

POWER INTERNATIONAL
- H O L D I N G -

PIH SUSTAINABILITY REPORT - 2022



Act **Today** for a
Better **Tomorrow**



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- H O L D I N G -

Sustainability Report

March 2022



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His Highness
Sheikh Hamad Bin Khalifa Al-Thani
Father Emir



His Highness
Sheikh Tamim Bin Hamad
Bin Khalifa Al-Thani
Emir of the State of Qatar

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This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Letter of Continued Support - UN Global Compact

Message from the Chairman



Moutaz Al-Khayyat
Group Chairman

Power International Holding (PIH) is proud to be one of the largest Qatari companies embedding responsibility in our company ethos. To support and build a culture of collaboration, inspiration, and best practices to achieve great results, we renewed our core values to align with our commitment with the UN Global Compact. We operationalized our frameworks and strategies with the Ten Principles and 17 Sustainable Development Goals. This year, we are setting our goals, measuring our progress and providing increased transparency on our performance.

Today more than ever, our world demands solutions. Positive change – at the scale and pace we need – requires a collaborative effort, with companies, people and governments working together.

We will continue our journey adding value to the sustainable development of Qatar by creating job opportunities and improving the quality of life of our employees and their families, by boosting its tourism through our F&B industries and destination landmarks and most importantly, by ensuring continuity for the generations to follow. To meet the challenges ahead for our business and society, PIH is working with focus and determination to create a more sustainable, equitable and brighter future for all.

Message from the Vice-Chairman



Ramez Al-Khayyat
Vice Chairman & Group CEO

“Co-elevation for a better tomorrow.”

The events of 2020 have tested the world in unprecedented ways. They also tested the resilience of our business, our people, our operations and our financial strength. While these have not been two easy years, it has made us a stronger business, better prepared for a fast-changing world.

We have seen time and again that strong values and principled leadership are crucial to generating long-term progress for companies. We have also observed a dramatic shift in society’s expectations of business: a shift away from the idea that business is only about profit-making ahead of all other motives, and towards the notion that companies must actively foster the social and environmental aspects that make profitability possible.

Leading impactful change

In 2021, Power International Holding became a participant to the UN Global Compact because it recognized that its principles would help orient our mission toward a sustainable future.

For the coming years, we will be integrating the UN ten principles into the way we do business and promote the UN Global Compact as an instrument for making corporate sustainability a strategic motivator. I am pleased we are taking steps in the right direction, but also recognize there remains a considerable amount of work to do and personally, I remain committed to expanding our diversity and inclusion journey and pave the way for other businesses in Qatar to follow.

Committed to delivering on the Global Goals

This year, we are working towards advancing the United Nations' Sustainable Development Goals (SDGs) as part of our responsibility to enable human progress in Qatar and around the world. Guided by this purpose, our work makes progress a reality for the people in the communities we serve. We are proud to contribute to the SDGs, which we view as a system of targets and objectives that build on each other to achieve a more sustainable future and make progress toward the Global 2030 agenda. We believe the next decade will be full of partnership, action and growth, and we are well-positioned to be part of the solution.

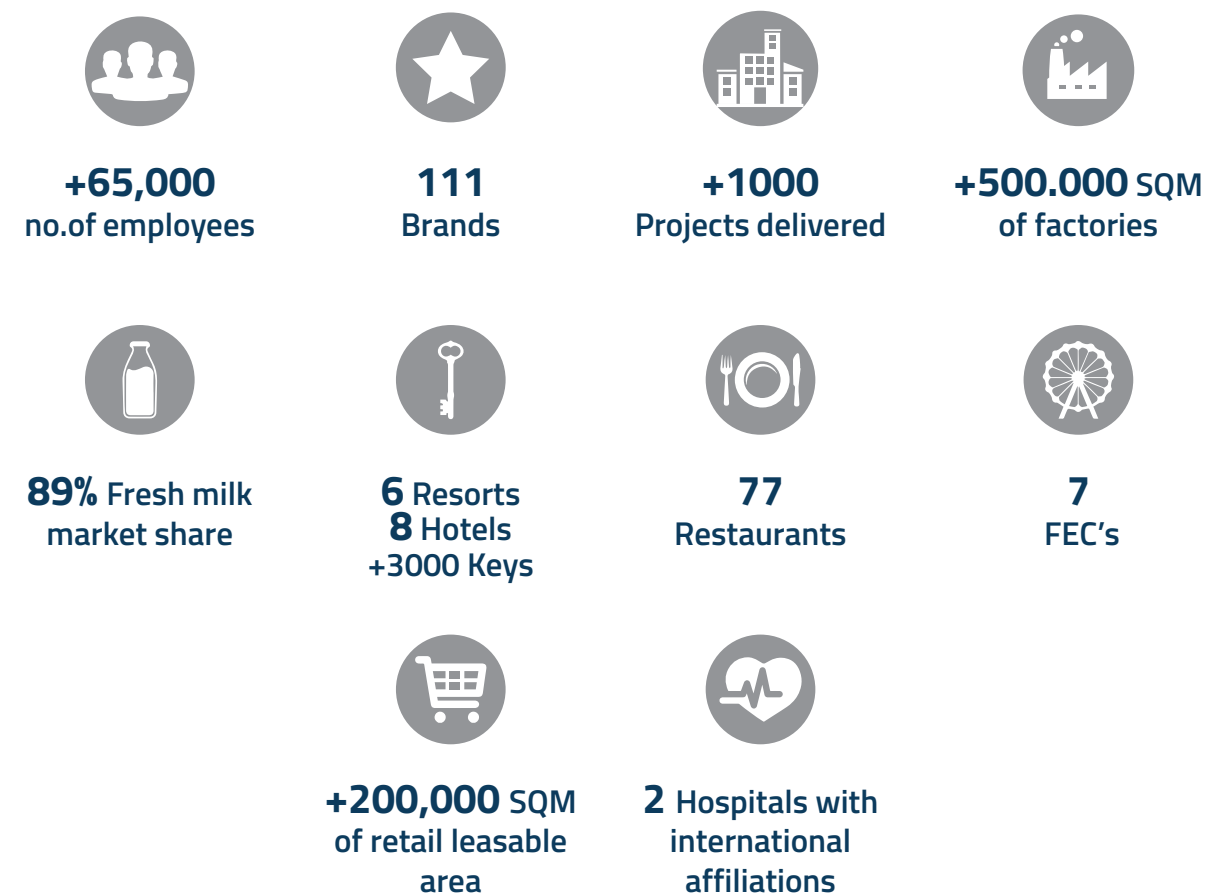
Protecting our future

Even though we will be living with the effects of Covid-19 for some time, the company has already shown resilience in the face of adversity.

With its diversified portfolio, enviable position in the growth markets of the future, and experienced leadership, PIH has some enduring and unrivalled strengths. Combined with its innovative and impactful workforce, I am confident that the Group is well-placed to go on delivering competitive returns while meeting the needs of its multiple, and highly valued stakeholders.

As we continue our uncompromising focus on quality and as we continue investing in innovation, new technologies and ways of working, I am confident that we will continue to empower change and inspire confidence in the marketplace and our communities.

Sincerely,





Where we operate

Since 1983
A second generation organization

PIH is a second-generation business organization growing horizontally and vertically, expanding in diversified sectors and regions of the world.

5 SECTORS



About this Report

This report covers the period from 1 January to 31 December 2021. It demonstrates our actions to deliver an ambitious sustainability vision to employees, tenants, operators, customers and suppliers, to regional and global peers, communities, NGOs, governments and global investors. We have adopted internationally accepted best practices to measure and report our sustainability activities and therefore benchmark our performance with reference to the GRI Standards and Communication on Progress to the Ten Principles of the United Nations Global Compact.

The report – People, Planet & Community – is the company's first report highlighting our influence in the areas of environment, workplace, marketplace and society in the communities we do business. It demonstrates our efforts to enhance our commitment to the UN 2030 Agenda for Sustainable Development and work towards the Global Goals.



Our approach to CSR

PIH's commitment to CSR is based on the principle that corporate success and social well-being are interdependent and that the long-term interests of our organization are best served by improving its economic, sociocultural and environmental practices. As a responsible corporation, we respect the interests of our stakeholders, employees, customers, suppliers, teaming partners and most importantly, the wider community.

Company Vision & Mission

Committed to the Ten Principles

Committed to the SDGs

Committed to Qatar National Vision 2030

Purpose

To add value to the society for a better lifestyle

Vision

Creating a brighter future from Qatar to the world.

Mission

To maximize stakeholder value by efficiently managing and supporting a diversified portfolio of businesses.

