


h^{ot}pack | Sustainability Report 2024



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PACKAGING WITH PURPOSE: CONTINUING OUR SUSTAINABILITY JOURNEY



01

INTRODUCTION

INTRODUCTION

In this Sustainability Report, we present a comprehensive overview of our continued commitment to Environmental, Social, and Governance (ESG) practices. This framework is at the core of our corporate values, reinforcing our dedication to a more sustainable and responsible way of doing business.

Our focus remains on minimizing our environmental impact. This report will detail the initiatives we have undertaken to lower our environmental footprint by adopting eco-friendly materials, sustainable production methods, and reducing waste and energy consumption. We actively engage in environmentally conscious initiatives that drive meaningful progress. Our ultimate goal is to establish a business model that not only acknowledges but also actively mitigates its impact on the environment.

The well-being of our employees and the communities we serve is a top priority. Hotpack remains steadfast in its commitment to improving the quality of life for our dedicated workforce and the local communities in which we operate. We will highlight the various measures we have implemented to ensure the health, safety, and overall well-being of our employees. Additionally, we will discuss our community engagement efforts, showcasing how we contribute and give back to society.

Strong governance practices are the foundation of our ethical business operations. This report will outline our governance framework, which upholds transparency, accountability, and ethical decision-making across all levels of the company. From stakeholder engagement and regulatory compliance to ethical oversight, our governance policies ensure responsible corporate conduct. We believe that strong governance is key to fostering a sustainable and ethical corporate culture.

Our commitment to sustainable packaging reflects the core values that drive our business. This report underscores our dedication to a future where sustainable packaging is a necessity rather than an option. We invite you to be part of this journey toward a more responsible and sustainable world. Together, we can contribute to a future where sustainability and responsible packaging become the norm.

OUR COMMITMENT TOWARDS TRANSPARENT SUSTAINABILITY REPORTING

Hotpack released its inaugural ESG Report in 2022, demonstrating our dedication to integrating sustainability into the core of our business practices. We are now pleased to present our ESG Report for the year 2024, developed in alignment with the Global Reporting Initiative (GRI) Standards. This report marks another important milestone in our journey towards responsible and transparent business conduct. It reflects our ongoing commitment to openly sharing our Environmental, Social, and Governance (ESG) performance, key initiatives, and the positive impact we strive to create across our operations.

We remain committed to maintaining a structured and timely reporting process that ensures transparency, accountability, and continuous improvement. As part of our sustainability vision, we aim to set realistic and achievable ESG targets, track progress regularly, and communicate outcomes with clarity to our stakeholders. Going forward, we intend to release ESG reports on an annual basis, reinforcing our efforts to build trust, drive responsible growth, and contribute meaningfully to the global sustainability agenda.



COMPANY OVERVIEW

Hotpack Global stands at the forefront of innovation in the packaging industry, with a strong commitment to embedding sustainability across all facets of our operations. With 20 advanced manufacturing facilities covering more than 2 million square feet, supported by streamlined logistics and warehousing systems, we reliably supply high-quality, eco-friendly products to markets around the world.

Since our inception in 1995 in Dubai we have grown into a leading force in the packaging industry, delivering high-quality and innovative solutions across various sectors, including food & beverage, retail, hospitality, healthcare, and pharmaceuticals. With a strong commitment to excellence and sustainability, we continue to set industry benchmarks through advanced manufacturing and distribution capabilities.

Operating through our key subsidiaries, Hotpack Packaging Industries and H-Pack Packaging, we have established ourselves as one of the largest manufacturers in the region. With a global presence spanning 30+ locations across the Middle East, UK, North America, Malaysia, and India, we offer an extensive portfolio of over 4,000 products. Our focus remains on delivering top-quality, cost-effective, and sustainable packaging solutions that enhance convenience and meet the evolving needs of businesses and consumers worldwide.

MISSION, VISION AND VALUES



Mission

To undergo progressive and sustainable growth in international markets, steadily increasing market share through regional and national targeted campaigns. Our in-house expertise is fully empowered to offer state-of-the-art technical manufacturing, fine-tuned sales, and precise logistics across all key market segments.



Vision

To be recognized as a global brand leader in the food packaging industry.



Values

We strive to supply goods to our customers that fully satisfy their expectations. Reliability in terms of quality and on-time deliverables is vital to our company ethos. We believe in generating economic wealth not only for the company but also for the employees, their families, and the communities in which we operate. We encourage them to be passionate not only about the products they manufacture but also about the business as a whole.

OPERATIONAL HIGHLIGHTS 2024

4000+
Employees

13+
Industries



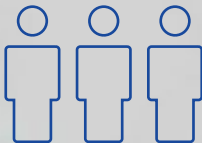
106
Export Countries

4000+
Products

25,000+
Customers

49
Warehouse Facilities

31+
Nationalities
in our Workforce



20+
Manufacturing
Units

SUSTAINABILITY HIGHLIGHTS 2024

1:1 Remuneration for Men
and Women



**AED 1
MILLION+**
spent on CSR
Initiatives

72
Average Training
Hours per Employee



Celebrated
Hotpack Happiness
Season 3



INDUSTRIES WE SERVE



FOOD SERVICE



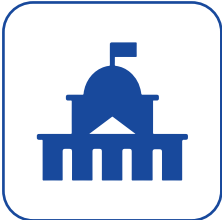
CAFE/ CATERING



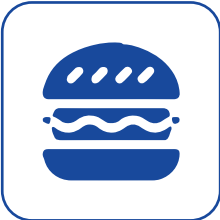
RETAIL



HOTELS



GOVT. SECTORS



BAKERIES



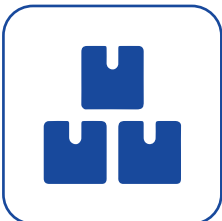
HEALTHCARE



TRAVEL



INDUSTRIES



INDUSTRIAL



SHIP CHANDLERS/ CARGO



CLOUD KITCHENS



E-COMMERCE



FACILITY MANAGEMENT

GLOBAL PRESENCE

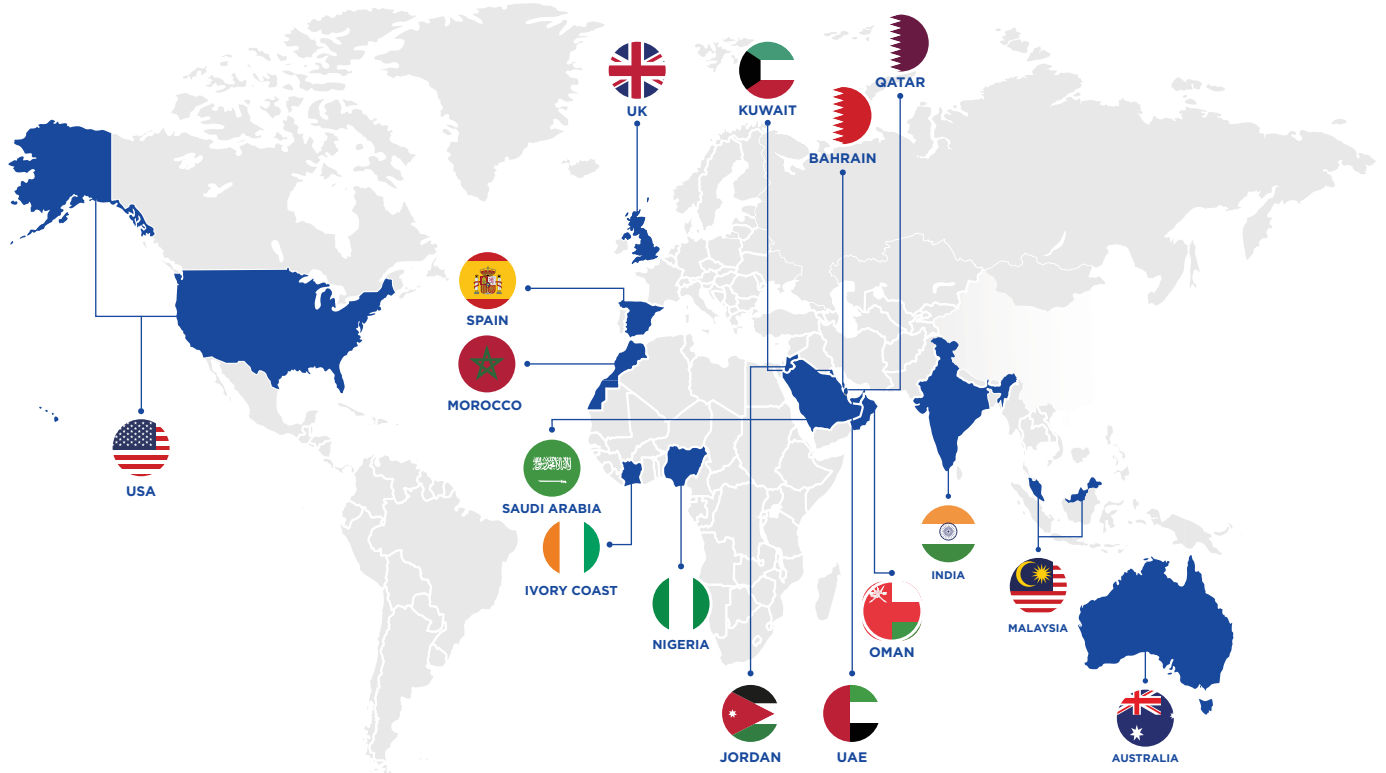
16

COUNTRIES

108

COUNTRIES
EXPORTED

49

WAREHOUSE
FACILITIES



02

MANAGEMENT LETTERS



MANAGEMENT LETTERS

It is with great pride and enthusiasm that I present Hotpack's Sustainability Report 2024. Building on the success of our inaugural report, we are resiliently continuing our journey toward a more sustainable future—one where Innovation, Responsibility, and Environmental stewardship define every aspect of our business. Our unwavering commitment to sustainable packaging has been the driving force behind our progress, and I am delighted to share the strides we have made over the past year in advancing our sustainability goals. At Hotpack, we believe that every package we produce should tell a story—one that reflects our efforts to protect the environment, conserve resources, and create a positive impact on the communities we serve.

Sustainability is a core pillar of our business, and we remain steadfast in our vision to become a leader in sustainable packaging, working towards achieving net-zero emissions by 2050. Building on our efforts towards this vision, we undertook initiatives to manage our carbon footprint, optimized our manufacturing processes, and accelerated our efforts in research and development to create eco-friendly, biodegradable, and recyclable packaging solutions.

Our remarkable progress and continued success would not have been possible without the dedication, passion, and relentless efforts of our exceptional team. Their unwavering commitment, innovative initiatives, and drive for excellence serve as the powerful engine behind every achievement, breakthrough, and milestone we accomplish.

As we move forward, Hotpack remains committed to pushing the boundaries of what is possible in sustainable packaging. We will continue to invest in new technologies, explore circular economy principles, and strengthen partnerships that accelerate our sustainability impact.

I would also like to take this opportunity to thank all our valued stakeholders for their commitment and collaboration on our sustainability journey. Your continued engagement, feedback, and collaboration fuels our mission to set higher standards for ethical and responsible business practices. We thank you for your trust, support, and shared vision of a greener future.

Abdul Jebbar P.B.

Group Chief Executive Officer and Managing Director

**Dear Stakeholders,**

At Hotpack, sustainability is embedded in our core strategy, with Environmental, Social, and Governance (ESG) pillars guiding our operations and decision-making. These principles shape how we innovate, grow, and create value while ensuring that we remain responsible stewards of the environment and society.

The path toward sustainability is not without challenges, but we believe that overcoming these obstacles is essential to driving progress. As industries evolve and global expectations shift, businesses must adapt, embrace innovation, and stay committed to long-term sustainability goals. At Hotpack, we view these challenges as opportunities to strengthen our approach, refine our processes, and deliver real, measurable impact.

Stakeholder engagement is fundamental to navigating opportunities and shaping meaningful initiatives. By collaborating closely with our customers, employees, suppliers, and partners, we can identify key priorities, accelerate sustainable solutions, and maximize our collective impact. Integrating sustainability into our broader business strategy is not just about compliance—it is about unlocking new avenues for growth, efficiency, and long-term success.

Above all, innovation is at the heart of Hotpack's sustainability journey. We are committed to developing eco-friendly, biodegradable, and recyclable packaging solutions, optimizing resource efficiency, and leveraging technology to minimize our environmental footprint. By pushing the boundaries of what's possible, we aim to lead the future of sustainable packaging with responsibility and purpose.

Through this report, we invite you to explore our progress, commitments, and aspirations, and we look forward to continuing this journey—together—toward a more sustainable and responsible future.

Zainudeen PB

Group Chief Operating Officer and Executive Director

**Dear Stakeholders,**

Sustainability is not a destination—it is an ongoing journey that requires continuous effort, adaptation, and innovation. At Hotpack, we are committed to embedding sustainability into every aspect of our operations, ensuring that we create long-term value for our stakeholders while minimizing our environmental footprint. As we navigate this evolving landscape, we remain focused on responsible growth, ethical business practices, and driving impactful change.

To ensure transparency and accountability, we have aligned our sustainability reporting with the Global Reporting Initiative (GRI) framework. This allows us to effectively track, measure, and disclose our performance across key environmental, social, and governance (ESG) metrics, reinforcing our commitment to stakeholder engagement and responsible corporate citizenship. By adhering to globally recognized standards, we demonstrate how sustainability is at the core of our business strategy, driving real impact.

At Hotpack, we believe that our employees are our greatest asset, and their well-being, growth, and engagement are fundamental to our sustainability journey. Our commitment to fostering a positive, inclusive, and empowering workplace is reflected in our ongoing investments in training, development, and well-being initiatives. Through structured learning programs, skill enhancement workshops, and leadership development initiatives, we ensure that our employees are equipped to thrive in a dynamic and evolving industry. We invite you to explore this report to learn more about our commitments, progress, and future aspirations. Together, we can drive meaningful change and create a more sustainable future for all.

Anvar P.B.

Group Chief Technology Officer and Executive Director

**Dear Stakeholders,**

The past year has reinforced the critical importance of sustainability as a foundation for responsible growth. As the impacts of climate change intensify, businesses that prioritize sustainability are better positioned to manage risks, seize opportunities, and drive long-term value. At Hotpack, we recognize that sustainability is not just an obligation—it is a strategic imperative that guides our innovation, operations, and commitment to a better future.

