.

Furthermore we are looking diligently into alternative energy sources and by the end of 2019 we should have a plan identifying our investment opportunities in this sector.

Anti-Corruption

Our commitment to ethics and integrity is reflected in our business policy with our zero-tolerance policy towards unethical behavior and corruption. We operate in an environment where bribes and other payments are regarded as normal, and in fact may help facilitate many otherwise difficult business operations. However knowing the negative social and economic impact this has on our community and country our policy remains unchanged and stronger than ever, with more financial provisions and tough punishments to those who break such policies. Ending corruption is integral to lasting sustainable development and we are committed advocates in the fight against corruption.

Our DAL Food Principles guide and encourage employees to embody integrity, transparency and accountability, making fighting corruption the responsibility of each individual. This fight is a social one that effects not only our business but our people as well. This is why we make it our goal to help our employees fight against corruption by motivating them and helping them through situations that otherwise would've needed



**GOOD
FOOD
FOR
BETTER
LIVES**