Values

- Leadership
- Collaboration
- Accountability
- Quality
- Resilience

Guiding Principles

- Preserve Corporate Reputation
- Corporate Social Responsibility
- Develop Future Leaders
- Promote Innovation
- Inspire Trust
- Improve Agility



As one of Qatar's largest companies operating across 6 sectors, we are driven by our purpose to empower change and deliver impact. In 2021, we joined the UN Global Compact, the world's largest corporate sustainability initiative



POWER INTERNATIONAL
HOLDING

Ref. No: PIHGEN-VC-UN-LET-20-0014

October 7, 2020

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

Dear Mr. Secretary-General,

I am pleased to confirm that Power International Holding (PIH) supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment and anti-corruption. With this communication, we express our intent to implement those principles within our group and affiliated companies. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Power International Holding (PIH) will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- A description of practical actions that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labor, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Looking forward to working together towards a better future. I remain at your excellency's disposal.

Sincerely yours,

Ramez Al-Khayyat
Vice Chairman and Group CEO

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www.powerholding-intl.com

WE SUPPORT THE MISSION OF THE UNITED
NATIONS GLOBAL COMPACT TO

MOBILIZING A GLOBAL MOVEMENT
OF SUSTAINABLE COMPANIES AND
STAKEHOLDERS TO CREATE THE
WORLD WE WANT





Committed to the Ten Principles

Power International Holding is committed to establishing a consistent approach to corporate social responsibility within ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.

We are committed to adopting the UN Global Compact and its principles as part of our culture and day-to-day activities of the business.

THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT



HUMAN RIGHTS

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.



LABOUR

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the effective abolition of child labour; and
6. the elimination of discrimination in respect of employment and occupation.



ENVIRONMENT

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.



ANTI-CORRUPTION

10. Businesses should work against corruption in all its forms, including extortion and bribery.

Committed to the 17 Sustainable Development Goals

In 2015, world leaders adopted the United Nations' 2030 Agenda for Sustainable Development. The 2030 Agenda, which introduced 17 Sustainable Development Goals (SDGs), sets out a transformative plan for people and the planet. It aims to promote shared prosperity, environmental sustainability and progress on sustainable development that leaves no one behind.

Our sustainability strategy is aligned with the United Nations Sustainable Development Goals (SDGs), supporting our aspirations to deliver a significant impact through our operations and engagement with our stakeholders.



Integrating The SDGs Into Our Strategy

In 2022, we are setting a comprehensive mapping exercise to determine how our strategy directly contributes to the targets of the SDGs.



Understanding the SDGs

CEO Workshop on the UN 2030 Agenda for Sustainable Development.

Power International Holding hosted a CEO Workshop on Sustainable Development and the UN 2030 Agenda on Saturday March 12, 2022. The purpose of the workshop was to bring together the companies' CEOs to help understand the 17 Sustainable Development Goals of the United Nations. The Group is looking to effectively incorporate the SDGs in their operations and activities.



"We will study and understand the SDGs and how they have touch points on our organizations. As a socially responsible business, our vision is anchored in creating value for others, positively impacting the world we live in and inspiring our stakeholders at all levels"

Assessment

CEOs SDG Assessment

Evaluating current standing

- One on one session with companies' CEOs
- Evaluation of the whole value chain
- Evaluation of the capabilities of business operations and industry
- Realizing the opportunities behind current business challenges

Matching goals & capabilities

- Defining goals that suit the business' mission capacities
- Creation of a coherent pattern: evaluating the company's activities towards set targets and goals
- Process to measure business impact on society

SMART KPIs

- Smart, measurable, achievable, realistic and time bound
- Shaping the overall business strategy used in day-to-day business ops
- Progress towards advancing the SDGs: qualitative and quantitative KPIs for SDG performance and progress

CEOs SDG Assessment exercise

Company Name			
Current evaluation (based on company's activities)	*Relevant SDG (related to industry)	Setting goals (actions planning to take)	Priority Challenge (identifying the biggest problem)

*Companies should focus their actions on the goals on which they have the greatest actual and potential impact, either positive or negative.



Primary SDGs & Target SDGs

We use the United Nations Sustainable Development Goals (SDGs) as a framework to shape our strategy and ambitions. Defined in 2015, the SDGs consist of 17 global goals with a 2030 deadline. All 193 countries in the UN General Assembly adopted this resolution. We realize these goals cannot be met without support from the global business community. Our approach to supporting the SDGs is to focus on the goals where we can have the most impact, while screening and implementing actions that contribute to the other goals as well.

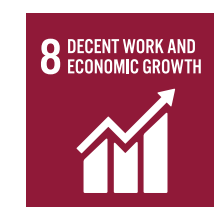
Primary SDGs



SDG 3: Good health & well-being: Ensure healthy lives and promote wellbeing for all at all ages



SDG 4: Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



SDG 8: Decent work and economic growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



SDG 9: Industry, innovation and infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation



SDG 12: Responsible consumption and production: Ensure sustainable consumption and production patterns

Target SDGs for 2022 – 2023



SDG 5: Gender Equality: Achieve gender equality and empower all women and girls



SDG 11: Sustainable Cities & Communities: Make cities and human settlements inclusive, safe, resilient and sustainable


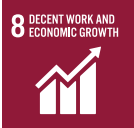








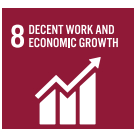



SDG 13: Climate Action: Take urgent action to combat climate change and its impacts











SDG 17: Partnerships for the Goals: Strengthen the means of implementation and revitalize the global partnership for sustainable development

Mapping Our Focus Areas to the UN SDGs and UNGC Principles

COMPANY PILLARS	SDGs	UNGC Principles
RESPONSIBLE BUSINESS To achieve long-term success in today's business world, we believe that taking a responsible approach to our industries is paramount.	      	<p>Principle 7 Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility.</p> <p>Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>
RESPONSIBLE EMPLOYMENT Our outstanding team of talented and empowered individuals is the foundation for our current success and the key to our future.	    	<p>Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p>Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p> <p>Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labor.</p> <p>Principle 5 Businesses should uphold the effective abolition of child labor.</p> <p>Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p>



COMPANY PILLARS	SDGs	UNGC Principles
POSITIVE SOCIAL IMPACT We strive to be a respected community partner that understands local needs and shapes long-term relationships.	     	<p>Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labor.</p> <p>Principle 5 Businesses should uphold the effective abolition of child labor.</p> <p>Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility.</p>
GOVERNANCE, INTEGRITY AND RISK MANAGEMENT Our strong governance framework creates the parameters for responsible management, accountability and decision-making at PIH, while assuring the highest ethical behavior in everything we do.	 	<p>Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p>Principle 2 Businesses should make sure that they are not complicit in human rights abuses.</p> <p>Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p> <p>Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labor.</p> <p>Principle 5 Businesses should uphold the effective abolition of child labor.</p> <p>Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p> <p>Principle 7 Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.</p>



Focus & Targets

PIH is on track with integrating sustainability across business activities. Our operational assessment allows us to identify and prioritize activities that address our direct environmental and social impacts and explore opportunities where we can make a meaningful difference.

We aim to foster a culture of sustainability that promotes economic prosperity, environmental benefits and social value, all geared towards our promising impact in Qatar and the world.



Our People

How our corporation provides a work environment that promotes health, safety, security, inclusion and diversity, and professional development opportunities.

Priorities

- Remain adaptable and resilient in the face of change
- Develop and implement responsible strategies and policies
- Demonstrate our commitment to diversity, equity and inclusion
- Implement sustainable talent management practices that support employee retention and growth
- Build the necessary skills for the future through learning and innovation

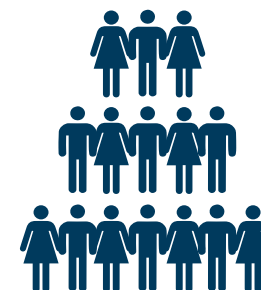


Our Planet

The effects our companies and our employees have on our surroundings.

Priorities

- Establish sustainability leadership, policies, and associated tools and technology
- Apply sustainability practices to internal operations and customer projects to mitigate adverse impacts on the environment and to reduce carbon emissions
- Adopt circular economy principles and implement innovative solutions
- Take science-based climate action against set targets



Partnerships

The positive impacts our corporation and our employees have on the communities in which we live and work.

Priorities

- Give back to local communities
- Focus corporate giving programs on areas of stakeholder value
- Support innovative, high-value projects and solutions in Qatari communities
- Endorse and fund educational programs to develop future leaders



Local Developments

How PIH interacts with our external stakeholders— our customers, business partners, and suppliers—by demonstrating our responsibility through leadership in quality, innovation and collaboration.

Priorities

- Deliver high-quality products and services
- Act with agility in our dealings with customers, suppliers, and in the market-places we serve

QATAR'S NATIONAL VISION 2030

VISION

Creating a brighter future from Qatar to the world.