In this year's report, we are pleased to share insights into how our business strategy aligns with key sustainability themes. Our focus extends beyond minimizing our environmental footprint—we are actively developing sustainable and biodegradable packaging solutions, championing recycling initiatives, and implementing measures to optimize resource efficiency.

However, sustainability is more than just environmental responsibility, it is also about the people who make our progress possible. We prioritize our employees' growth, engagement, and well-being, investing in learning programs and well-being initiatives to foster a thriving, inclusive workplace. Equally important is our dedication to ethical and transparent governance. We hold ourselves to the highest standards, adhering to a strong governance framework that ensures integrity and accountability across our operations.

At Hotpack, we believe that business performance and sustainability go hand in hand, reinforcing one another to create long-term value for our stakeholders. Our holistic approach enables us to make a meaningful impact—not just within our industry, but across communities, nations, and the global sustainability landscape.

Dr. Mike Cheetham

Group Chief Sustainability Officer



ISO-9001

Quality Management System



ISO-14001

Environmental Management System



ISO-45001

Occupational Health & Safety



ISO-22000 HACCP

Food Safety Management System



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)



FDA

Food and Drug Administration



SEDEX

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



SWA-MCD

Supplier Workplace Accountability



SASO

Saudi Standards, Metrology and Quality Org



GMP

Good Manufacturing Practices



HAVI

Global Quality Standard Requirements

OUR CERTIFICATIONS

AWARDS AND RECOGNITIONS

Hotpack's commitment to sustainability, innovation, and excellence has been recognized through multiple prestigious industry awards. These accolades reflect our dedication to responsible packaging, technological advancements, and leadership in the packaging sector.



2024 SUSTAINABLE PACKAGING AWARD FOR R-PET-FHA

This award recognizes our advancements in sustainable packaging, particularly our R-PET-FHA solution, which exemplifies eco-friendly innovation and responsible material usage.



2024 SUSTAINABILITY LEADERSHIP AWARD BY MEDIAONE

A testament to our leadership in sustainability, this award highlights Hotpack's commitment to driving impactful environmental initiatives and fostering responsible business practices.



2023 ARAB STARPAC PRO AWARDS BY STAR PACKAGING AWARDS IN THE FOLLOWING CATEGORIES:

- Medical & Pharmaceutical
- Packaging Medical
- E-Commerce
- Food & Agricultural Categories

These awards and recognitions serve as a testament to Hotpack's outstanding contributions to packaging innovation across multiple sectors, including medical, e-commerce, and food & agriculture. These awards highlight our commitment to excellence, functionality, and sustainability in packaging design.



2023 PACKAGING PRINTER-CONVERTER OF THE YEAR BY PRIME

This award acknowledges our excellence in packaging, printing and converting, recognizing Hotpack's expertise in delivering high-quality, innovative packaging solutions.



2023 YOUNG ENTREPRENEUR & EMERGING TALENT OF THE YEAR BY PRIME AWARDS

We received this prestigious recognition that celebrates emerging leadership and entrepreneurial excellence within the packaging industry.



2023 SUSTAINABLE PACKAGING COMPANY OF THE YEAR BY MIDDLE EAST WASTE AND RECYCLING AWARDS

This accolade honors our industry-leading efforts in sustainable packaging, reinforcing our commitment to reducing environmental impact and promoting circular economy practices.





03

APPROACH TOWARDS
SUSTAINABILITY

STAKEHOLDER ENGAGEMENT

On our path to sustainable growth and responsible business practices, Hotpack acknowledges the critical role of stakeholder engagement. We recognize that our success is closely linked to understanding and addressing the perspectives, needs, and concerns of our stakeholders.

We actively seek input from all those involved in our operations through various tools such as surveys and feedback forms, fostering meaningful engagement. By ensuring continuous stakeholder engagement through varied communication channels, we ensure that their opinions play a key role in shaping our future direction, strengthen our relationships and embrace diverse perspectives. This inclusive approach towards managing our relationship with stakeholders not only enhances collaboration but also drives innovation and supports long-term growth.

STAKEHOLDER ENGAGEMENT APPROACH

Stakeholder Category	Engagement Approach	Modes	Frequency
Customers	<ul style="list-style-type: none"> ◦ Seeking customer feedback proactively through surveys and feedback forms. ◦ Building tailored solutions to meet customer needs and preferences. ◦ Providing timely customer support for inquiries and concerns. 	Customer feedback surveys Social media channels and company websites. Customer support channels Annual and sustainability reports.	Ongoing
Government Entities	<ul style="list-style-type: none"> ◦ Ensuring 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. 	Regulatory disclosures Industry dialogue.	As & when required
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> ◦ Building partnerships 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. 	Regulatory disclosures Industry dialogue.	As & when required
Banks	<ul style="list-style-type: none"> ◦ 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. 	Routine financial management channels Financial reports	As & when required
Employees	<ul style="list-style-type: none"> ◦ 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. 	Training Sessions Employee Engagement Sessions Social media and company website Career Development Reviews Internal Meetings and Townhalls.	Ongoing

IMPORTANCE OF ROBUST STAKEHOLDER ENGAGEMENT

At Hotpack, upholding robust stakeholder engagement is a strategic priority, reflecting our commitment towards building meaningful and collaborative relationships with key stakeholders. Our engagement efforts serve several critical objectives:

Improving Transparency:

We strive to provide stakeholders with clear, accurate, and timely information regarding our operations, initiatives, and performance. Transparency is essential for building trust and maintaining credibility.

Enhancing Decision-making through Diverse Perspective:

We highly value the insights and feedback of our stakeholders, as their diverse viewpoints help drive innovation, identify opportunities, and mitigate potential risks. By seeking continuous feedback from our stakeholders, we enhance our internal decision-making capabilities. Engaging with stakeholders enriches our decision-making process, allowing us to make informed, responsible, and sustainable choices that benefit both our organization and the wider community.

Integrating Sustainability and Mitigating Risk:

Active engagement enables us to align our sustainability objectives with stakeholder expectations and concerns, ensuring that our initiatives are impactful and relevant. Additionally, by collaborating with governmental entities, NGOs, and other key stakeholders, we proactively identify and address potential regulatory, reputational, or operational risks, ensuring business resilience and compliance.

Ensuring Stakeholder Satisfaction:

Understanding and addressing the needs and expectations of our stakeholders is fundamental to strengthening our relationships and fostering long-term partnerships.



MATERIALITY ASSESSMENT

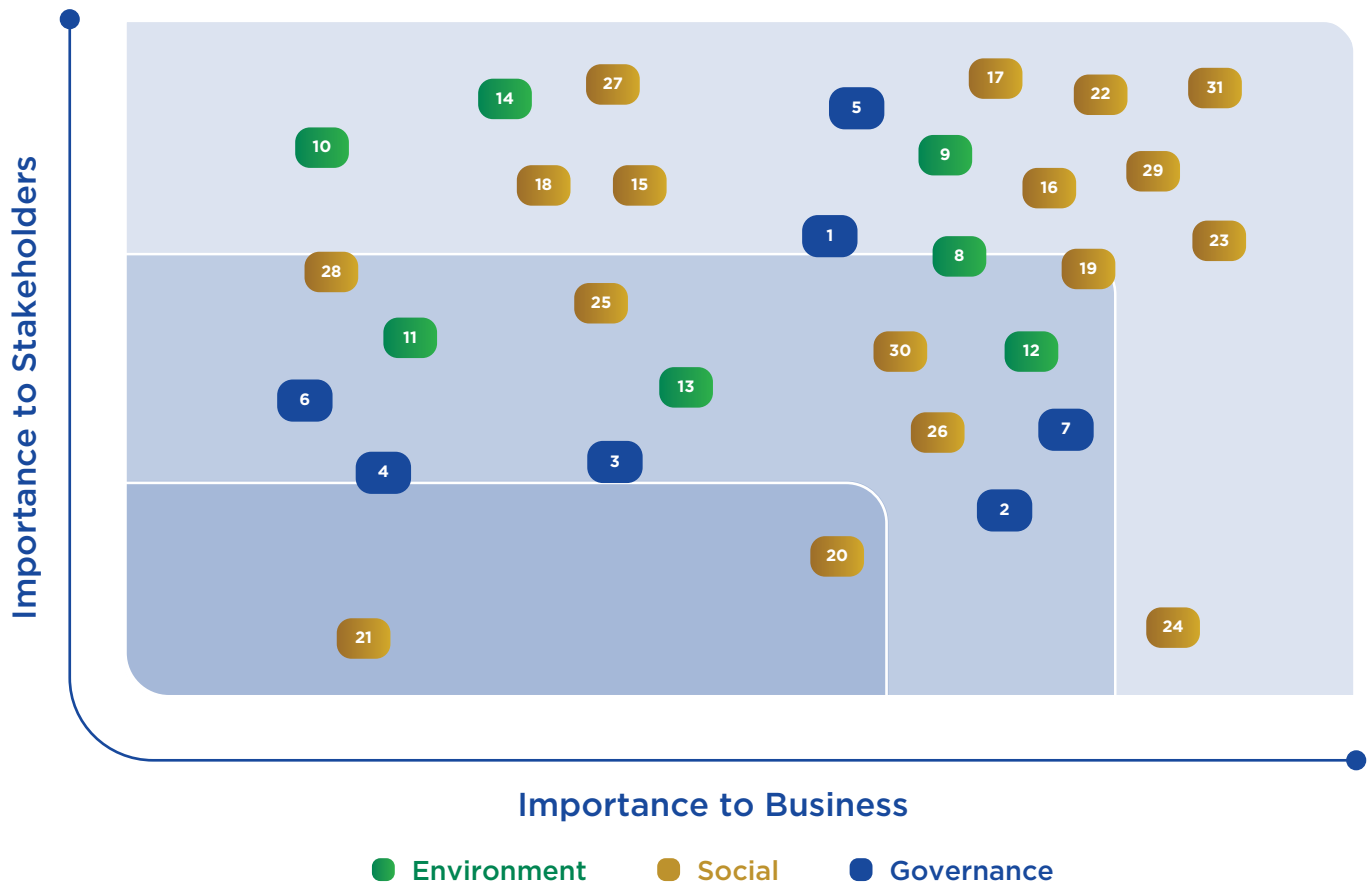
Materiality Assessment is a process through which organizations identify and prioritize ESG (Environmental, Social, and Governance) issues that have the most significant impact on both business operations and stakeholders. A materiality assessment is a key process which helps in aligning internal sustainability strategies with business risks, opportunities, and stakeholder expectations, ensuring that our efforts are directed toward the issue that are most material to our operations.



At Hotpack, we conducted a Materiality Assessment in 2022 to reinforce our commitment to sustainability and responsible business practices. We reviewed and revised our materiality assessment in the year 2024 to reflect our renewed business priorities and stakeholder expectations. Our assessment is based on two core perspectives: the potential impact of these issues on our business and the level of importance assigned to them by our diverse stakeholders. By taking this structured approach, we have been able to determine and prioritize sustainability topics that are critical to our industry, operations, and the wider community.

By embracing materiality, we ensure that our sustainability initiatives are focused, impactful, and aligned with stakeholder needs. The following results of our Materiality Assessment guide our strategic sustainability objectives and actions, helping us create long-term value and responsible business growth.

MATERIALITY ASSESSMENT



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

RELEVANT GRI TOPICS	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 POLICY	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: BIO - DIVERSITY 2016	BIO - DIVERSITY	SDG 15 (LIFE ON LAND)
GRI 305: EMISSIONS 2016	CARBON EMISSIONS	SDG 13 (CLIMATE ACTION)
GRI 306: EFFLUENTS AND WASTE 2016	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 TOPICS	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





ALIGNMENT WITH UNITED NATION'S SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDGs) serve as a global framework for progress, outlining key targets to drive equitable development and long-term sustainability worldwide. At Hotpack, we are committed to aligning our initiatives and business operations with these goals, recognizing their importance in addressing critical global challenges such as poverty reduction, quality education, gender equality, and responsible consumption and production.

Our objective is to integrate sustainability into every aspect of our business, striving to become a leading manufacturer in responsible and eco-conscious practices. We are dedicated to minimizing our environmental footprint, fostering social responsibility, and contributing to economic development in the regions where we operate. By aligning our sustainability goals and initiatives with these broader principles, we aim to create a meaningful and lasting impact on society while continuing to deliver high-quality products and services to our customers. Through this approach, we reinforce our commitment to sustainability and responsible business growth.

UN SDGs	Our Target	Our Approach
01 NO POVERTY 	Equal Rights to Economic Resources and Access to Financial Services.	Implementing a Global Human Rights Policy to Ensure Fair Treatment and Economic Security for Employees.
02 ZERO HUNGER 	End Hunger and Ensure Access to Food for All	Supporting Food Security Programs through Social Initiatives.
03 GOOD HEALTH AND WELL-BEING 	Promote Mental Health & Well-being <hr/> Access to Quality Essential Healthcare Services <hr/> Reduce Illnesses from Hazardous Chemicals and Pollution	Enhancing Employee Well-being through Awareness Programs. <hr/> Ensuring all Employees have Access to Comprehensive Health Coverage <hr/> Providing PPE and Safety Measures to Protect Workers.
04 QUALITY EDUCATION 	Increase Skills for Employment & Entrepreneurship <hr/> Education for Sustainable Development and Global Citizenship	Investing in Employee Skill Development <hr/> Promoting Industry Exposure for Students.
17 PARTNERSHIPS FOR THE GOALS 	Strengthen Global Partnerships.	Collaborating with Industry and Government for Sustainability.