MISSION

To maximize stakeholder value by efficiently managing and supporting a diversified portfolio of businesses.

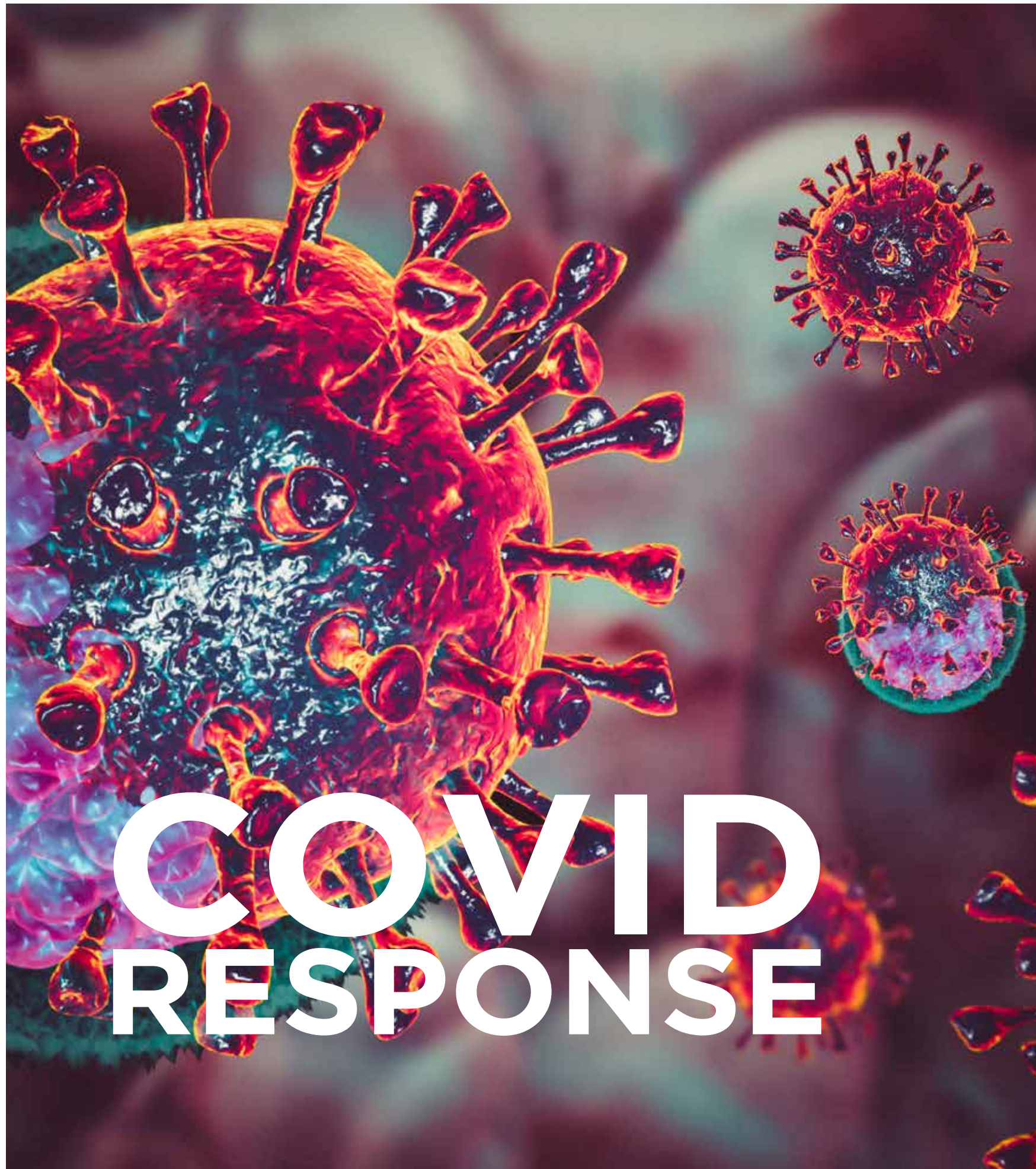


ALIGNED LOCALLY QATAR'S NATIONAL VISION 2030



ALIGNED GLOBALLY THE UN 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT





Emerging Stronger From The Pandemic.

The advent of the global COVID-19 pandemic has accentuated the need for sustainability to be ingrained at the heart of our business operations.

A COVID-19 Crisis Committee was formed to oversee organizational preparedness and management of the pandemic from a business continuity as well as employee safety perspective.

In addition to segregation of essential and non-essential staff, location-wise Emergency Response Teams (ERTs) were formed and work from home or sites was assigned on 24/7 basis.

We worked tirelessly during the pandemic to set up COVID-19 guidelines and standard operating procedures (SOPs) across the organization.

Adapting. Transforming. Achieving.

Covid Response

Apart from ensuring a safe strategy to combat the COVID-19 crisis in the short-term, we have also initiated long-term resilience mechanisms to strengthen our response to future risks.

Pre- lockdown	During lockdown	Post-lockdown
Pre-planning <ul style="list-style-type: none"> Safe practices Awareness drive Emergency protocols and a guidelines for all Essential services planning Communication to employees and associates 	SOP <ul style="list-style-type: none"> Entry/Exit norms (social distancing, multilayered screening, self declaration etc.) Work from home Guidelines for works, offices and labor workers Communication drive 	Long-term Business Continuity Plan (BCP) <p>New-normal long-term business continuity preparedness (In Progress)</p>

Action Items

Preparedness	Surveillance and Detection	Response and Support	Continuity
<ul style="list-style-type: none"> Crisis Committee Ensured access to health services for all Clinics set-ups Enabled work from home Awareness campaigns 	<ul style="list-style-type: none"> Set up PCR Tests Tents available 24/7 Mass de-sanitation technology available an access points of company 	<ul style="list-style-type: none"> Donated 250 apartments in support of Cuban doctors Built 3 hospitals with 100 beds each Masks Distribution across the country Supporting children through KidzMondo and Megapolis mascots Provided 12 Sanitation Trucks Subsidized Catering: resulted in providing 30,000 meals for Red Crescent 	<ul style="list-style-type: none"> Ensuring mitigation of the health, social and economic impacts. Supporting employees to return to business as usual through mental support and encouragement Reshaping supply chains by increasing both resilience and responsibility



OUR PEOPLE

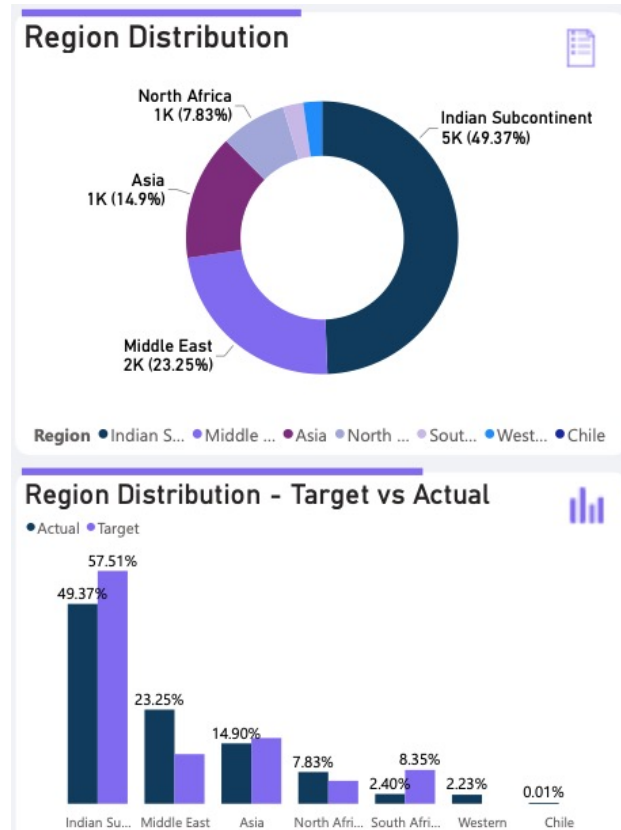
Our commitment to CSR begins with our employees. Our accomplishments are a direct result of the talented professionals who work at Power International Holding. We strive to be an excellent workplace and to empower our employees by providing our people with safe, healthy working conditions and equal opportunities for growth and advancement.