UN SDGs	Our Target	Our Approach
05 GENDER EQUALITY 	<p>End Discrimination Against Women and Girls</p> <hr/> <p>Ensure Women's Full and Effective Participation</p>	<p>Implementing Equal Opportunity Policies.</p> <hr/> <p>Promoting Women's Empowerment and Leadership</p>
07 AFFORDABLE AND CLEAN ENERGY 	<p>Increase the Share of Renewable Energy</p>	<p>Adopting Renewable Energy through Solar Panel Installation at NIP</p>
08 DECENT WORK AND ECONOMIC GROWTH 	<p>Achieve Higher Levels of Economic Productivity</p> <hr/> <p>Full and Productive Employment with Equal Pay</p> <hr/> <p>Protect Labor Rights and Promote Safe Working Conditions.</p>	<p>Encouraging Career Growth and Innovation.</p> <hr/> <p>Ensuring Fair Compensation for all Employees.</p> <hr/> <p>Promoting Ethical Sourcing and Labor Rights.</p>
09 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<p>Upgrade Infrastructure and Retrofit Industries for Sustainability.</p> <hr/> <p>Enhance Research & Development and Innovation.</p>	<p>Ensuring Global Product Compliance</p> <hr/> <p>Driving Sustainable Product Innovation.</p>

UN SDGs	Our Target	Our Approach
<div>10</div> <div>REDUCED INEQUALITIES</div> <div></div>	Reduce Inequalities by Eliminating Discrimination.	Strengthening Diversity, Equity, and Inclusion (DEI) Policies.
<div>11</div> <div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>	Reduce the Environmental Impact of Cities.	Supporting Community-led Environmental Initiatives.
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div></div>	<div>Sustainable Management of Natural Resources.</div> <div>Reduce Waste Generation through Recycling & Reusing</div>	<div>Promoting a Circular Economy.</div> <div>Reduce Waste Generation through Recycling & Reusing</div>
<div>13</div> <div>CLIMATE ACTION</div> <div></div>	Strengthen Resilience to Climate-Related Hazards.	Striving to Commit to Net-Zero Emissions.
<div>15</div> <div>LIFE ON LAND</div> <div></div>	Conserve and Restore Ecosystems.	Protecting Land Ecosystems through Conservation Efforts.
<div>16</div> <div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div></div>	<div>Reduce Corruption & Bribery.</div> <div>Develop Accountable Institutions.</div>	<div>Upholding Business Ethics.</div> <div>Ensuring Corporate Governance.</div>

UNITED NATIONS GLOBAL COMPACT TEN PRINCIPLES

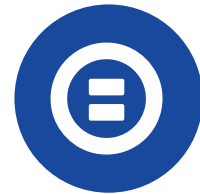
UNITED NATIONS GLOBAL COMPACT (UNGC) INITIATIVE

Hotpack Packaging Industries is a proud participant of the United Nations Global Compact (UNGC). This engagement is a cornerstone of the company's sustainability strategy, promoting ethical business conduct and fostering collaboration with stakeholders.

We joined the United Nations Global Compact on 20 November 2023. Through our annual Communication on Progress (CoP) report, we reaffirm our commitment to the UNGC's Ten Principles, covering human rights, labor, the environment, and anti-corruption.



HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION

Highlights of Our Progress

At Hotpack, we have embedded the Sustainable Development Goals (SDGs) into our operations through a structured approach:

Upholding Human Rights and Fair Labour Practices:

Hotpack Global aligns with key international frameworks, the UN Universal Declaration of Human Rights, the UN Global Compact, and ILO principles. All employees, especially senior leaders and compliance officers, annually commit to upholding labor laws through the company's Code of Business Conduct. In 2023, a multidisciplinary team was formed to assess human rights risks, and no incidents of forced or child labor were identified, reflecting strong compliance and risk management practices.

Prioritizing Prudent Environment Management:

We are committed to Environmental sustainability and guided by a strong Environmental Policy that focuses on reducing our impact through eco-friendly products, waste reduction, and energy efficiency. We invest in advanced technologies to conserve resources and significantly cut greenhouse gas emissions. Our ISO 14001-certified Environmental Management System helps us continuously improve air quality, preserve biodiversity, and meet environmental regulations. We believe it is our responsibility to protect the planet and are dedicated to designing packaging solutions that support a healthier ecosystem and a more sustainable future.

Anti-Corruption and Ethical Governance:

We uphold the highest standards of ethical conduct through our Code of Conduct, which applies to all employees and reinforces our commitment to key governance aspects like human rights, labor rights, and environmental responsibility. Since 2010, we have implemented a robust anti-bribery and anti-corruption program that includes due diligence, clear policies on gifts, and multilingual training. We continue to strengthen our compliance culture with company-wide e-learning and webinars. We also conduct anti-corruption training to ensure our teams can identify and report risks, supporting our goal of maintaining a transparent, responsible, and corruption-free workplace. Further, as part of our integrated risk management, we regularly assess compliance risks and review outcomes with our Audit Committee.



04

Environmental Stewardship

ENVIRONMENTAL STEWARDSHIP

At Hotpack, environmental stewardship is a fundamental pillar of our broader ESG strategy, shaping how we innovate, operate, and grow sustainably. Our commitment to environmental sustainability is driven by a clear vision to reduce our ecological footprint while delivering high-quality, sustainable packaging solutions. We believe that by acknowledging our environmental impact, particularly in terms of emissions and waste, and actively implementing measures to mitigate our footprint, we can play a significant role in shaping a greener, more sustainable future for all. For us, packaging is more than just a means to deliver products, it is a tool for positive change. Our sustainability vision drives us to create packaging solutions that fulfill their purpose while making a lasting, positive impact on the environment.



OUR COMMITMENT

Hotpack demonstrates an unwavering commitment to environmental sustainability, which is deeply embedded in our policies and operations. Our Environmental Policy serves as a cornerstone of this commitment, guiding us in minimizing environmental impact by implementing eco-friendly products and processes, reducing waste, and enhancing energy efficiency across all aspects of our business. We continuously explore innovative solutions to mitigate our environmental footprint, including sustainable sourcing and responsible packaging practices.

Beyond product innovation, Hotpack is actively investing in advanced technologies and resource-efficient procedures to drive sustainability forward. Our initiatives focus on conserving natural resources, reducing greenhouse gas emissions, and promoting waste management and recycling programs within our operations.

We have achieved ISO 14001, an internationally recognized standard for Environmental Management Systems (EMS), which underscores our ongoing commitment to building a robust environmental framework. This achievement reflects our dedication to aligning with industry the best practices, enhancing sustainability efforts, and upholding ethical operations in every aspect of our business.

Our certified Environmental Management System reflects our strong commitment to sustainability and responsible environmental practices. By monitoring and managing environmental impacts, such as emissions and resource consumption, we aim to minimize our ecological footprint while enhancing cost savings and resource efficiency. This approach strengthens our reputation among environmentally conscious customers who prioritize eco-friendly products. The system's continuous improvement cycle drives us to consistently seek opportunities for enhancing environmental performance, ensuring long-term sustainability and compliance with global standards.

OUR APPROACH

Our approach towards responsible environmental stewardship is built on three key focus areas. The first is to reduce the environmental impact of the packaging industry by developing innovative solutions in sustainable packaging to minimize ecological harm. Secondly, we emphasize resource efficiency, striving to lessen the environmental burden by reducing material usage in our products. Lastly, we prioritize aligning with consumer demand for sustainable packaging, ensuring that our offerings are innovative, eco-friendly, and responsive to evolving market demands.

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.



OUR STRIDES IN SUSTAINABLE PACKAGING

Hotpack proudly stands as a pioneer in sustainable packaging, continuously driving innovation to create eco-conscious solutions that minimize environmental impact. By prioritizing sustainable packaging solutions, we actively contribute to the circular economy and set new benchmarks for eco-friendly product development within the industry.

At the heart of our sustainability journey lies the use of eco-friendly materials and a strong focus on recyclability and resource efficiency. Our dedication to sustainability is both tangible and continuous, reflected in our investments in advanced technologies that enhance recyclability and reduce waste. For instance, we have incorporated water-based coating lines, an innovative solution that improves packaging sustainability without compromising quality. A prime example of our efforts is our fully recyclable paper cups, which demonstrate our commitment to reducing single-use waste. Additionally, our state-of-the-art PET plant plays a key role in producing Mono-material packaging, ensuring easier recyclability and supporting the Post-Consumer Recycled (PCR) category.

Biodegradable Plastics

Embracing plastics that break down swiftly, significantly reducing landfill waste. This helps align our operations with principles of circular economy.



Recycled Content

Incorporating post-consumer and post-industrial recycled materials into our packaging. This approach reduces our reliance on virgin material while also reducing carbon emissions and energy consumption associated with production of new material.

Plant-Based Packaging

Utilizing materials sourced from renewable plant sources, such as corn, rice husk, and sugarcane. Plant-based materials are compostable which adds to reducing the environmental footprint associated with waste recycling and enhance soil health.



By continuously improving our packaging solutions and adopting sustainable materials, Hotpack remains committed to leading the industry toward a greener, more responsible future. Our focus on innovation, recyclability, and eco-conscious materials ensures that we contribute to sustainable consumption practices, aligning both global environmental goals and evolving consumer expectations.

OUR STRATEGY TOWARDS SUSTAINABLE PACKAGING

We embrace innovative strategies to implement our approach to sustainable packaging solutions. Through these efforts, we ensure that our production processes are consciously aligned with our sustainability goals and long-term aspirations.

CIRCULARITY

We focus on designing products that can be recycled and are made using recycled material, minimizing environmental impact and promoting a circular economy.

LIGHTWEIGHTING

By prioritizing reducing the weight of our products, we also lower transportation emissions, benefiting the environment, while also generating cost savings in shipping. Our efficient packaging can be both environmentally responsible and economically prudent.

MATERIAL REDUCTION AND REPLACEMENT

By minimizing material usage without compromising quality or strength, we help manage the carbon footprint associated with our products and enhance the efficiency of packaging.

MONO-MATERIAL

Designed for simplicity and sustainability, our single-material solutions facilitate easier recycling processes and reduce contamination.

MINIMALIST DESIGN

We ensure that our packaging uses only the essential materials required. This conserves resources without compromising product protection, aligning with our eco-conscious spirit.

INNOVATIVE SUSTAINABLE PACKAGING SOLUTIONS

We have developed and expanded our portfolio of sustainable packaging solutions, continuously driving progress in this field. Here are some of the key achievements we have accomplished over the past year.

Eco-Friendly Paper-Based Food and Bakery Containers:

We have introduced an innovative solution for baked goods packaging in supermarkets and hypermarkets. This new concept replaces traditional plastic bases with kraft paper bases, significantly reducing plastic usage while maintaining durability. Clear PET lids are used to ensure product visibility and are 100% recyclable, further enhancing sustainability. By adopting this approach, Hotpack has successfully reduced plastic consumption by 20-60 grams per package, depending on size.

Sustainable Dry-Lock PET Meat Trays:

Hotpack's Dry-Lock PET meat trays offer a sustainable alternative to traditional foam trays, eliminating the need for absorbent soaker pads. Designed with a honeycomb base, these trays function as a dry-lock system, effectively retaining moisture while enhancing durability. This innovative structure not only strengthens the trays but also improves food safety, as PET material is easy to sterilize and resistant to bacteria. Additionally, the use of mono-material PET ensures 100% recyclability, supporting a circular economy and reducing environmental impact.

Introducing H-PET The Lower weight PET:

Hotpack's innovative HPET is a breakthrough in sustainable food packaging, offering a lightweight yet sturdy solution that maintains the essential mechanical properties of traditional PET. Developed using advanced production techniques, HPET significantly reduces plastic usage and waste without compromising on performance or appearance. Its mono-material composition ensures full compatibility with single-stream recycling systems, making it 100% recyclable and easily reprocessed into new PET products. Designed with both functionality and aesthetics in mind, HPET features a sleek, durable structure that can be securely closed with either a lid or a top seal—marking a significant step forward in environmentally responsible packaging.

EVALUATING ENVIRONMENTAL IMPACT THROUGH LIFE CYCLE ASSESSMENT

At Hotpack, our commitment to sustainability is reflected in the implementation of a comprehensive Life Cycle Assessment (LCA) for our food packaging products and processes. As a leading producer of food packaging in the Middle East, we prioritize aligning our operations with environmentally responsible principles, ensuring that sustainability remains at the core of our business. Our LCA framework is built on four key pillars that guide our approach to sustainable manufacturing.

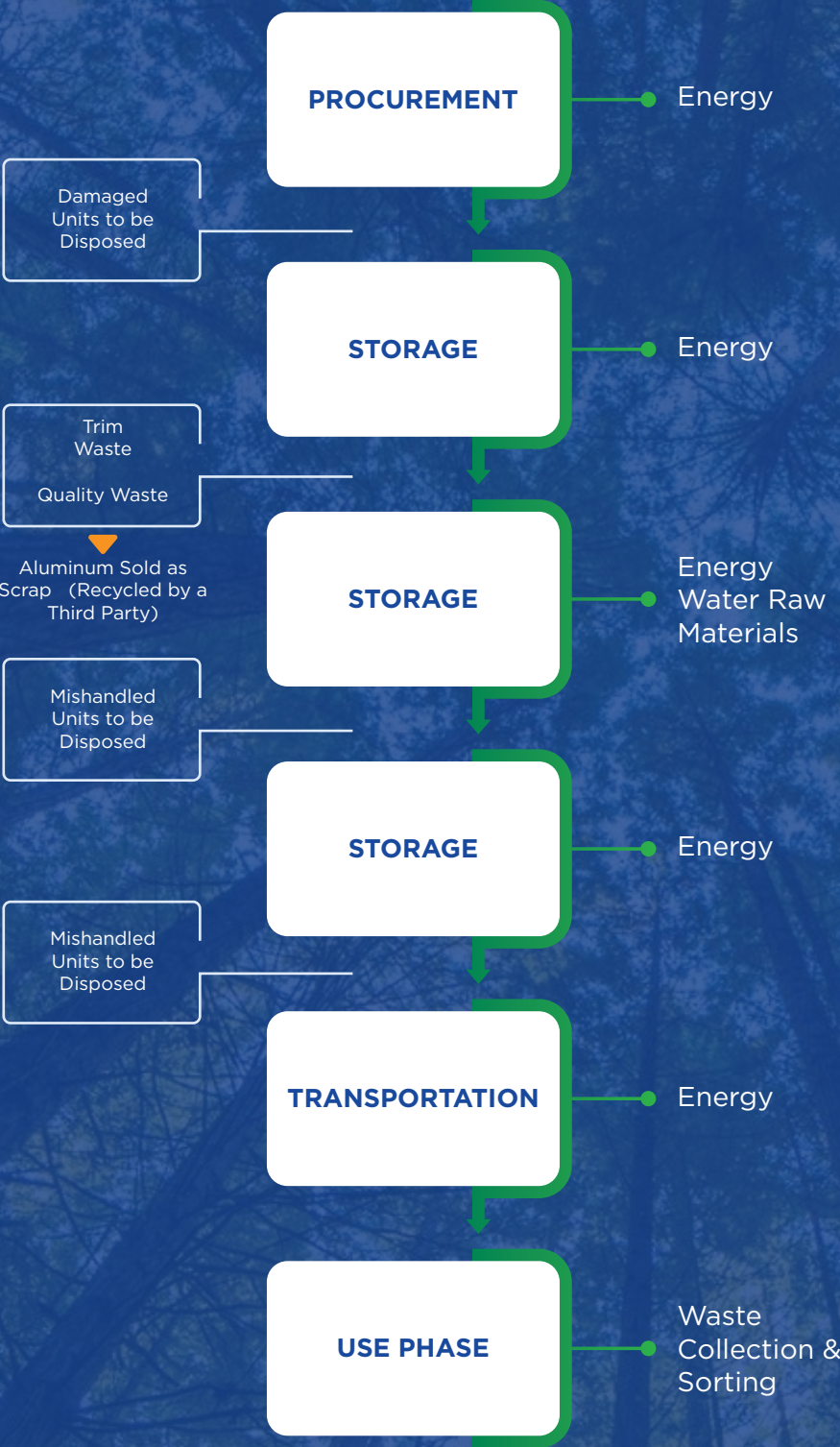
The first pillar, Manufacturing Excellence, underscores our dedication to maintaining the highest production standards. Since our inception, we have expanded significantly, developing a diverse range of packaging solutions, including paper, aluminum, and plastic packaging. Our state-of-the-art manufacturing facilities stand as a testament to our focus on quality, efficiency, and innovation in food packaging production.

Sustainable Sourcing forms the second pillar of our approach. We recognize the importance of responsibly sourcing raw materials, evaluating their environmental impact from extraction to transportation. Our efforts focus on minimizing energy consumption, reducing emissions, and promoting ethical and sustainable procurement practices that contribute to a greener supply chain.

The third pillar, Eco-Friendly Products, highlights our commitment to developing sustainable and biodegradable packaging solutions. Our approach extends beyond just production, considering the entire life cycle of our products to ensure that they meet environmental standards while delivering practical, high-performance packaging solutions.

Finally, Quality and Customer Retention remains a top priority. We uphold stringent quality standards, offering affordable, environmentally responsible packaging that meets and exceeds customer expectations. Our focus on customer satisfaction and long-term relationships reinforces our belief that sustainability and quality go hand in hand.

Through these fundamental elements of Life Cycle Assessment, Hotpack continues to lead as a responsible and forward-thinking food packaging manufacturer, setting benchmarks for sustainable practices across the region and beyond.



COLLABORATING FOR SUSTAINABILITY: RWTH AACHEN PARTNERSHIP & LIFE CYCLE ASSESSMENTS (LCA)

Hotpack strengthened its sustainability efforts by partnering with RWTH Aachen University in Germany as part of the Cross-Industry Realization of Circular Life Cycle Engineering project. This collaboration enabled the R&D team to carry out Life Cycle Assessments (LCA) on a range of products to better understand and minimize their environmental impact.

LCA is a comprehensive methodology that assesses a product's environmental footprint across its entire lifecycle—from raw material extraction to end-of-life disposal. The process begins with defining the goal and scope of the study, followed by inventory analysis to collect data on energy use, materials, and emissions. Next, the impact assessment phase measures effects such as carbon emissions and resource depletion. Finally, the interpretation stage translates these findings into actionable insights, guiding sustainable product development and design optimization. This partnership reflects Hotpack's proactive approach to data-driven sustainability and circular economy practices.

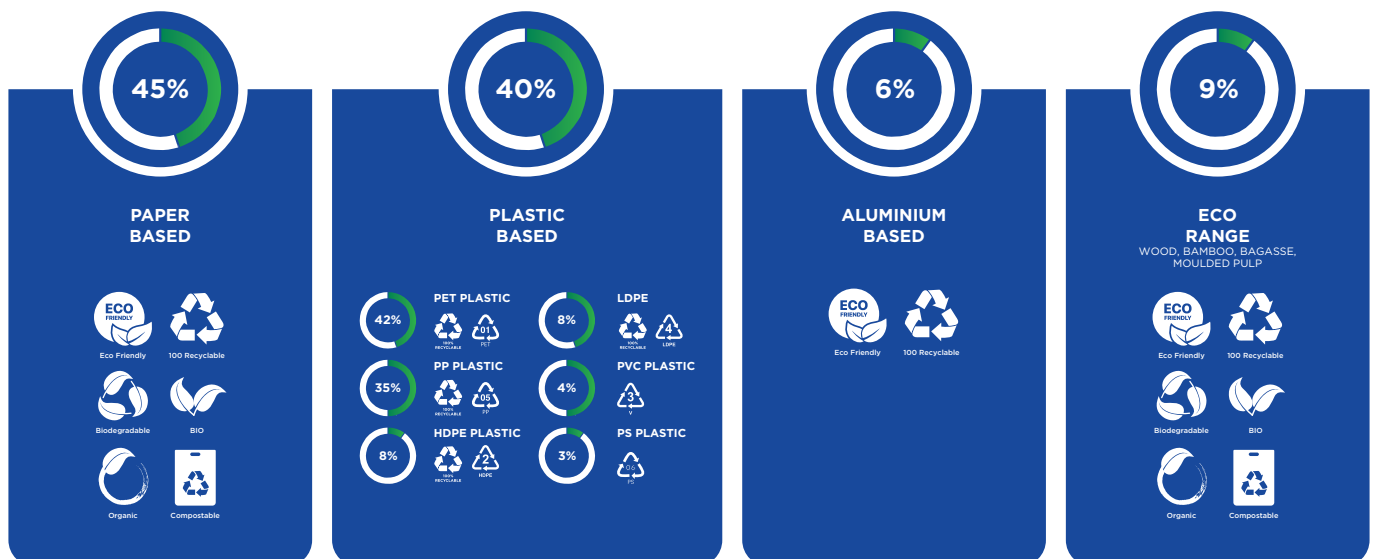


APPROACH TOWARDS WASTE AND RECYCLING

At Hotpack, our vision towards sustainability guides our overall operations, with a strong commitment to responsible waste management and recycling as one of our core areas. A genuine commitment to recycling is at the core of Hotpack's environmental mission. Understanding the challenges consumers face in proper waste disposal, we emphasize clear labelling on our products, ensuring that every package includes straightforward recycling instructions. This approach empowers our customers to make environmentally responsible disposal choices with ease. However, our dedication extends beyond informative labelling. We have established strong partnerships with local recycling facilities, ensuring that our packaging materials are directed into proper recycling channels.

With an impressive 97% of our product range is either recyclable, environmentally friendly, or both, we continue to push the boundaries of sustainable packaging. While we import polystyrene (PS) only for select customers, we have eliminated its in-house production and are working towards phasing out all PS products entirely. Our mission is to offer viable, eco-conscious alternatives that reduce waste and support a circular economy, reinforcing our dedication to environmental stewardship and responsible packaging solutions.

4000+ PRODUCTS



ADVANCING SUSTAINABILITY THROUGH PROMOTING WASTE RECYCLING IN THE REGION

At Hotpack, we undertake collaborative efforts to ensure that every Hotpack product not only serves its primary function but also contributes to our broader vision of environmental responsibility and sustainability.

Partnership with RECAPP

Hotpack has partnered with RECAPP, a leading digital recycling platform, to introduce a large-scale recycling program across our facilities and client locations in the UAE. This collaboration is a strategic step towards reducing plastic waste, enhancing recycling efforts, and aligning with the UAE's sustainability goals. Through the installation of recycling bins, we aim to collect 40 tons of waste annually, preventing it from reaching landfills and contributing to a cleaner environment. Additionally, this initiative is projected to reduce 84 metric tons of CO₂ emissions, reinforcing our dedication to sustainable business practices and climate action.

This partnership goes beyond waste collection; it fosters a culture of environmental responsibility among our employees, customers, and business partners. As part of this initiative, Hotpack has also launched an employee engagement campaign to educate and inspire eco-friendly behaviors, alongside co-branded events that encourage active participation in sustainable practices. As part of RECAPP's rewards program, businesses and consumers engaging in recycling efforts will receive incentives, further driving environmental impact. Through this initiative, we aim to integrate sustainability into our daily operations while creating meaningful changes in the packaging industry.

40 tons

of waste collected annually through recycling bins

84 metric tons

of CO₂ emissions reduced per year

Supporting the UAE's circular economy goals by enhancing recycling efforts

At Hotpack Global, we believe that every step towards managing our waste impact is a step towards a shared greener and cleaner future. By collaborating with RECAPP, we are reinforcing our role as industry leaders in sustainable packaging, ensuring that our commitment to environmental stewardship translates into real, measurable impact.



ADVANCING OUR COMMITMENT TOWARDS SUSTAINABILITY THROUGH ECO STORE

At Hotpack, one of our critical focus areas in our business imperatives is providing sustainable and environmentally responsible packaging solutions, leading to the creation of the dedicated Eco Store—a central hub for eco-conscious food packaging. This initiative has gained rapid popularity by addressing both health and hygiene concerns while responding to the growing global demand for sustainable alternatives. With the rise of food takeaways and takeouts, the need for eco-friendly packaging has become crucial, and Hotpack Global plays an essential role in reducing environmental impact through innovative, sustainable solutions.

The Eco Store is more than just a business initiative; it represents Hotpack's dedication to environmental preservation and sustainability. By reanalysing, reconceptualizing, and reimagining the concept of sustainable shopping, the Eco Store offers environmentally driven, earth-conscious, and eco-ethical products. It provides customers with a responsible choice for their food packaging needs, encouraging them to be part of the change for a better tomorrow.

Visit our page for more details: <https://www.hotpackwebstore.com/pages/ecostore>



**PAPER
BAGS**



**PAPER
CUPS**



**KRAFT PAPER
BOWLS**



**BIO DEGRADABLE
PLATES**



**TOILET PAPER
ROLLS**



**WOODEN
CUTLERIES**



**FACIAL
TISSUE**



**PAPER BOAT
TRAY**

OUR RESEARCH AND DEVELOPMENT EFFORTS

In today's fast-evolving business landscape, R&D is essential for maintaining industry leadership, regulatory requirements, and addressing changing consumer preferences. We understand that effective and innovative research and development efforts are a key business differentiator and enable us to maintain our leading position in the market. Hotpack's Research & Development (R&D) approach is a driving force behind innovation, sustainability, and enhanced product functionality.

Hotpack's Research and Development (R&D) team plays a pivotal role in advancing innovation, sustainability, and operational efficiency throughout our product range. By leveraging cutting-edge technologies, strategic industry partnerships, and data-backed insights, the team consistently refines our packaging solutions to minimize environmental footprint and optimize cost-effectiveness.

Our R&D Initiatives and Strategies

Hotpack's R&D team takes a strategic and structured approach to driving innovation across the operations. The team conducts in-depth customer surveys and market analysis to identify unmet needs, product gaps, and emerging opportunities. These insights help develop a well-defined innovation pipeline, supported by ideation workshops and feasibility studies that bring fresh concepts to life.

The team places high importance on upholding Hotpack's sustainability commitments throughout the development process. Therefore, a focus area of the team remains exploring eco-friendly materials, collaborating with industry experts, and conducting Life Cycle Assessments (LCA) to ensure environmentally responsible solutions. Further, to validate product viability, extensive simulations and prototype testing are conducted, assessing both functionality and design. Market testing further helps refine concepts before launch. Alongside product development, the R&D team also provides training and sales support to enhance product knowledge and build internal capabilities, ensuring seamless integration of innovations into the business.



Key R&D Projects and Partnerships

Throughout the year, Hotpack embarked on several strategic R&D initiatives that highlight our dedication to shaping the future of the food packaging industry through innovation and responsible practices. These projects underscore our ongoing commitment to developing cutting-edge, sustainable solutions that set new standards in quality, efficiency, and environmental stewardship.

Achieving Material Saving through optimizing Pouch Production: A proposal was executed to shorten the pouch length from 260 mm to 220 mm, while keeping the reel width constant at 160 mm. This adjustment significantly enhanced production efficiency. As a result, the initiative achieved an annual material savings of 6,000 kg and an estimated cost reduction of AED 60,000. Additionally, production output rose by 8-9%, enabling the creation of 7.2 million more pouches per year without increasing material consumption.

Effective Utilization of Post-Industrial Recycled (PIR) Waste: Hotpack has taken a proactive approach to integrating sustainability into its manufacturing practices by systematically collecting and repurposing Post-Industrial Recycled (PIR) waste. This waste, which is generated during production processes, is carefully accumulated and reintroduced into the raw material stream, minimizing waste and reducing reliance on virgin resources. As part of this initiative, the R&D team successfully developed three new products that incorporate PIR waste, making up 10% of their total raw material composition. These products meet the same performance and quality standards expected helping us in balancing our operational and sustainability commitments.



H-PET:

Revolutionizing Sustainable Packaging Through Innovation: H-PET is a cutting-edge food packaging innovation developed by Hotpack, designed to reduce package weight by up to 30% without compromising durability or structural strength. This advancement is made possible through the application of sophisticated material science techniques, including the use of physical blowing agents and nucleation mechanisms.

Our R&D team is currently working on H-rPET, an innovative solution that integrates recycled PET with advanced HPET technology. Our goal is to create lightweight, durable, and environmentally responsible packaging that meets the highest standards of quality and food safety.



Developing PCR Shopping Bags in partnership with Spinneys:

Traditionally, plastic shopping bags have been produced using virgin materials, specifically blends of LDPE, HDPE, and LLDPE resins. In alignment with our sustainability goals, Hotpack's team undertook extensive trials and successfully developed 100% post-consumer recycled (PCR) shopping bags for Spinneys Group, one of the UAE's leading retail chains. This initiative plays a key role in reducing plastic waste and advancing environmentally conscious practices within the retail sector. The PCR resins used in these bags are certified by Global Recycling Standards, ensuring both quality and environmental responsibility. Moreover, the bags themselves are designed to be fully recyclable, reinforcing the principles of a circular economy. Through this collaboration, Spinneys has been positioned as a frontrunner in sustainable retail packaging, in line with the UAE's Green Agenda 2030. The partnership reflects a shared commitment between Hotpack and Spinneys to drive positive environmental impact and support long-term sustainability goals.



OUR APPROACH TOWARDS ENERGY MANAGEMENT

At Hotpack, our production facilities are more than just manufacturing hubs—they are centres of innovation where energy efficiency and sustainability take priority. We are committed to implementing energy-saving initiatives that not only optimize operational efficiency but also contribute to reducing our overall carbon footprint. By integrating advanced technologies, such as sensor-controlled lighting systems, we ensure that energy consumption is minimized without compromising productivity.

Beyond technology, we adhere to industry best practices that drive sustainable and responsible manufacturing. Our focus on energy efficiency extends across all operations, reinforcing our dedication to ethical and environmentally conscious production. Through continuous innovation and strategic improvements, we remain committed to building a greener future while meeting the demands of today's world.