- Workforce Distribution
- Workforce Diversity
- Women's Empowerment Principles
- Skills, Training & Development
- Employee Engagement
- Health, Safety & Environment
- Welfare Adherence
- Worker Welfare Governing Policies
- Safety Achievements
- Activities & Milestones

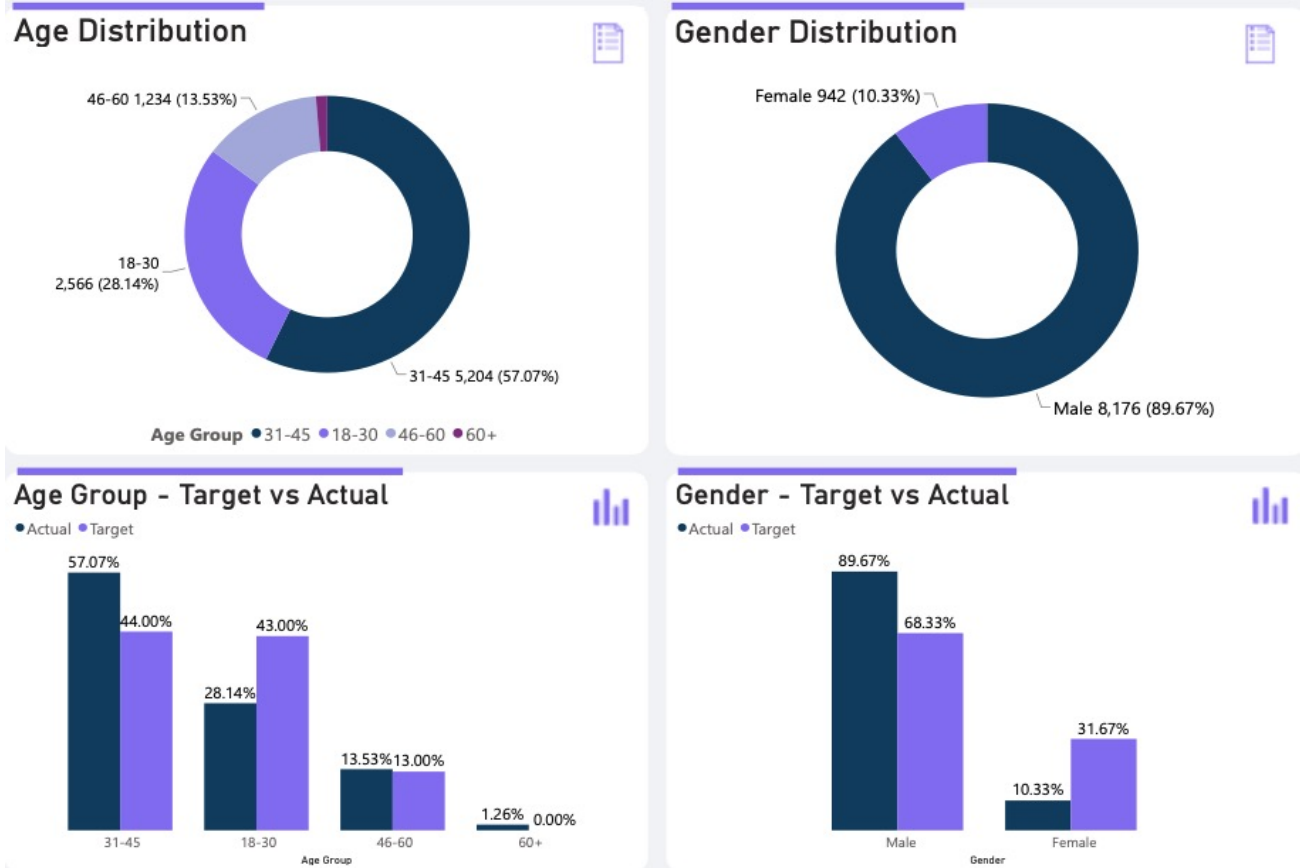
Workforce Distribution

PIH companies and workforces are becoming more and more diverse. Over the years, the labor market participation of women has relatively increased in GCC countries, and the population shares of migrants and their children are growing in all the Arab regions.

We are encouraged by our progress and recognize the work to drive sustainable, systemic change is ongoing.



Workforce Diversity (includes Staff, excludes Labor workers)



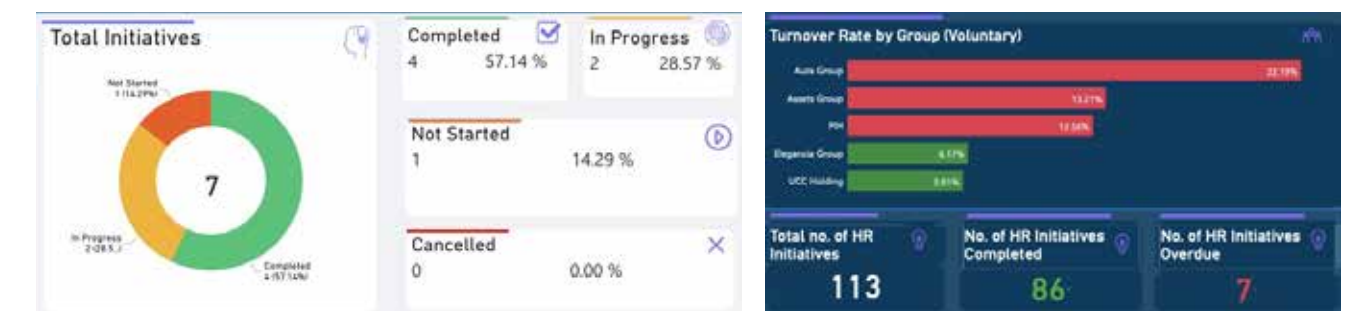
Workforce Diversity

Diversity is one of our core values. Because we are committed to having a workforce that reflects the world's population, we continue to reap the benefits of employing a diverse talent pool of **87 nationalities**.

In November 2021, we launched a **Diversity, Equity and Inclusion Steering Committee (DEISC)**. Our DEI strategy starts with our people and with helping them discover ways of working aimed towards fostering an inclusive workplace. It is composed of a cross-functional team that oversees the implementation of the DEI goals and agenda.



In Numbers



Business Plan Initiatives							
Title	Stakeholder	Meeting Date	Due Date	Percent	Overall Status	Overdue	Remarks
Assess the existing data around DEI dimensions	Arvind Venkatraman Iyer		7/31/2021	✓	100 Completed	No	
Prepare a benchmark and analysis report to justify positions in the new structure.	Arvind Venkatraman Iyer		7/31/2021	✓	100 Completed	No	
Implementing control measures to achieve diversity targets	Arvind Venkatraman Iyer		10/31/2021	✓	100 Completed	No	
Prepare demobilization Plan of Labors	Arvind Venkatraman Iyer		11/30/2021	✓	100 Completed	No	The model has been developed on Power Bi, waiting on revised and updated histograms from Operations. Pending with HR is adding the Cost element to the dashboard, ongoing
Conduct DEI workshops for leaders & change champions	Arvind Venkatraman Iyer		2/28/2022	✗	0 Not Started	No	
Develop & disseminate communication to spread awareness	Arvind Venkatraman Iyer		3/31/2022	✗	25 In Progress	No	
Introduce Workforce Planning function for UCC	Arvind Venkatraman Iyer		3/31/2022	✗	20 In Progress	No	The full study has been done, PO initiated however rejected by Finance due to non-availability of budget 2021, postponed till 2022 budget is approved

Power International Holding Becomes Signatory To Un Women's Empowerment Principles

Marking International Women's Day on March 8, Power International Holding (PIH) has signed on to the United Nations Women's Empowerment Principles (WEPs), becoming the first fully Qatari private-sector company to adopt the framework.

The WEPs encompass seven core principles, including high-level corporate leadership; fair treatment without discrimination; employee health, wellbeing and safety; education and training for career advancement; enterprise development, supply chain and marketing practices; community initiatives and advocacy; and measurement and reporting.



"By joining the WEPs community, Power International Holding bolsters its commitment to gender equality at the highest level, in an effort to work collaboratively as part of multi-stakeholder networks that promote empowering business practices for women."

Ramez Al Khayyat,
Vice Chairman and Group CEO of PIH.

Power International Holding Breaks The Bias On International Women's Day



As we continue to forge a path for women's equality, we must actively call out and challenge gender bias, discrimination, and stereotyping. We embrace the contributions of women in our organization as we believe that harnessing the diversity and varying viewpoints of our workforce guides us to new value creation.

PIH's Vision is to «Create a brighter future from Qatar to the world» and we want the «world» to be an inclusive one.

Skills, Training And Development

Learning and Development is a fundamental component of our successful strategic plan for recruiting and retaining its employees for the years to come.

This year, we are increasing our investment in development projects to enhance the skills and capabilities we need to transform and deliver on our business strategy. We are investing more in leadership development initiatives for women and the next generation of leaders, because our growth depends on effective, diverse leadership for many years to come.

We have launched our new partnership with LinkedIn Learning offering:

- More than 16,000 online courses
- Unlimited access to all employees



Transforming Company Culture

Increasing employee engagement after the pandemic burnout has been a core mission in the company this year. Adapting to an everchanging world, our approach had to adapt to the new normal.

We introduced new flexible working hours to accommodate employees' needs and reduce burnout. Company staff now have the option to attend work between 6:00 – 9:00 AM and finish between 3:30 and 6:30 PM.



Employee Engagement

We use formal and informal mechanisms to assess and improve employee engagement and satisfaction. We are also listening more closely to our people. When we understand their experiences and learn from them, we create a deeper sense of belonging and an inclusive environment where everyone can do inspiring creative work.

By the end of 2021, we activated Microsoft Yammer as the internal engagement platform. Through it, we were able to seamlessly embed innovation into the company and we are working towards creating a safe place where employees can share and engage with new ideas.



Employee Engagement Through AI

To enhance internal communication even more, we recently introduced Leena AI, an artificial intelligence employee experience platform under the name of Daizy. She is available on all platforms that can automatically and instantly resolve 60% of employees' queries.



Health, Safety and the Environment

We always aim to operate a safe, healthy and friendly business, and recognize the right of all our employees to work in a safe and healthy work environment.

"Safety first" has been prioritized in the workplace and in the communities where we operate.

The nature of our work and the challenges we face continue to evolve. Therefore, we periodically review our health, safety and environment (HSE) management system and policies to ensure that it progresses with new developments.

We thrive for HSE performance excellence, which will lead to an improved quality of life for our employees, contractors, workers, customers and communities. Our policy is aligned to ISO 45001:2018, an international consensus standard.

Welfare Adherence

Power International Holding (PIH), Affiliated Companies and Subsidiaries recognize all their employees to be the most valuable resource and that the health and welfare of all employees is essential in achieving the Company's mission. PIH is committed in the health and welfare of employees by investing in the efficiency and effectiveness of the organization welfare and Health and Safety programs.

Through strong leadership, we will strive to achieve continual improvement in our Welfare and health and safety performance and ensure that welfare and health and safety of employees are managed as an integral part of our business and shall be achieved by establishing the following core principles:

- Comply with fair employment practices and standards for all employees
- Ensure that employees understand the terms and conditions of their employment
- Treat all employees equally and fairly, irrespective of their nationality, ethnicity, religion or gender
- To provide a working environment that protects the health and welfare of its employees according to the highest possible standards of safety, hygiene, and security
- To provide employees with all benefits set out in the statutory requirements provided for in the relevant Qatari laws
- Ensure training, development and education to promote individual success and increase overall value to the organization
- To provide decent working and living conditions and raise the quality of life and work for all employees

Workers Welfare Governing Policies

The purpose of Workers Welfare governing policies are to give effect to the principles and objectives of the workers welfare by setting out minimum mandatory requirements with respect to workers to ensure that their welfare is always maintained within PIH, Affiliated companies and its subsidiaries. These subsequent governing policies aim to reinforce PIH's commitment to improving the quality of life of Workers across all its business operations.

Welfare Adherence Plans:

All Groups, Affiliated companies, subsidiaries of PIH shall establish and implement Welfare Adherence Plans based on the requirements of local laws, Qatar Foundation Mandatory Standards on Migrants Workers Welfare and International Standards on workers welfare.



Transforming Worker Welfare Digitally

PowerConnect is an in-house developed app, multilingual, tailor-made digital solution that allows efficient communication among all blue-collar workers at Elegancia, PIH and UCC. The app has allowed management to complete over 40,000 annual appraisals digitally.

Available in English, Arabic, Bengali, Nepali, Urdu, and Turkish, PowerConnect is facilitating workers to quickly access and navigate the app with ease. The app is focused on the needs of employees and brings together all of the resources for employee engagement, learning, and well-being on a single platform.

It includes Real-time notifications, project and bus route allocations, canteen menus, and payroll information.

Safety Achievements

UCC Celebrated 10 Million LTI-Free Safe Man-hours for the Design and Build Lusail Palaces Project

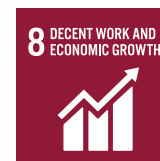
As part of UrbaCon Trading and Contracting's (UCC) objective to put safety first, the team handling the Design and Build Lusail Palaces (DBLP) project has achieved an outstanding safety milestone. The project has surpassed 10 Million Safe Man-hours without Loss Time Injury (LTI).



Proven Commitment to Safety

UCC Achieved 1 Million Safe Man Hours for Marine Works Project

UrbaCon Trading & Contracting (UCC), an affiliate of UCC Holding, achieved 1 Million Safe Man without Lost Time Injury (LTI) in its ongoing marine works project in Gewan Island. The project logged a total of 1 million safe man hours as of October 2020.



UCC Holding: Ranked #1 contractor in Qatar and #3 across Middle East



New rankings published by business intelligence company MEED revealed that UCC is Qatar's top contractor by value of work currently under execution.



UCC Holding awarded overall Country Winner - Qatar in the British Safety Council 2020 International Safety Awards for protecting its employees from the risk of injury and ill health at work.

"UCC will continue to work with our stakeholders to prioritize wellbeing and safety standards across all our business lines."

Mr. Moutaz Al-Khayyat, UCC Chairman

UCC's Health and Safety Manager awarded internationally

UCC Holding Senior QHSE Manager, Wayne Ramon Oliver was awarded for his performance as a health and safety manager at the World of Safety & Health Asia (WSH Asia) awards held in Singapore.

The World of Safety & Health Asia (WSH Asia) Safety Influencer Award 2021 was conferred to Oliver for his leadership and expertise in managing UCC's response to the emerging Covid-19 pandemic. Thanks to his experience and the work expertise of the entire team, the company has been awarded several certifications such as ISO 9001:2015, ISO 14001:2015, and ISO 45001 2018, which recognize UCC as a healthy, safe, and pollution-free working environment company.



Barwa launched residential projects for families and workers



The Barwa Real Estate (BRE) launched two residential projects — one for families and the other for workers — worth more than QR5 billion in the heart of Al Wakra.

The company signed a deal with UrbaCon Trading and Contracting (UCC) for the construction for the projects, named 'Madinatna' for families and 'Barahat Al Janoub' for workers.



UCC Holding Honored Women in the Construction Industry

UCC Holding honored its female employees on project locations, through an event called "Women in Construction Week". The event was celebrated from March 1 to 7 in celebration of Women's International Day.



Aura Hospitality Honored Top Successful Qatari Women!



On International Women's Day, Smat restaurant honored Qatari female achievers at Smat restaurant, where they were invited for dinner and received trophies from the General Manager MR. Yasser Al Zein and HE Mexican Ambassador to Qatar Graciela Gomez Garcia.



Celebration of Qatar's National Day



Every year on December 18, employees join the people of Qatar to celebrate the memorable moment when Qatar achieved national unity and became an independent state.



Stark Security Services at the Arab Cup

Stark Security Services was selected to provide security services at Al Bayt Stadium, Ahmed bin Ali Stadium, Education City Stadium, Al Thumama Stadium, and Al Janoub Stadium.

Our 275 staff employees covered 12 games including the semifinal at Al Thumama and final matches at Al Bayt Stadium.



UCC Holding Organized Blood Donation Drive In Support of Covid-19 Patients



UCC Holding successfully conducted a blood donation campaign in cooperation with Hamad Medical Corporation (HMC) to support the blood reserves of the Blood Donation Center. The donation campaign saw large and active participation of more than 135 registrations and more than 90 donated units of blood.

A Recognized Industry Leader



**UCC-Infraroad Honored by
Lean Construction Institute
Qatar**



**elegancia group: The best
stand award at Project
Qatar 2021**

elegancia team showcased its wide range of disciplines, products and services at Project Qatar 2021.



**UCC Holding Awarded
the Best Worker-Care
company**

Mr. Mohd Sabri, group CEO of UCC Holding, received an award for best company in worker care during the pandemic for the year 2020 in the 7th Annual Labour and Workers Conference organized by Dar Al Sharq and sponsored by Ministry of Administrative Development, Labour and Social Affairs.

OUR PLANET

- Environmental Management System (EMS)
- Environmental Mitigation Procedures
- UCC HSE Sustainability – Year 2021
- Activities & Milestones

Highlights:

"Baladna, A Fresh New Dawn for the Food Industry"

Environmental Management System (EMS)

Power International Holding (PIH), Affiliated companies and subsidiaries maintain business activities with awareness of their responsibilities towards society and the environment. In line with national and international environmental rules and regulations, our companies aim for continuous improvement to effectively manage the environmental impacts of our activities. Our efforts are guided by the ISO 14001:2015 Environmental Management System and that shall be achieved by the following objectives:

- We comply with national and international rules and regulations regarding the Environment and go beyond regulatory obligations to develop innovative practices.
- We reduce our negative impact on the environment and continuously review our environmental policy to improve our environmental performance.
- We ensure that our environmental policy is monitored and audited in line with our Environmental Management System.
- We measure our environmental performance through goals, targets, KPIs and report the results.
- We aim to minimize Greenhouse gas emissions by using energy efficiently and practice production models to support the transition to low-carbon economy to contribute to the fight against climate change.