EMISSIONS MANAGEMENT AND AIR QUALITY

At Hotpack, we uphold strict compliance with regulatory standards while also proactively setting higher environmental benchmarks to minimize air pollution. Beyond meeting legal requirements, we work closely with local governments and municipalities to regulate total emission volumes and specific substance concentrations, ensuring responsible environmental practices.

To mitigate air pollutants such as NO_x, Sox, soot, and dust, we employ advanced emission control technologies, including dust collectors, scrubbers, nitrogen- and sulfur-free fuel alternatives. Our commitment extends further with initiatives like stack-gas desulfurization for Sox reduction, NO_x removal catalysts, and high-efficiency combustion equipment to minimize soot and dust emissions. Additionally, before developing new products or modifying manufacturing processes, we conduct comprehensive environmental impact assessments through our Environmental, Health, and Safety Assessment System. By integrating these proactive measures, we ensure that our operations continuously contribute to enhancing air quality and reducing our environmental footprint.

MANAGING OUR CARBON EMISSIONS

At Hotpack, we recognize the critical role of carbon footprint reduction in mitigating climate change and aligning with global sustainability efforts. Our carbon footprint accounts for direct emissions from fossil fuel combustion in manufacturing, heating, and transportation, as well as indirect emissions from electricity consumption and other greenhouse gases such as methane, nitrous oxide, and chlorofluorocarbons (CFCs). We are committed to minimizing our environmental impact by implementing effective carbon management strategies across all operations.

To ensure transparency and accountability in our carbon emissions calculations, we adhere to the Greenhouse Gas (GHG) Protocol, which provides guidelines for measuring and managing emissions. This framework categorizes emissions into Scope 1 (direct emissions), Scope 2 (indirect emissions from purchased energy), and Scope 3 (value chain emissions). Additionally, we align our sustainability initiatives with key global agreements, including the Paris Climate Accord, the United Nations Climate Change Conference (COP), and national regulations. Through proactive measures and continuous improvements, we remain dedicated to reducing our carbon footprint and contributing to a more sustainable future.

SCOPE 1

Direct emissions from owned or controlled sources, such as fuel combustion in manufacturing, heating, and company-owned vehicles.

SCOPE 2

Indirect emissions from purchased electricity, steam, heating, or cooling used in operations.

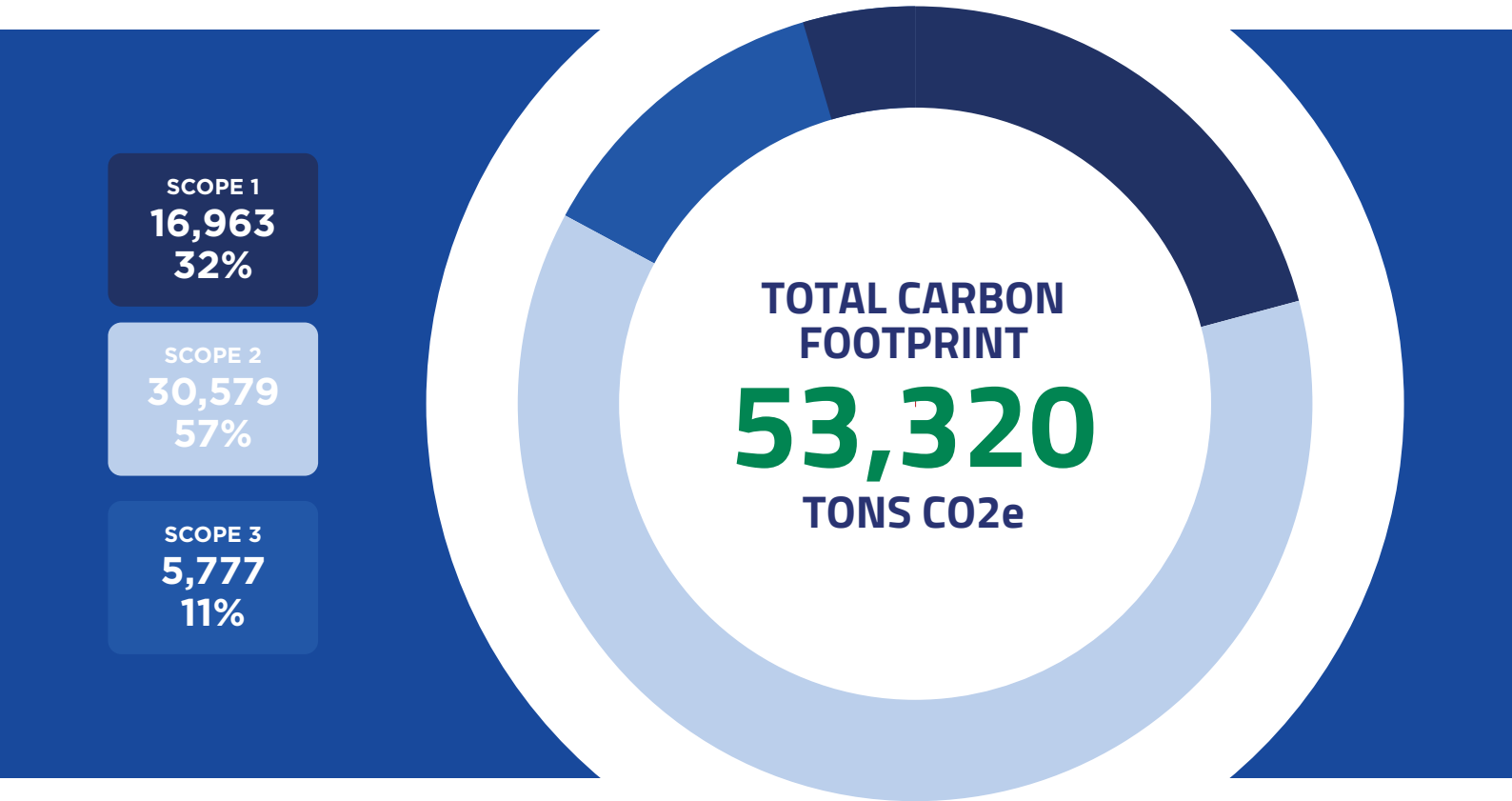
SCOPE 3

Direct emissions from owned or controlled sources, such as fuel combustion in manufacturing, heating, and company-owned vehicles.

CATEGORIES COVERED
IN OUR SCOPE 3



We have strengthened our Scope 3 emissions reporting by expanding coverage to include key categories that significantly contribute to our value chain emissions. Moving forward, we are committed to progressively collecting, analysing, and disclosing data across all relevant and applicable Scope 3 categories to ensure a more comprehensive and transparent accounting of our environmental impact.



EMISSION REDUCTION ROADMAP AND TARGET

Hotpack Global is committed to science based climate action. We have established internal greenhouse gas (GHG) emissions reduction targets aligned with science-based methodologies. These include a 63% reduction in Scope 1 and 2 emissions and a 37.5% reduction in Scope 3 emissions by 2035. Setting targets aligned with international methodologies enables us to translate our sustainability aspirations into actionable, time-bound objectives with clear accountability.

As a growing manufacturer, we recognize the complexity of managing emissions across operations and supply chains. In 2025, we are focusing on comprehensive Scope 3 data collection and verification to enable targeted reductions. Despite expansion-related challenges, Hotpack integrates decarbonisation into business strategy, reinforcing our commitment to responsible growth, net-zero ambition by 2050, and alignment with the Paris Agreement.

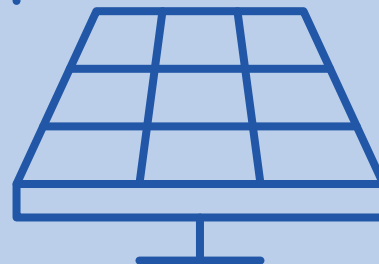
In parallel, Hotpack is already taking concrete steps to reduce its Scope 1 and Scope 2 emissions through renewable energy projects. The ongoing solar power generation at Technopark, NIP, are expected to reduce annual carbon emissions by approximately 1,393 MTCO₂e of emissions, assuming a constant emissions baseline.

CARBON EMISSIONS AVOIDED BY SOLAR PARK AT NIP

APPROX. SAVINGS

1,393 MTCO₂e

of emissions equivalent to ~3% of hotpack's
scope 1&2 emissions



CREATING A GREENER WORKPLACE

We are committed to creating a greener and more sustainable work environment by incorporating nature into our workspace. To set a positive example, we have taken the initiative to install indoor plants, living walls, and desk plants, which enhance both aesthetics and air quality. These green additions contribute to a healthier and more pleasant workplace, promoting well-being and environmental awareness among our employees. By integrating nature into our daily workspace, we strive to build a greener workspace, improve air circulation, and create an inspiring atmosphere for our team.

Beyond indoor greening, our efforts towards building an environmentally conscious workspace extend to carefully planned landscaping around our facility in Dubai. By implementing efficient irrigation systems, we conserve water resources, while native species like palm trees support local biodiversity and ecosystems. Landscaping plays a crucial role in reducing urban heat effects, providing shade, and minimizing the need for energy-intensive cooling, thereby contributing to energy savings. We also prioritize the use of organic materials and avoid harmful chemicals, ensuring a healthier environment. As part of our commitment to sustainability, we offer employees the opportunity to grow their own small garden plots, allowing them to engage with nature, support environmental initiatives, and enhance their well-being. Through these efforts, we continue to embrace sustainability while fostering a workplace that values both people and the planet.

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The Department of Umm Al Quwain Municipality awarded Hotpack Packaging Factory a Certificate of Appreciation for our dedication to public hygiene and adherence to agricultural standards. This recognition highlights our contribution to maintaining a clean and sustainable facility and supporting the nation's sustainability goals.





05

INVESTING IN OUR PEOPLE

INVESTING IN OUR PEOPLE

At Hotpack, we believe that our employees are at the core of our success and growth. We are committed to fostering their growth by investing in their professional development and ensuring a work environment that promotes well-being, collaboration, and innovation. By cultivating a culture rooted in commitment, loyalty, teamwork, and determination, we empower our employees to reach their full potential both personally and professionally.

We take immense pride in the dedication, talent, and diversity of our workforce, exemplifying the true essence of teamwork. United by a shared commitment to quality, sustainability, and customer satisfaction, our team is the engine that powers our operational journey. At Hotpack, we seek to provide an environment that supports continuous learning, personal development, and collaboration. Our inclusive HR manual serves as a comprehensive guide, ensuring that employees are well informed about their rights and responsibilities while reinforcing our commitment to their empowerment.



HR MANAGEMENT APPROACH

Our Human Resource Management approach reflects our dedication to creating a work environment that supports both the personal and professional well-being of our employees. We implement initiatives designed to promote their health, ensure their well-being, and foster a workplace where they can effectively balance their personal and professional responsibilities.

01

Diversity, Equity and Inclusion

- Valuing diversity
- Creating an inclusive workplace
- Diversity training and initiatives

02

Women Empowerment

- Aiming to create an Inclusive Work environment.
- Supporting women's growth and development.

03

Career Growth and Employee Training

- Investment in employee development
- Tailored training programs and workshops
- Equipping the workforce with essential skills

04

Employees Benefits

- Comprehensive Health Coverage
- Flexible Work Arrangements
- Professional Development Opportunities
- Wellness Programs

05

Employee Engagement and Wellbeing

- Commitment to a positive work environment
- Regular feedback sessions
- Wellness programs
- Opportunities for professional growth

06

Hotpack Happiness Project – Employee Engagement Program to Promote Work-life Balance

- Employee Well-Being
- Feedback and Suggestions
- Employee and Community Engagement Initiatives.
- Celebration of Festivals and Birthdays

07

Health and Safety

- Prioritizing employee well-being
- Strengthening health and safety initiatives
- Ensuring a secure workplace

TALENT ACQUISITION INITIATIVES

As part of our commitment to sustainable growth and operational excellence, Hotpack made significant strides in talent attraction during the reporting period. We successfully recruited 750 new employees across various functions, reinforcing our workforce and supporting our long-term expansion goals. In line with our strategic vision, we also appointed key senior professionals, including a National Sales Manager, Head of Retail, Country Head for India Operations, and General Manager for the Flexible Division. These critical hires have strengthened our leadership capacity and enhanced operational efficiency, enabling us to respond more effectively to evolving market demands while fostering a high-performance culture rooted in innovation, diversity, and continuous improvement.

PRIORITIZING LOCAL HIRING

Hotpack Global participated in the Middlesex University Career Fair, Amnesty Center, University of Bolton, and the Industrialist Career Fair taking advantage of a valuable opportunity to engage with talented individuals. By actively collaborating with local universities, we aim to strengthen our local hiring and recruitment process, providing young professionals with opportunities to grow within our organization. Initiatives like these allow us to welcome fresh talent into the company, fostering innovation and nurturing the next generation of industry leaders.

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Hotpack recruited 18 students from local universities for full-time positions and offered internship opportunities to 27 additional students.



COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

At Hotpack, we recognize that our strength lies in our differences, and we remain steadfast in our commitment to fostering a diverse and inclusive workplace. We cultivate an environment where individuals from various backgrounds, cultures, and experiences come together, contributing unique perspectives that drive creativity, innovation, and adaptability. This diversity empowers us to excel in the global marketplace.

Inclusion is not just an objective—it is an integral part of our identity. We are dedicated to ensuring that every team member feels valued, heard, and empowered. Our workplace is one where talent thrives, ideas flourish, and every individual has the opportunity to reach their full potential. By embracing our differences, we build a stronger, more inclusive future for Hotpack and the communities we serve.

18% of our workforce comprises individuals from minority and/or vulnerable groups, including people of determination, economically disadvantaged individuals, and members of marginalized communities. This reflects our commitment to fostering an inclusive and diverse workplace, ensuring representation and equal opportunity across all levels of the organization.

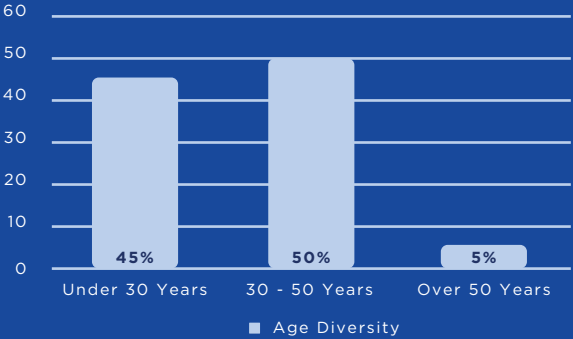
To support and nurture our employees, we have established policies that uphold inclusivity, fairness, and equal opportunities. Our Diversity, Equity, and Inclusion Policy, Human Rights Policy, Anti-Harassment Policy, and Healthy Workplace Policy reflect our commitment to creating a respectful and equitable work environment where everyone can succeed.