Environmental Mitigation Procedures

Preliminary environmental studies are conducted before the starting of any project. As a result, all recommended prevention measures are implemented beforehand to limit the pollution risks related to the business activities. Comprehensive procedures have been established to mitigate pollution at worksites:

- Air pollution and dust control
- Water pollution prevention and control
- Noise control
- Land pollution (Erosion and Sediment control Plan, spill management and reporting procedures)
- Site restoration and reinstatement procedure
- Waste management
- Camp sanitation and hygiene



UCC HSE SUSTAINABILITY YEAR 2021

PROJECT	ENERGEY USED (kwh)	WATER USED (Gallons) (Potable, Construction & Domestic)	EMISSIONS (kgCO2)	MATERIAL REUSED & RECYCLED (m3)
DESIGN AND BUILD OF LUSAIL PALACES PROJECT	No Record - Direct from Kahramaa	No Record - Direct from Kahramaa	23,573,372	19,927
THE VIEW HOSPITAL PROJECT	503,280	No Record - Direct from Kahramaa	410,221	243
SEEF LUSAIL PROJECT (D1 & D2)	2,889,276	10,431,763	1,453,761	1,764
SEEF LUSAIL PROJECT (D3 & D4)	3,211,124	10,431,763	1,559,747	1,764
DOHA MARRIOT PROJECT	166,620	10,997,500	7,296,612	1,065
THE NED DOHA PROJECT	616,841	145,647	1,057,839	15,885
LOSAIL CIRCUIT PROJECT	50,329.98	3,855,069	745,258	487
BARWA FAMILY HOUSING PROJECT	4,178,957.73	53,788,045	22,804,553	6,780
BARWA LABOUR ACCOMMODATION PROJECT	3,287,493.51	45,807,794	13,941,703	10,174
QATAR PETROLEUM DISTRICT PROJECT	No Record - Direct from Kahramaa	4,602	106,883	2,521
MARINA MIX 12D PROJECT	9,270	3,831,720	1,218,540	523
TOTAL	14,913,192	139,293,903	74,168,489	61,133



Baladna pledges to plant 5,000 trees

Demonstrating its commitment to the nation and its environment, Baladna marked its celebration of Qatar National Day by pledging to plant 5,000 trees. The commitment comes in further support of the nationwide campaign launched by The Ministry of Municipality to plant 1 million trees, with the aim to preserve the environment, being one of the key pillars for the Qatar national vision 2030.

(Think Green, Live Green) drive focuses on beach cleanup

Power International Holding (PIH) Group's Warehouse Management led a beach cleanup activity in October 2021 along the Al Jamail coastline in collaboration with the Beaches and Islands Department of the Ministry of Municipality. Around 70 members of UCC Holding, Elegancia Group and Aura Group participated in the event, collecting about 320 bags of waste from the coastline.



Elegancia Group successfully shipped 3,600 giant trees from Malaysia to Qatar



Elegancia Group successfully shipped 3,600 giant trees from Malaysia to Qatar. Elegancia deployed its market-leading capabilities in project management to successfully deliver the unusual shipment. The transfer was a part of the company’s ongoing efforts to promote sustainability initiatives and contribute to a greener future for Qatar and planet Earth.



UCC Holding Celebrated World Environment Day with its Employees and Stakeholders

UCC Holding continued to focus on its environmental commitment as an ongoing priority by hosting a special “Ecosystem Restoration” event on World Environment Day on June 5, 2021.



“Baladna, A Fresh New Dawn for the Food Industry”

Painting the Picture of Sustainability

We are at the core of our endeavors. Our environmental agenda goes hand in hand with meeting the needs of the present without compromising the future. Baladna has taken measures to help and contribute to the well-being of our planet – considering Sustainability as an essential part of our business. Slowly but surely incorporating well-being, tradition, culture, research and technology to our efforts in Sustainability.

Baladna takes great measures in preserving and using our own resources – from water management, lower electricity consumption, to manure management of our cows – we aim to meet our long-term sustainability objectives, through re-sponsible production, maintenance, and distribution. We aim to empower our plans for sustainability by supporting education programs to raise environmental awareness for the future of the country and the world.

Active Contribution in the Ecosystem

By strengthening our corporate strategy and identifying a firm environmental policy, Baladna aspires to contribute to preserving and improving sustainable utilization of natural resources. We continuously optimize our production processes, to contribute to energy efficiency, resource conservation and minimize waste generation.

- Advocate of the Qatar National Food Security Programme (QNFSP)
- Ensured easy access of Milk in Qatar household, since the Qatar blockade
- Become an Integral Component of Qatar National Food Security Program (QNFSP) & Vision 2030
- Secured 100% Self-Sufficiency in Milk
- Excellent Manure Management of our Cows
- Active Research and Development in Sustainability
- Establish private-public partnerships to contribute to our country's economy.
- CSR programs: Aligning our company values for the greater good of the environment, the community and of the country.

LOCAL DEVELOPMENT & PARTNERSHIPS

- Education Partnerships
- Community Partnerships
- Causes We Support
- Activities & Milestones

Local Development

We are dedicated to assisting the communities we live and work by providing meaningful partnerships and projects. We feel that not only is this the right thing to do for our communities, but it is also critical to positively engage our people as we work towards our commitment to the UN 2030 Agenda for Sustainable Development. PIH seeks to build strong, sustainable communities by bringing people and groups together for the good of the wider community and society.



Making our partnerships effective in their contribution to Qatar's local developments.



Education Partnerships

We partner with non-profit organisations to promote careers in our industry and help develop a future talent pool with the skills we need. Our efforts range from large-scale corporate partnerships to support provided by our offices to local education providers. Many senior staff share their time and expertise supporting interns in the Company developing their skills needed in their life and career future.



Baladna: A Founding Family Member of DADU, Children's Museum in Qatar

Dadu, Children's Museum of Qatar has announced Baladna – Qatar's leading and largest dairy producer – as a founding family member of its initiative. The museum, the first publicly funded national entity, aims to provide innovative child development settings and resources to support children, families and educators to thrive and contribute to a sustainable future.



Baladna sign partnership agreement with Dreama

The Orphans Care Center 'Dreama' has signed a partnership agreement with Baladna. Under the agreement, Baladna will provide products carrying the Dreama logo alongside the Baladna logo, and part of the profit from this product will go to Dreama.

Baladna and Al Rayyan Sports Club Sponsorship \ Agreement



The Orphans Care Center 'Dreama' has signed a partnership agreement with Baladna. Under the agreement, Baladna will provide products carrying the Dreama logo alongside the Baladna logo, and part of the profit from this product will go to Dreama.

Baladna Diamond Sponsorship for 'Made in Qatar 2020' in Kuwait

Baladna Food Industries (BFI), Qatar's largest producer of fresh dairy and beverages, and a subsidiary of Baladna, was the Diamond Sponsor of the upcoming 'Made in Qatar 2020' exhibition slated from February 19 to 22 at the Kuwait International Fair.



Aura Hospitality played a major role in supporting

Aura Hospitality played a major role in supporting "Ihasanakom Rahma", the event that was prepared and hosted by Qatar Red Crescent and Qatar Cyclists. The outcome resulted in a donation of QR 100,000 to Qatar Red Crescent.



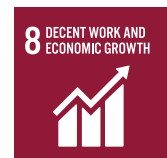
Elegancia MEP was selected to work on the View Hospital project

Elegancia MEP has been selected to work on the View Hospital project. We will provide complete installation services such as the MEP/ELV system and a host of other technical service support. The completion of this project will serve as a milestone in delivering quality healthcare in Qatar and beyond.



Signing ceremony held by Qatar Tourism, Qatari Diar, & Elegancia Group for “Doha Winter Wonderland” at Al Maha Island

Under the patronage of Prime Minister and Minister of Interior H.E. Sheikh Khalid bin Khalifa bin Abdulaziz Al Thani, a signing ceremony announced the official beginning of the construction works for Doha Winter Wonderland was held at Al Maha Island in Lusail.

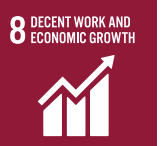


Elegancia provided landscape and beautification support for Qatar Grand Prix

The inaugural Qatar Grand Prix was held at the Lusail International Circuit. Elegancia provided landscape and beautification support.