We have representation of women across all three employee categories at Hotpack—entry-level, mid-level, and senior-level roles. While we acknowledge that the overall gender balance is currently skewed towards men due to the industrial nature of our operations, we remain committed to increasing the presence of women at all levels within the organization.

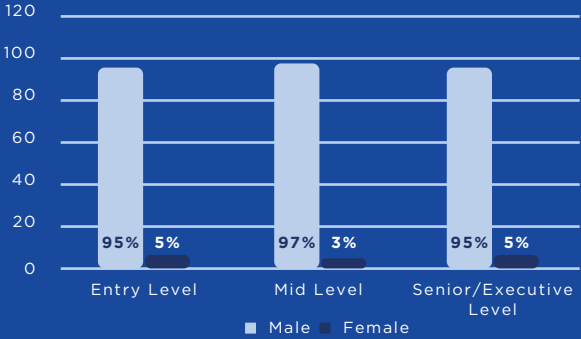
In addition, Hotpack maintains a healthy age diversity, with 45% of our workforce under the age of 30, 50% between the ages of 30 and 50, and 5% above the age of 50.



GENDER DIVERSITY
(BY EMPLOYEE CATEGORY)



EMPLOYEES
AGE DIVERSITY



ADVANCING WOMEN'S EMPOWERMENT AND INCLUSION AT WORKPLACE

At Hotpack, we believe that empowering women is essential to building a more inclusive, dynamic, and successful organization. We are committed to supporting women across all stages of their careers by fostering an environment that promotes equal opportunities, personal well-being, and professional growth. Through a range of policies, programs, and partnerships, we aim to remove barriers, celebrate achievements, and nurture leadership potential.

Our comprehensive women centric benefits include:

Enhanced Maternity Benefits:

We offer 60 days of maternity leave—45 days at full pay and 15 days at half pay—to provide new mothers with the necessary time and support to balance family and career responsibilities.

Supportive Leave for Menstrual Health:

Recognizing the importance of menstrual health, female employees are entitled to one paid "Ladies Leave" per month to ensure comfort and well-being at work.

Breastfeeding and Postpartum Support:

To support mothers returning to work, we offer two hours of early leave each day for the first six months post-delivery, helping them manage childcare and health needs effectively.





Beyond benefits and leave policies, we actively create opportunities to build awareness on women's issues and advance their careers through targeted training and capacity-building initiatives. Some of the key initiative undertaken as listed below:

Community Partnership for Women Entrepreneurs:

Our collaboration with TAKKAH, an initiative focused on empowering small businesswomen, provides access to resources, training, and business development support, extending our commitment beyond our organization to the wider community.

Health Awareness Initiatives:

We conduct regular Breast Cancer Awareness Campaigns to educate employees on early detection, prevention, and support, reinforcing our focus on women's health and safety.

Celebrating Women in the Workplace:

Through Women's Day Celebrations, we honor and highlight the achievements, leadership, and contributions of women employees across departments, strengthening a culture of recognition and appreciation.

Leadership Development Programs for Women:

Our Women Leadership Program is designed to identify high-potential women professionals and provide them with structured mentorship, guidance, and development opportunities to take on leadership roles within the organization.

Skill-Building and Learning Opportunities:

We run focused Learning & Development Programs for Women aimed at enhancing technical, managerial, and soft skills, supporting their career advancement and long-term success.

Workplace Wellness and Fitness Activities:

Hotpack promotes mental and physical well-being through wellness and fitness initiatives tailored for women, encouraging a healthy and balanced lifestyle.

Awareness on Rights and Social Policies:

Through Internal Training Sessions on Social Policies, we educate our women employees on their rights, organizational policies, and support systems, empowering them to navigate their work environment with confidence.

These initiatives reflect Hotpack's ongoing commitment to creating an equitable, respectful, and empowering workplace where women can thrive personally and professionally.

EMPOWERING EMPLOYEES THROUGH TRAINING AND DEVELOPMENT

At Hotpack, we believe that continuous learning and training are essential investments in the professional growth of our employees. Our focus remains on enabling a culture of ongoing development and improvement. Through various learning initiatives and development programs, we support our employees in both their personal and professional journeys. One of our key initiatives is the corporate club, launched in partnership with Toastmasters International, which helps enhance communication skills, leadership abilities, and confidence while promoting values of integrity, respect, and excellence.

In addition to strong career development programs, we conduct performance development initiatives that focus on financial and mental wellness, ethical conduct, and work-life balance. Our sales teams and management participate in regular training sessions designed to assess achievements, identify areas for growth, and enhance team capabilities through collaborative discussions and strategic planning. These sessions include product-based training, delivered both online and in person, ensuring that our employees remain informed, skilled, and aligned with our commitment to excellence. By continuously evaluating and refining our training programs, we strengthen our workforce, drive long-term success, and uphold our dedication to professional excellence across all operations.

PERFORMANCE DEVELOPMENT PROGRAMS

We conduct structured programs aimed at enhancing financial and mental well-being. Employees receive training to reinforce ethical decision-making and empathy in the workplace. Specialized workshops promote a healthy work-life balance, professional ethics, and interpersonal skills.

SALES AND MANAGEMENT TRAINING

Across all divisions, sales teams and management engage in regular training sessions and performance discussions. These sessions evaluate achievements, identify growth areas, and implement continuous improvement strategies. Through collaborative brainstorming and strategic planning, we enhance the effectiveness of our sales and leadership teams.

PRODUCT -BASED TRAINING SESSIONS

We conduct regular product-based training sessions to improve employee understanding and expertise. Product training courses include comprehensive online and in-person sessions on new product launches.

Employees are kept informed about product innovations and market trends, ensuring they remain well-prepared to deliver quality solutions to customers.

In 2024,

85%

of our employees received career development reviews as part of our performance management processes.

In 2024, Hotpack conducted a Leadership Dynamo training session for our employees, titled "Welcome You All to Professional Leadership Training," led by Shamim Rafeeq. This session was designed to enhance leadership skills, empower our team, and foster a culture of professional growth within our organization. Moving forward, we remain committed to improving and enhancing these endeavors, striving to be true partners in our employees' learning and growth journey.

36 *training sessions per plant annually*

Total Number of Trainings Conducted in the year

30 hours

Total Number of Trainings Conducted for Managers

30 hours

Total Number of Trainings Conducted for Executive/Governing Body

72

Average Training Hours for Full Time Employees

***The training details are inclusive of Health and Safety, Product Quality and HR and governance related training.**

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A total of 28 employees successfully completed career advancement courses throughout 2024, with several of them receiving valuable support from Hotpack along the way.



CUSTOMER & MARKET-ORIENTED EMPLOYEE TRAININGS

To stay ahead in a competitive and fast-changing business environment, Hotpack invests in continuous learning for our employees, especially customer-facing and product teams. In 2024, we conducted targeted training sessions to deepen knowledge on product standards, evolving consumer expectations, and sustainability trends. These initiatives help ensure our teams are well equipped to meet customer needs with confidence and clarity.

Food Packaging Regulations & Compliance Training

Trained sales and production teams on key international standards and safety requirements for food-grade packaging.

Consumer Trends & Sustainable Packaging Innovations

Provided insights into emerging consumer preferences and introduced employees to the latest in eco-friendly packaging technologies.

Product and Material Training

Enhanced the understanding of raw materials and their applications, while also improving customer feedback handling for sales and E-commerce teams.

CAREER PROGRESSION AND GROWTH

At Hotpack, we prioritize career progression and employee growth as key pillars of our people strategy. We implemented a structured career development program designed to nurture talent and create clear pathways for advancement. As part of our commitment to employee growth, we conducted Personal Development and Career Growth Training focused on career planning, goal setting, and skills enhancement. Growth Chart Workshops further supported employees in aligning their career paths with Hotpack's long-term vision and organizational goals.

As a result, 22% of our employees were promoted across various departments, based on performance evaluations and leadership potential. To support this, we introduced a transparent, merit-based promotion policy that not only motivates our workforce but also helps retain top talent. This year, we have also focused on developing comprehensive job descriptions with KPIs to enhance role clarity and improve performance tracking. Our approach fosters a culture of continuous learning and recognition.

EMPLOYEE ENGAGEMENT

Hotpack believes that a truly sustainable and ethical business is built on high levels of employee engagement, as our people are the driving force behind our progress. Therefore, we prioritize the well-being and satisfaction of our employees as a key pillar of our business success.

As part of our ongoing commitment to employee well-being, we offer a wide variety of programs and activities designed to foster engagement and personal growth. These include participation in events such as the Dubai Run marathon, creative workshops in drawing, painting, story writing, and photography, as well as cultural activities like dancing, singing, and fashion parades. Additionally, we encourage a healthy lifestyle through sports such as football, cricket, volleyball, basketball, and badminton.

Throughout 2024, we have actively engaged with our employees through various events and initiatives, fostering a strong sense of connection to the organization and cultivating a thriving workplace culture.

SPREADING JOY THROUGH HOTPACK HAPPINESS SEASON 3

Hotpack Global launched the Happiness Project in 2022 to enhance employee engagement and boost morale. The initiative promotes work-life balance while aligning with the UAE's commitment to spreading happiness. In 2024, we successfully hosted Season 3 of Hotpack Happiness, a two-month-long celebration designed to bring employees together through fun, camaraderie, and friendly competition. Employees participated in a variety of activities, including football, cricket, badminton, volleyball, carrom, chess, and tug of war—creating lasting memories and strengthening team spirit. This initiative not only fosters a sense of belonging but also encourages physical activity, contributing to overall well-being and workplace harmony.



CELEBRATING TOGETHERNESS: HOTPACK'S RAMADAN IFTAR EVENT

Hotpack remains committed to fostering an inclusive and supportive workplace by creating opportunities for employees to come together as a team and celebrate key events. As part of this commitment, a special Iftar gathering was organized at DIP 1 for blue-collar employees, providing a meaningful occasion to share a meal and embrace the spirit of Ramadan. This event not only honored the holy month but also recognized the dedication and hard work of employees who contribute to the company's success. By bringing everyone together in an atmosphere of gratitude and unity, the initiative strengthened team bonds and reinforced a culture of appreciation and respect.

ONAM FESTIVITIES AT HOTPAC

At Hotpack, we value diverse cultures and celebrate key cultural events with enthusiasm and excitement. Our Onam celebrations at both DIP and NIP were a testament to this spirit, featuring vibrant festivities, traditional games, sweet treats, and a strong sense of togetherness. The events brought employees closer, fostering unity and a shared appreciation for cultural heritage. By embracing the rich traditions of Onam, employees experienced a joyous atmosphere that strengthened team bonds and reinforced our commitment to inclusivity and celebration in the workplace.



SPREADING CHRISTMAS CHEER

Hotpack hosted a joyous Christmas celebration, with Santa visiting each department, spreading festive cheer and warm wishes to all employees. The celebration continued as our Managing Director shared heartfelt Christmas greetings and led the cake-cutting ceremony. Events like these provide a wonderful opportunity for senior management to connect with employees, foster a sense of togetherness, and spread the holiday spirit throughout the company.



DUBAI FITNESS CHALLENGE

Hotpack proudly participated in the Dubai Fitness Challenge #30x30 by hosting a wellness event for our team. In collaboration with Call Doctor UAE, Life Pharmacy, and Fly High Fitness, the event kicked off with invigorating warm-ups and simple exercises designed to effortlessly blend into everyday routines. Through this event, our team also gained valuable knowledge about overall well-being, including the vital role of proper nutrition in staying healthy and productive.



EMPLOYEE AWARDS AND RECOGNITIONS

At Hotpack, we take pride in acknowledging and celebrating the exceptional contributions of our dedicated employees, which is why we have introduced a series of awards to honor their achievements.

Recognizing our employees through awards reinforces a culture of collaboration, innovation, and excellence across critical functions such as sales and manufacturing. These acknowledgments play a vital role in driving our collective progress toward achieving our strategic vision. The introduction of a dedicated Sustainability Award further underscores our commitment to embedding sustainable practices across all levels of our operations by encouraging forward-thinking and impactful initiatives.



BEST EMPLOYEE	BEST DEPARTMENT	INNOVATIVE IDEA OF THE YEAR
BEST MANUFACTURING PLANT	SUSTAINABILITY CHAMPION	SAFETY CHAMPION
LIFETIME ACHIEVEMENT	MENTOR OF THE YEAR	BEST BRANCH MANAGER
INTRAPRENEUR OF THE YEAR	RISING HOTPACKIAN	BEST WOMEN EMPLOYEE
BEST SALES MANAGER	BEST RETAIL OUTLET	RAPID GROWTH SALES CHANNEL
MASTER OF RECEIVABLES	BEST SALES PERFORMANCE-HORECA	BEST SALES PERFORMANCE-RETAIL
BEST SALES PERFORMANCE - INDUSTRIAL	LONG TERM CONTRIBUTION	OUTSTANDING LEADERSHIP
THE VISUAL DELIGHT AWARD	EMERGING MANUFACTURING PLANT	ABOVE & BEYOND
ONE TEAM ONE DREAM AWARD	EXTRA MILER	

EMPLOYEE BENEFITS

At Hotpack, the well-being of our employees is our top priority. To ensure their security and peace of mind, we provide comprehensive life and health insurance coverage for all our staff. We understand that a supportive and thriving work environment is essential for employees to focus on their careers with confidence.

We are also committed to the well-being of our female employees, offering 60 days of maternity leave to allow them the necessary time to embrace motherhood. Additionally, we provide 5 days of paternity leave, enabling employees to support their families during this significant life event. Beyond maternity leave, we offer annual and sick leave, recognizing the importance of maintaining a healthy work-life balance.

Engagement Approach	2024
Employees who availed parental leave	10
Employees who returned from parental leave	10
Employees who were retained in the organization 12 months after availing parental leave	10
Employee Retention Rate	100%

Employee Grievance Management

Effective employee grievance management is essential to maintain a positive work environment and enhance organizational trust. It ensures that concerns are addressed promptly, empowering employees to contribute to continuous improvement. We introduced feedback and grievance online platform to streamline communication and resolve issues efficiently.