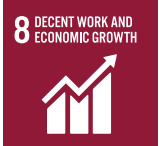
Partnership Agreement between “Baladna” and “Widam”

Baladna and Widam Food announced the signing of a partnership agreement through which Widam will supply the local market with veal meat for the first time in Qatar. The agreement was signed at Baladna’s headquarters in Lusail.



Elegancia Healthcare partnered with Mazaya Medical Trading

Elegancia Healthcare, operator of The View Hospital, has hosted a signing ceremony to commemorate its new commercial partnership with Mazaya Medical Trading.



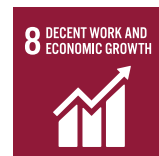
Baladna sponsored ANOC World Beach Games Qatar 2019

Baladna Food Industries Co. WLL, Qatar's largest producer of fresh dairy and beverages sponsored the World Beach Games Qatar 2019, organised by the Association of National Olympic Committees (ANOC). The inaugural international beach multi-sport event is currently underway and will conclude tomorrow.



Baladna to export business model to Malaysia

The MoC agreement with Malaysia's state-owned FELCRA Berhad (FELCRA) and agriculture giant FGV Holdings (FGV) aims to produce 100 million litres of fresh milk within the first full year of operation, pending the satisfactory completion of a feasibility study. The MoC is a key step forward in Baladna's international expansion plans, which include replicating the company's achievement in shifting Qatar from milk import dependency to self-sufficiency during the regional diplomatic crisis.



Using the GRI G4 Guidelines

I. IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Criterion 2: The COP describes value chain implementation

Robust Human Rights Management Policies & Procedures

Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights

Criterion 4: The COP describes effective management systems to integrate the human rights principles

Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration

Robust Labour Management Policies & Procedures

Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour

Criterion 7: The COP describes effective management systems to integrate the labour principles

Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

Robust Environmental Management Policies & Procedures

Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship

Criterion 10: The COP describes effective management systems to integrate the environmental principles

Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship

Robust Anti-Corruption Management Policies & Procedures

Criterion 12: The COP describes robust commitments, strategies or policies in the area of anticorruption

Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle

Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

II. TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES

Criterion 15: The COP describes core business contributions to UN goals and issues

Criterion 16: The COP describes strategic social investments and philanthropy

Criterion 17: The COP describes advocacy and public policy engagement

Criterion 18: The COP describes partnerships and collective action

III. CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP


Criterion 19: The COP describes CEO commitment and leadership

Criterion 20: The COP describes Board adoption and oversight


Criterion 21: The COP describes stakeholder engagement



I. IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS

1. The COP describes mainstreaming into corporate functions and business units





UNGC Best Practices	PIH Example	Related SDGs
Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc.) ensuring no function conflicts with company's sustainability commitments and objectives.	We are working on having a critical assessment for our corporate responsibility programme for the years to come. Led by our communication and sustainability team with support from our Group CEO, we are working towards setting goals to help us minimize our impact on the planet and deliver positive benefits for people. The process will involve engagement from stakeholders across the company. As part of this new strategy, we will be integrating into our Diversity Equity Inclusion (DEI) Committee an SDG sub-Committee who will report to the board every 6 months. This will ensure we adopt the Global Goals into our business operations, maintain progress and create accountability.	
Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary.		
Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts.		

2. The COP describes value chain implementation





UNGC Best Practices	PIH Example	Related SDGs
Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts.	<p>PIH brands and non-stock suppliers are contractually required to comply with PIH codes and policies.</p> <p>PIH Risk Management policy is based on the systematic approach to the identification, evaluation and economic management of all risks associated with its business activities.</p> <p>PIH Brands and suppliers are contractually required to comply with PIH codes and policies. PIH Brands and suppliers are contractually required to comply with PIH codes and policies.</p>	
Communicate policies and expectations to suppliers and other relevant business partners.		

Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence.	Suppliers can access an interactive training module to familiarize with our standards. We are in close dialogue with them to also learn from their competencies and build long-term relationships.	
	Suppliers and supply chain partners are regularly engaged on these policies through training, audits and close relationship management to support them in meeting our standards.	
Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners.	We run regular tailored conferences, workshops and online webinars and provide training tools for suppliers and partners.	 



3. The COP describes robust commitments, strategies, or policies in the areas of human rights

UNGC Best Practices	PIH Example	Related SDGs
Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights).	The company is continuously being developed in alignment with UN Global Compact, UN Sustainable Development Goals and the United Nations Guiding Principles on Business and Human Rights. All PIH codes and policies are aligned with Qatar Labour Law and internationally-recognized human rights standards, such as the International Labour Organization Fundamental Conventions.	   
Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company.	We have integrated statements of policy expressing our commitment to respect and support human rights, which are all approved at Board level: <ul style="list-style-type: none"> Occupational Health & Safety Policy Contract and Migrant Worker Policy Welfare Adherence Policy 	
Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties.	Employees and supply chain partners are regularly engaged on these policies through internal communications, training and close relationship management	

4. The COP describes effective management systems to integrate the human rights principles





UNGC Best Practices	PIH Example	Related SDGs
Process to ensure that internationally recognized human rights are respected.	<ul style="list-style-type: none"> The Company is continuously working on improving conditions for workers in our supply chain. Support and encourage transparency as well as compliance with our codes and policies. Our Risk and internal audit department also provides valuable input into our wider labour rights risk assessment and work. 	
On-going due diligence process that includes an assessment of actual and potential human rights impacts.	The Risk & Internal Audit department establish and maintains a program of quality assurance designed to evaluate the operations of the department at least once every 5 years, as per best practice as outlined by the Institute of Internal Auditors.	
Internal awareness-raising and training on human rights for management and employees.	CEO and Executive Directors are engaged in discussions on human rights and are involved in strategic decision making on a quarterly basis.	
Operational-level grievance mechanisms for those potentially impacted by the company's activities.	We have several formal and informal feedback mechanisms across our operations. We establish mechanisms to attend inquiries, claim and concerns from the communities in the areas where we operate. These mechanisms contribute to fulfilling the responsibility to respect human rights that the company has in place.	

5. The COP describes effective monitoring and evaluation mechanisms for human rights integration

UNGC Best Practices	PIH Example	Related SDGs
System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3)	We operate in line with our Supplier Ethical Code, based on the ETI Base Code and ILO Fundamental Conventions, and thus defines the minimum standards we require from our suppliers.	 

Leadership review of monitoring and improvement results	To ensure effective delivery of our sustainable vision, we will measure progress against the 2030 goals in leadership objectives and increase our focus on sustainability alongside business outcomes in reviews. The process is initiated through internal workshops and individual sessions with companies' CEOs to set activities and target to deliver on specific goals.	
Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE 4 + ARE 4)	We use a combination of our own in-country teams and third-party audit providers to identify risk at factory level against our policies and indicators of modern slavery. This enables our head office and in-country teams to take immediate action and mitigate risk across our supply chain	
Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue (BRE4 + ARE4)	Under the Occupational Health & Safety Manual for PIH, we have established a Health & Safety Emergency Preparedness and Response.	





6. The COP describes robust commitments, strategies or policies in the area of labour

UNGC Best Practices	PIH Example	Related SDGs
Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation	<ul style="list-style-type: none"> -Inclusion of vulnerable/ discriminated groups in the workforce. -Signing the WEPS in 2022 to advance on SDG5 Gender Equality in the country. -Worker welfare reinforcement procedures and policies. -Our Supplier Ethical Code details specific commitments and Human Resources policies every supplier must comply 	   





7. The COP describes effective management systems to integrate the labour principles

UNGC Best Practices	PIH Example	Related SDGs
Risk and impact assessments in the area of labour	We have developed ethical trading policies and mitigation strategies to protect vulnerable workers across our supply chain.	 
Allocation of responsibilities and accountability within the organization	The Chief Executive and Executive Board are responsible for ensuring the Company meets its human rights responsibilities. They are supported by the Corporate Responsibility and Communications teams.	
Internal awareness-raising and training on the labour principles for management and employees	<ul style="list-style-type: none"> ▪ CEO and Executive Directors are engaged in discussions on human rights and are involved in strategic decision making on a yearly basis. ▪ Our directors spend time with auditors and suppliers within factory and distribution center environments to help them gain a better understanding of the issues these sites face. 	





8. The COP describes effective monitoring and evaluation mechanisms of labour principles integration

UNGC Best Practices	PIH Example	Related SDGs
System to track and measure performance based on standardized performance metrics	We monitor and report on our suppliers' ethical trade performance through an internal database that captures all our audit data.	<div><div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div><div></div></div><div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div></div></div><div><div>16</div><div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div></div></div><div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div><div></div></div></div>
Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards.	We regularly engage with international and local stakeholders to gain a better understanding of our impacts on labour and human rights in our countries of operations.	
Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices		





9. The COP describes robust commitments, strategies or policies in the area of environmental stewardship

UNGC Best Practices	PIH Example	Related SDGs
Written company policy on environmental stewardship	In line with national and international environmental rules and regulations, PIH and companies aim for continuous improvements to effectively manage the environmental impacts of business activities. Our efforts are guided by the ISO 14001:2015 Environmental Management System and alignment to the UN 2030 Agenda SDG 12, 13 and 15.	   
Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners	All suppliers to PIH must comply with all applicable laws, codes or regulations of the countries, states, and localities in which they operate. This includes, but is not limited to, laws and regulations relating to environmental, occupational health and safety, and labor practices.	




10. The COP describes effective management systems to integrate the environmental principles

UNGC Best Practices	PIH Example	Related SDGs
Internal awareness-raising and training on environmental stewardship for management and employees	We run several awareness raising and training activities for employees. Specialized trainings such as internal auditor training and training for those in charge of waste practices are also conducted for employees who oversee environment-related tasks.	   
Allocation of responsibilities and accountability within the organization.	The Chief Executive and Executive Board are responsible for ensuring the Company meets its human rights responsibilities. They are supported by the Human Resources and Corporate Responsibility and Communications teams.	




11. The COP describes effective management systems to integrate the environmental principles

UNGC Best Practices	PIH Example	Related SDGs
Audits or other steps to monitor and improve the environmental performance of companies in the supply chain.	Our efforts are guided by the ISO 14001:2015 Environmental Management System.	   
Leadership review of monitoring and improvement results.	We regularly report environmental and sustainability performance to the Executive Directors.	

12. The COP describes robust commitments, strategies or policies in the area of anti- corruption




UNGC Best Practices	PIH Example	Related SDGs
Policy on anti-corruption regarding business partners	PIH and its subsidiary and affiliate companies are committed to a Zero Tolerance policy approach to any malpractices or fraudulent acts committed and intends to maintain high standards of corporate behavior towards employees, customers, suppliers, consumers, governments and communities in which we operate	  
Allocation of responsibilities and accountability within the organization.	The Chief Executive and Executive Board are responsible for ensuring the Company meets its human rights responsibilities. They are supported by the Human Resources and Corporate Responsibility and Communications teams.	

13. The COP describes effective management systems to integrate the anti-corruption principle

UNGC Best Practices	PIH Example	Related SDGs
Publicly stated formal policy of zero-tolerance of corruption.	The following PIH codes state our policy of zero tolerance of corruption: Whistleblowing policy. It provides a mechanism to enable employees to voice their concerns in a responsible and effective manner.	  

Commitment to be in compliance with all relevant anti- corruption laws, including the implementation of procedures to know the law and monitor changes	All activities undertaken by the Risk & Internal Audit department at PIH will be in accordance with the International Standards for the Professional Practice of Internal Auditing published by the Institute of Internal Auditors.	
Commitment to be in compliance with all relevant anti- corruption laws, including the implementation of procedures to know the law and monitor changes	Commitment to be in compliance with all relevant anti- corruption laws, including the implementation of procedures to know the law and monitor changes	
Support by the organization's leadership for anti-corruption.	The Audit Committee Chairman and the Company's Group Chief Risk & Internal Audit Officer.	
Carrying out risk assessment of potential areas of corruption.	Business Assurance facilitates the quarterly risk review process across all business areas the results of which are then reviewed by the Risk and Audit Committee.	
Internal accounting and auditing procedures related to anticorruption	The Audit Committee Chairman and the Company's Group Chief Risk & Internal Audit Office completes an internal audit of our business annually which includes a review of our anti-bribery and corruption measures.	






14. The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

UNGC Best Practices	PIH Example	Related SDGs
Leadership review of monitoring and improvement results	PIH has determined the requirements for monitoring, measurement, analysis and evaluation. This includes what should be measured, methods of analysis, who will carry it out and when it will occur. The effectiveness of the management system is reviewed periodically, and documented evidence of all activities is retained.	  
	Leadership review of monitoring and improvement results	







Process to deal with incidents.	We have a crisis management communication policy and framework.	
Use of independent external assurance of anti-corruption programmes	KPMG completes an internal audit of our business annually which includes a review of our anti-bribery and corruption measures.	

II. TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES

15. The COP describes core business contributions to UN goals and issues


















UNGC Best Practices	PIH Example	Related SDGs
Align core business strategy with one or more relevant UN goals/issues	We have aligned our Mission, Vision and Guiding Principles to the UN 2030 Agenda. These include: Preserving corporate reputation (SDG 16) Develop future Leaders (SDG 4) Promote Innovation (SDG 8)	    
Adopt and modify operating procedures to maximize contribution to UN goals/issues	PIH Corporate Communications team organized a workshop with companies' CEOs and Group CEO on the adoption of the SDGs across the Group. The workshop moved into an integration framework for the SDGs, consisted of identifying challenges and setting targets for improvements using an SDG lens. PIH is contributing to SDG 5 Gender Equality through adopting the WEPs principles and working towards a gender action plan to be set in action as of 2022.	

16. The COP describes strategic social investments and philanthropy





UNGC Best Practices	PIH Example	Related SDGs
Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy.	As part of PIH strategy we invest in a range of social programmes. We have increased our partnerships with social organization serving our communities. Refer to section Partnerships in the report.	     

Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors.		
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17. The COP describes advocacy and public policy engagement

UNGC Best Practices	PIH Example	Related SDGs
Publicly advocate the importance of action in relation to one or more UN goals/issues	PIH is looking to adopt the SDGs not only as a strategy roadmap, but also as a branding anchor to its affiliated companies and subsidiaries.	                
Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues	Senior leaders in the business host and participate in government roundtables and conferences on industry related issues such circular economy, water conservation, energy efficiency, ESG trends, gender equality advancement and more.	

18. The COP describes partnerships and collective action


















UNGC Best Practices	PIH Example	Related SDGs
Develop and implement partnership projects with public or private organizations (UN entities, Join industry peers, UN entities and/ or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain	We partner with a number of organisations and cross industry initiatives to deliver on our vision in Qatar. Refer to section Local Developments and Partnerships in the report.	   

III. CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP








19. The COP describes CEO commitment and leadership

UNGC Best Practices	PIH Example	Related SDGs
CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact	PIH Group Policies and SOPs are internally released and overseen by the Group CEO. These include: Quality management, health and safety policies, social responsibility policies, environmental policies, Welfare adherence policies, Women Empowerment Principles, Whistleblower policy etc.	 
CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards	The Group is looking to effectively incorporate the SDGs in their operations and activities. The Chairman and Vice-Chairman publicly announced their companies' alignments to the SDGs.	
CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation	An SDG Action Plan will serve as a framework for all companies to follow on. PIH will be moving into next stages by mapping impact areas and defining priority targets set by each company.	
Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team		

20. The COP describes Board adoption and oversight

UNGC Best Practices	PIH Example	Related SDGs
Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance	Underpinning our new strategy, its goals and KPIs is a new approach to ESG (Environment, Social and Governance) governance and reporting. We are forming an SDG Task Force, which is attended by members of PIH executive teams. This new approach will ensure the effective delivery of the strategy and management of ESG risk.	                
Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability.	The SDG Task Force will meet quarterly, and reports to the Board on a six-monthly basis.	
Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)	The Board signs off the corporate responsibility policies and formally approves any newly added or updated statements.	

21. The COP describes stakeholder engagement

UNGC Best Practices	PIH Example	Related SDGs
Publicly recognize responsibility for the company's impacts on internal and external stakeholders	We publicly talk about our impacts on our stakeholders on our corporate responsibility profile and website.	       
Define sustainability strategies, goals and policies in consultation with key stakeholders	<p>We regularly consult with stakeholders on the development of key corporate responsibility strategies and policies. Some examples include:</p> <ul style="list-style-type: none"> Our diversity and inclusion work are carried out in consultation with partners and educational organizations and UN entities As part of reducing waste and improving its management, we are working with a local entity on setting targets for paper recycling across all 	

	companies. We are also planning on reducing single use plastic by 80% as of 2022.	
Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle-blowers'	<ul style="list-style-type: none"> We are working on activating a platform for whistleblowing service that employees can use to raise problems and report concerns, completely anonymously and confidential with no repercussions. We currently have an email dedicated to such concerns and the reports raised are investigated by the Audit Committee Chairman and the Company's Group Chief Risk & Internal Audit Officer. For supply chain workers, we run an in-house mobile application PowerConnect, available in 7 languages that allows efficient communication among all blue-collar workers at Elegancia, PIH and UCC. The app has allowed management to complete over 40,000 annual appraisals digitally. 	