EMPLOYEE FEEDBACK AND SATISFACTION SURVEY

At Hotpack, employee feedback is a vital tool in shaping a positive and engaging work environment. In 2024, we conducted comprehensive employee feedback and satisfaction surveys for our valued employees. These surveys provided valuable insights into employee needs and expectations, allowing us to identify areas of improvement and implement targeted actions. By actively listening to our workforce and addressing their concerns, we have enhanced overall engagement, improved internal processes, and fostered a culture of trust and inclusion. This proactive approach has also contributed to higher morale and strengthened our commitment to continuous improvement.

The survey consisted of 21 questions in total—10 of which addressed different elements of employee satisfaction, aligned with international best practices, while the remaining 11 focused on Product and Employee Safety Protocols. Each question was rated on a scale from 1 to 5, with 1 indicating 'Poor,' 2 'Needs Improvement,' 3 'Satisfactory,' 4 'Good,' and 5 'Excellent.'

Topics covered in Employee Satisfaction Survey

WORK LIFE BALANCE	RECOGNITION & APPRECIATION
CAREER GROWTH OPPORTUNITIES	TRANSPARENT COMMUNICATION
SUPPORTIVE LEADERSHIP	SAFETY PROTOCOLS
MANAGEMENT COMMITMENT	

2500

Employees participated in the survey

70%

The results indicated a 70% satisfaction rate among employees

The survey insights highlight a strong sense of satisfaction among employees regarding their work environment and overall experience at Hotpack. While the overall feedback was positive, we recognize the importance of continuous improvement. In response, we have implemented targeted measures to address specific concerns and further enhance employee well-being. Our commitment remains firm—to nurture a culture of growth, inclusivity, and excellence.

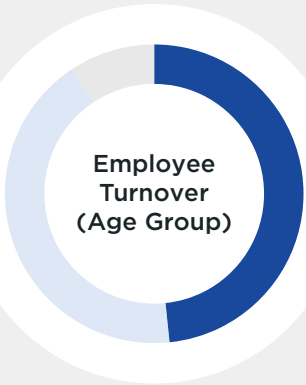
EMPLOYEE TURNOVER

At Hotpack, we have been able successfully maintain low turnover rate of 12% by fostering a culture of engagement and implementing strategic HR practices focused on continuous development, recognition, and employee well-being.



Maintained a low turnover rate of **12%**,
Reflecting the success of our HR Management practices

Male: 91%
Female: 9%



Under 30 Years: 48%
30 - 50 Years: 44%
Over 50 Years: 8%



EMPLOYEE HEALTH, SAFETY AND WELLNESS

At Hotpack, we place the utmost priority on the safety and well-being of our employees by consistently exceeding health and safety standards. We have established rigorous protocols to maintain a secure and protective work environment, ensuring compliance across all our ISO 45001-certified facilities. These protocols undergo regular audits, training sessions, and feedback-driven reviews to uphold the highest safety standards.

Health and safety are integral to both our daily operations and long-term strategic planning. Our robust HSE management system, aligned with ISO 45001 standards, serves as a critical framework across all our branches and factories. This dynamic system is continuously evaluated and updated to effectively identify and mitigate potential risks, threats, and business requirements.

Health and Safety Management Plan

We are committed to maintaining a comprehensive Health and Safety Management Plan that safeguards the well-being of our employees and stakeholders. Our approach focuses on proactive risk identification, mitigation, and continuous improvement to create a safe and compliant work environment. By aligning our Health and Safety Management Plan with ESG principles, we reinforce our dedication to responsible corporate citizenship and sustainable business practices. By following a structured approach based on the pillars outlines below, Hotpack ensures a safe, secure, and environmentally responsible workplace for all.

Highlights of Health and Safety Management Plan

Robust Policy and Procedures

- Implementation of structured Quality, Health, Safety and Environment (QHSE) policy to address workplace hazards.
- Regular risk assessments to identify, evaluate, and mitigate potential threats.
- Compliance with industry best practices and regulatory requirements.



Proactive Emergency Response Planning and Incident Management

- Well-defined emergency response procedures to handle workplace incidents effectively.
- A structured incident reporting and investigation mechanism to prevent recurrence.
- Readiness plans for fire safety, medical emergencies, and other emergencies.



Investing in Employee Training and Awareness

- Regular training programs to educate employees on safety protocols and risk prevention.
- Multilingual safety guidelines to ensure clear communication across the workforce.
- Ongoing awareness campaigns to promote a culture of safety and responsibility.





Mock Emergency Drill

Strategic Goals and Objectives

- Commitment to achieving zero fatalities and minimizing lost-time incidents (LTI).
- Minimizing road traffic accidents (RTA).
- Preserving the integrity of facilities and surrounding environment.



Continuous Monitoring and Improvement

- Periodic audits and assessments to enhance safety standards.
- Employee feedback mechanisms to improve workplace safety initiatives.
- Data-driven approach to refining policies and ensuring ongoing compliance.



Communicating QHSE Policy

- The Quality, Health, Safety, and Environment (QHSE) policy is prominently displayed at the head office.
- Communicated to all employees in English and other relevant languages.
- Reinforces company-wide safety standards and expectations.



Highlights of Health and Safety Management Plan

Our HSE procedures consist of documented guidelines and protocols that we adhere to in order to safeguard our employees' well-being while also prioritizing environmental protection. These procedures play a crucial role in preventing workplace accidents and ensuring a safe, sustainable work environment.

- 01 CONTROL OF RISK & OPPORTUNITY
- 02 CONTROL OF ENVIRONMENTAL ASPECTS & IMPACTS
- 03 CONTROL OF OCCUPATIONAL HAZARDS
- 04 CONTROL OF COMPLIANCE OBLIGATIONS
- 05 CONTROL OF OBJECTIVES, TARGETS & PROGRAMS
- 06 CONTROL OF COMPETENCE & AWARENESS
- 07 CONTROL OF INFRASTRUCTURE & NATURAL RESOURCES
- 08 CONTROL OF CALIBRATED EQUIPMENT
- 09 CONTROL OF IMPROVEMENT
- 10 CONTROL OF PURCHASING & PROCUREMENT
- 11 CONTROL OF NONCONFORMITY & CORRECTIVE ACTION
- 12 CONTROL OF EMERGENCY SITUATIONS
- 13 CONTROL OF ACCIDENTS & INCIDENTS
- 14 CONTROL OF CUSTOMER SATISFACTION
- 15 CONTROL OF DATA ANALYSIS



Health and Safety Performance 2024

Indicator	2024
Number of Fatalities	Nil
Number of Safety Incidents	102
Number of Workdays lost due to injury	50
Lost Time Injuries	5
Lost Time Injury Rate	3.5

WORKPLACE SAFETY AND QUALITY TRAININGS

In 2024, we conducted a series of targeted training sessions across various departments to strengthen our safety culture and promote the best practices in workplace safety, quality, and compliance. These initiatives are designed to minimize risks, improve operational standards, and create a safer work environment for all. Key training sessions included:

Health & Safety Training:

Multiple sessions conducted for plant operators, workers, and quality teams to reinforce workplace safety and accident prevention, including fire and safety mock drills.

QHSE Training:

Focused on safe handling of raw materials, minimizing cross-contamination, and ensuring traceability.

GMP (Good Manufacturing Practices) Training:

Provided to production teams to maintain hygiene, prevent contamination, and ensure compliance with international food safety standards.

Handling & Managing Hazardous Substances:

Awareness sessions for employees working with chemicals and high-risk materials.

HACCP Training:

Educated quality and production teams on identifying and controlling contamination risks throughout the packaging process.

ANNUAL INCIDENT MONITORING

As part of our ongoing commitment to transparency, accountability, and operational excellence, Hotpack maintains an annual Incident Reporting approach which aims to systematically capture, assess, and address incidents across all business units.

Our Annual Incident Report spans information security and technology risk, workplace safety incidents and compliance issues, code of conduct related aspects like corruption and harassment incidents. The objective of adopting this approach is to not only record events but also to analyze root causes, identify recurring patterns, and implement corrective actions that contribute to long-term, sustainable improvement.

INSIGHTS FROM THE 2024 INCIDENT MANAGEMENT

INFORMATION SECURITY & TECHNOLOGICAL RISK

Cybersecurity measures were strengthened through continuous assessments, patching systems, and real-time monitoring, with improvements made following minor incidents.

WORKPLACE SAFETY & COMPLIANCE

Safety violations in the usage of PPE and negligence prompted stricter supervision, mandatory training, and the introduction of a near-miss reporting system.

MANAGING ETHICAL VIOLATIONS & EMPLOYEE MISCONDUCT

Identification of issues like resource misuse and document falsification led to enhanced ethics training, policy reinforcement, and tighter monitoring controls.

IMPROVING WHISTLEBLOWING MECHANISMS

A formal, anonymous whistleblowing system was introduced to encourage ethical reporting and improve transparency.

TACKLING WORKPLACE CONDUCT & INCIDENTS

Cases of misconduct and absenteeism were addressed through disciplinary action, conduct training, and strengthened workplace

This initiative plays a crucial role in driving continuous improvement across the organization. By systematically capturing incidents and analyzing their root causes, Hotpack is able to develop informed strategies that reduce risk, enhance operational resilience, and improve workplace culture. The implementation of clear policies, regular audits, structured training programs, and formal reporting channels has helped create a safer, more ethical, and compliant organization. Finally, the Incident Reporting not only strengthens internal governance but also reinforces Hotpack's values of integrity, accountability, and excellence—laying the foundation for sustained growth and operational maturity.

EMPLOYEE WELLNESS INITIATIVES

At Hotpack, we believe that our employees are our greatest assets, and investing in their health, safety and well-being is essential for our long-term success. We aspire to continuously build a workplace culture that prioritizes physical and mental wellness, ensuring that our team has access to the resources and support needed to lead healthier and happier lives. As part of this commitment, we actively seek opportunities to spread awareness and engage with employees through key health and wellness initiatives, reinforcing our dedication to their overall well-being. Throughout 2024, we organized a variety of health and wellness initiatives for our employees, prioritizing their well-being and that of their loved ones.

COMPLIMENTARY EYE TEST CAMP

In collaboration with Noor Dubai Foundation and Mohammed bin Rashid Global Initiatives, we successfully organized a complimentary eye test camp for our employees. This initiative underscores our commitment to employee welfare and accessible healthcare, ensuring that our team has the opportunity to receive essential eye care services. By promoting eye health and early detection of vision issues, we continue to prioritize the well-being of our workforce.



FREE FLU VACCINATION DRIVE

On October 2024, 22, Hotpack, in partnership with Qatar Insurance Group (QIC), Howden, and Aster, conducted a Free Flu Vaccination Drive at the DIP 2 Training Room. This initiative was undertaken to protect employees from seasonal flu, ensuring we take proactive steps to protect their health and wellbeing during peak flu season. We value the opportunity to facilitate preventative healthcare for our employees.

BREAST CANCER AWARENESS SESSION AND SCREENING

In support of Breast Cancer Awareness Month, Hotpack Global hosted a dedicated Awareness Session and Screening Test at our headquarters in Dubai Investment Park 2. This initiative, conducted under the Hotpack Happiness Program, educated employees about breast health and emphasized the importance of early detection. Through expert-led discussions and screenings, we encouraged proactive health management, reinforcing our commitment to comprehensive employee wellness.



ACTIVATE YOUR LIFESTYLE - WELLNESS SESSIONS

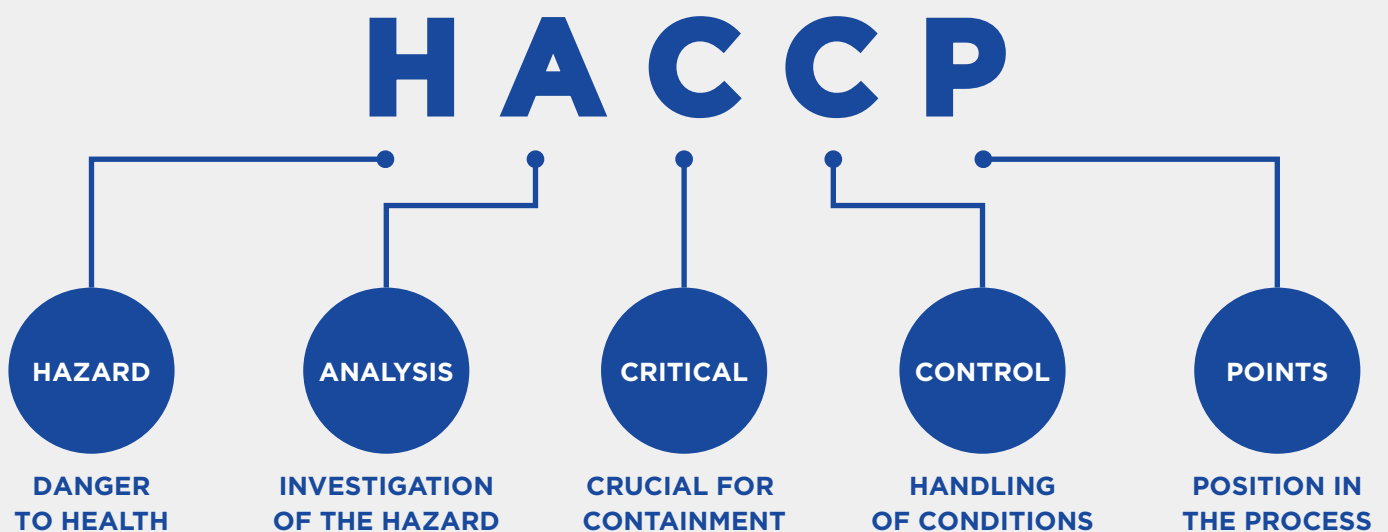
As part of our Happiness Initiative, Hotpack Global successfully concluded the Activate Your Lifestyle - Wellness Sessions aimed at promoting both physical and mental well-being. These sessions provided employees with an invigorating experience that combined fitness activities, expert health advice, and practical wellness tools to support a balanced and healthy lifestyle. By fostering a culture of well-being, we continue to empower our employees to make healthier choices in their daily lives.



HACCP

The Hazard Analysis and Critical Control Points (HACCP) system is a globally recognized Food Safety Management System designed to proactively identify and address food safety risks throughout the entire production and consumption process. Hotpack leverages HACCP to systematically assess potential hazards in the food packaging process and ensure that all risks are identified and controlled at critical points. Critical Control Points (CCPs) are key stages where preventive measures can be implemented to eliminate or minimize potential threats to food safety. This structured approach not only safeguards consumer health but also reinforces compliance with food safety regulations and industry's best practices.

Our adoption of the HACCP system reflects our unwavering commitment to maintaining the highest standards of safety, regulatory compliance, and risk management within the food packaging industry. By integrating HACCP principles, we enhance our reputation as a trusted and responsible partner, fostering confidence among our customers and stakeholders. This proactive approach strengthens our competitive advantage, ensures continuous improvement, and aligns with our mission to deliver safe and high-quality food packaging solutions.



OUR COMMUNITY SOCIAL RESPONSIBILITY

At Hotpack, community giving and collaboration is a fundamental pillar of our organizational ethos and values. We take pride in every opportunity to give back, ensuring that our success contributes to the well-being of the communities we serve. Our commitment to Corporate Social Responsibility (CSR) is reflected in our active engagement with initiatives that drive positive changes, including educational programs, charitable contributions, women's empowerment, and local development projects. We believe in creating a lasting impact, reinforcing our dedication to responsible business practices that extend beyond products and services to meaningful community enrichment.

AED 1 Million

Hotpack invested AED 1 Million in various CSR initiatives in 2024.

OUR COMMUNITY SOCIAL RESPONSIBILITY

Promoting Environmental Sustainability at the Green Run

Hotpack Global proudly participated as the sustainable packaging partner at the annual Green Run, hosted by Dubai Investments PJSC and organized by FittGROUP in February 2024. The Green Run is more than just a run; it's a collective stride towards promoting an eco-friendly lifestyle and making a positive impact on our environment. By participating in this event, we reaffirm our commitment to sustainability, teamwork, and a greener future, inspiring each other to take small yet significant steps towards environmental responsibility.



A step towards Road Safety

Hotpack Global, in collaboration with Dubai Police, conducted an engaging road safety session to educate drivers on safe driving practices. The session emphasized the importance of responsible driving, leaving a lasting impact on participants. As a company, we remain committed to prioritizing safety across our operations.

Celebrating Shared Joy

During the holy month of Ramadan, Hotpack partnered with Dubai Police and Dubai Customs to distribute Iftar kits at City Walk, Dubai. The initiative brought together volunteers to share kindness and support the community.



Emirates NBD Unity Run 2024: Celebrating Inclusion and Togetherness

Hotpack is proud to sponsor the Emirates NBD Unity Run 2024, held on Sunday, 17th November at the iconic Expo City Dubai. This uplifting event was a true celebration of inclusion, diversity, and unity—bringing together individuals of all abilities and backgrounds to support a shared cause and inspire a more inclusive community.



Sustainable Packaging Partner at Saudi Arabia Cleaning, Waste Management & FM Awards

We are thrilled to have partnered as the Sustainable Packaging Partner for the Saudi Arabia Cleaning, Waste Management & FM Awards. It was an honor to witness the celebration of remarkable achievements and innovations across the cleaning & hygiene, waste management, and facility management sectors within the Kingdom of Saudi Arabia. Events like these play a crucial role in driving progress towards a cleaner, more sustainable future by recognizing and encouraging excellence in environmental practices.



500

Employees participated in
CSR activities in 2024.

”

ROBUST CUSTOMER ENGAGEMENT

At Hotpack, serving the diverse needs of our customers and communities is at the core of our mission. We recognize the importance of a comprehensive and forward-thinking approach that ensures exceptional quality, outstanding service, impeccable hygiene, and great value.

Our commitment to customer satisfaction has evolved over the years, adapting to industry trends and market demands while staying true to our purpose, mission, and values. We continuously refine our strategies to ensure our offerings remain relevant, responsive, and aligned with the ever-changing landscape of the food packaging industry. Through innovation and customer engagement, we strive to enhance experiences, build lasting relationships, and exceed expectations in every interaction.

Our Customer-Centric Focus Areas



ADAPTING TO INDUSTRY DEMANDS THROUGH CUSTOMER SEGMENTATION

We adopt a customer segmentation approach to develop products and services that cater to diverse customer needs. We consider factors such as industry type, order volume, geographic location, and specific packaging requirements to build a comprehensive customer base. Our key segments include the food service industry, retail and grocery chains, healthcare and pharmaceuticals, and manufacturers and distributors. Committed to customization, we collaborate with clients to create tailored packaging solutions that align with their brand and operational needs. This approach enables us to effectively address diverse customer demands while fostering long-term partnerships for mutual growth.

LISTENING TO OUR CUSTOMER'S VOICES

At Hotpack, customer feedback is a cornerstone of our commitment to excellence. We actively seek input through surveys, direct communication, online reviews, and social media engagement, allowing us to gain valuable insights into our customers' experiences, needs, and preferences.

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In 2024, we collected over

13,237

customer feedback forms as part of our customer engagement process and achieved as a customer satisfaction rate of 98.16%

By engaging with customers through multiple channels, we build stronger relationships and gain a deeper understanding of their unique challenges and requirements. This enables us to respond with tailored products, improved services, and innovative solutions that directly address their concerns. Whether it's refining packaging designs, streamlining order processes, or enhancing customer support, every piece of feedback contributes to our continuous improvement efforts. Our customer-driven approach ensures that we adapt, innovate, and deliver solutions that truly meet market demands.

”

90%

of customer complaints received were satisfactorily resolved in 2024.



06

ROBUST GOVERNANCE

ROBUST GOVERNANCE

At Hotpack, governance extends beyond compliance; it is a strategic enabler of business excellence. Our approach integrates environmental, social, and governance (ESG) principles, ensuring sustainability remains at the core of our operations. By continuously adapting to evolving regulatory landscapes and industry best practices, Hotpack remains a leader in ethical packaging solutions, committed to driving responsible and sustainable business growth. Throughout our operations, we prioritize stakeholder engagement, valuing inclusivity and informed decision-making.



OUR APPROACH

We are committed to upholding the highest standards of corporate governance, ensuring transparency, accountability, and ethical business conduct. Our governance framework is designed to align with global sustainability and ethical benchmarks, reinforcing our responsibility towards stakeholders, regulatory compliance, and long-term business resilience. Through clear policies, ethical leadership, and structured decision-making, we aim to continue building a culture of lasting integrity and trust.

Highlights of our Corporate Governance Approach



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.

ORGANIZATIONAL STRUCTURE

We have established a robust and well-defined corporate structure designed to uphold transparency, efficiency, and accountability at all levels of the organization. Each tier of the organizational hierarchy is supported by a clear reporting framework, ensuring that responsibilities are effectively delegated and performance is consistently monitored. At the helm of this structure is the Board of Directors, which provides strategic oversight and direction. The reporting lines across departments and management levels are aligned to maintain seamless communication and enable timely decision-making. This structured approach not only strengthens governance but also reinforces our commitment to operational integrity and long-term value creation.



POLICIES AND PROCEDURES

In line with our guiding principles and strategic vision, we have adopted a comprehensive set of policies and procedures that formalize our commitment to key business and operational priorities and sustainability principles. These policies serve as a framework to uphold our values, ensure compliance, and translate our commitments into meaningful action across all aspects of our operations.

Environment	Social	Governance
ESG Policy	Child Labour Policy	Anti-Bribery Policy
Biodiversity Policy	Forced Labour Policy	Anti-Money Laundering Policy
Environment Policy	Career Growth Policy	Corporate Governance Policy
Energy Management Policy	Collective Bargaining Policy	Data and Cybersecurity Policy
GHG Emissions Policy	Corporate Social	Trade Policy
QHSE Policy	Responsibility Policy	IT Policy
Sustainability Policy	Customer Health and Safety Policy	Risk Management Policy
Chemical Management	Diversity, Equity and Inclusion Policy	Sustainable Procurement Policy
ESG Investment	Medical Insurance Policy	Confidentiality Policy
Smart Office and Facilities Policy	Health and Safety Policy	Conflict of Interest Policy
	Human Rights Policy	Integrated Management System
	Living Wage Policy	Taxation Policy
	Non-Discrimination Policy	Whistleblowing Policy
		Supplier Code of Conduct

HOTPACK CODE OF CONDUCT

At Hotpack, Our Code of Conduct serves as a cornerstone of our commitment to ethical excellence and responsible corporate behaviour. It outlines the key principles which reflect dedication to integrity, transparency, and accountability in all business dealings. Rooted in our core values, the Code upholds ethical business practices, respect for human and labor rights, and environmental responsibility. The Code of Conduct is applicable to all employees, regardless of role or location, and provides guidance to ensure that we operate with the highest standards of professionalism and integrity, fostering a culture of trust and compliance across our organization.

Principles of our Code of Conduct

<div>01</div> <div>INTEGRITY</div> <div>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.</div>	<div>02</div> <div>CONFIDENTIALITY</div> <div>We protect sensitive company information and respect the confidentiality of proprietary data, customer information, and employee records.</div>	<div>03</div> <div>COMPLIANCE</div> <div>We adhere to all applicable laws, regulations, and industry standards, ensuring that our business practices are lawful and ethical.</div>	<div>04</div> <div>ENVIRONMENTAL RESPONSIBILITY</div> <div>We are committed to minimizing our environmental impact, promoting sustainable practices, and complying with environmental laws and regulations.</div>	<div>05</div> <div>HEALTH AND SAFETY</div> <div>We prioritize the health and safety of our employees and stakeholders, maintaining a safe work environment and promoting well-being.</div>
<div>06</div> <div>QUALITY AND CUSTOMER FOCUS</div> <div>We consistently deliver high-quality products and services, prioritize customer satisfaction, and respond promptly to customer needs and concerns.</div>	<div>07</div> <div>FAIR</div> <div>We engage in fair and ethical competition, refraining from anti-competitive practices or actions that harm competitors or consumers.</div>	<div>08</div> <div>COMMUNITY</div> <div>We actively engage with and support the communities in which we operate, contributing to their well-being and development.</div>	<div>09</div> <div>CONFLICTS OF INTEREST</div> <div>We avoid situations where personal interests conflict with the interests of the company, disclosing any potential conflicts and seeking guidance when needed.</div>	<div>10</div> <div>WHISTLEBLOWER PROTECTION</div> <div>We provide mechanisms for employees to report ethical concerns or violations anonymously and ensure protection against retaliation for whistleblowers.</div>

BUILDING A CULTURE OF COMPLIANCE THROUGH EMPLOYEE TRAINING

Training employees on organizational policies is essential towards building a culture rooted in compliance, transparency, and ethics. By clearly communicating expectations and standards, these trainings equip employees with the knowledge to navigate ethical dilemmas, follow regulations, and uphold company values. Regular and engaging training reinforces accountability, encourages open communication, and empowers individuals to act with integrity.

As part of our commitment to fostering a culture of integrity, accountability, and respect, we conducted a comprehensive training program in 2024 to ensure that all employees are well-informed and compliant with our organizational policies and ethical standards. The following key training sessions were conducted:

Workplace Conduct & Anti-Harassment Training

This training reinforced the importance of respect, inclusion, and professionalism in the workplace. Employees were equipped with the knowledge and tools to identify, prevent, and address inappropriate behaviour, contributing to a safe and inclusive work environment for all.

Prevention of Corruption & Bribery Training

To strengthen ethical decision-making, this training focused on compliance with anti-bribery laws and internal anti-corruption policies. Employees gained clarity on identifying and reporting any unethical practices.

Forced Labour & Modern Slavery Awareness

This session underlined our zero-tolerance approach to forced labour and modern slavery. It emphasized our ongoing commitment to fair working conditions across the organization and within our value chain, ensuring every employee understands their role in upholding fundamental human rights.

Supplier Code of Conduct Awareness

Designed for procurement and supply chain teams, this training provided guidance on responsible sourcing, supplier due diligence, and compliance with our Supplier Code of Conduct. It outlined the expectations we have of our partners and reinforced our standards on labour rights, environmental sustainability, and business ethics.

Business Ethics Training

Through a series of interactive e-learning modules, employees received training on ethical practices, integrity, and compliance requirements. The training aimed to embed a strong ethical foundation across all levels of the organization and empower staff to navigate complex business scenarios with confidence and transparency.

BUILDING A CULTURE OF COMPLIANCE THROUGH EMPLOYEE TRAINING

These training initiatives are an essential part of our governance framework and reflect our ongoing investment in creating a compliant, ethical, and socially responsible workplace

100%

of employees
trained on Anti-Corruption

100%

of employees trained
on Code of Conduct

SUSTAINABILITY GOVERNANCE

At Hotpack, we recognize that achieving our sustainability vision requires a structured and accountable approach at every level of our organization. Our senior leadership plays a crucial role in guiding our operations toward sustainability, ensuring that our strategies align with our long-term environmental and social commitments. Their oversight and direction provide the foundation for embedding sustainable practices into our core business operations.

To further reinforce this commitment, we have appointed a dedicated sustainability officer at the corporate level, responsible for driving sustainability initiatives and programs across the group. This ensures that our efforts are well-coordinated and effectively translated into meaningful actions and measurable outcomes. By establishing a clear point of contact for sustainability-related matters, we enhance our ability to integrate environmental and social considerations into decision-making, fostering a culture of responsibility and innovation in sustainable packaging solutions.



CAPACITY BUILDING FOR ADVANCING SUSTAINABILITY

At Hotpack, we recognize that building internal capabilities is critical to achieve our sustainability goals and driving progress. Our people are at the heart of this transformation. Equipping employees with the right knowledge and tools ensures that sustainability is not just a goal—but a shared responsibility embedded in everyday actions across our diverse operations.

Therefore, we conducted structured training programs and knowledge-sharing sessions throughout the year. Through these initiatives, we are empowering our teams to make informed, eco-conscious decisions across all functions.

SUSTAINABILITY WEBINAR SERIES

Delivered targeted sessions on the differences between compostable, biodegradable, and recyclable materials. These webinars enhanced employee understanding of sustainable packaging choices and their environmental impacts.

SUSTAINABLE PROCUREMENT & SUPPLY CHAIN ETHICS

Introduced new frameworks to guide supplier selection based on ethical practices, environmental performance, and diversity. Teams are now better equipped to assess sustainability risks and opportunities across the supply chain.

ENERGY CONSERVATION & CLIMATE ACTION TRAINING

Rolled out comprehensive training modules covering energy-saving techniques, climate action principles, and waste reduction strategies. Employees are now actively contributing to minimizing our environmental footprint.

By investing in employee capacity building on key sustainability aspects, we are building a workforce that's future-ready and aligned with our long-term ESG goals. This approach not only improves our operational performance but also strengthens our collective commitment to sustainable growth.

RISK MANAGEMENT & INTERNAL OVERSIGHT

Hotpack believes that a robust risk management and internal control framework is key to safeguarding our operations and assets. Our approach is designed to identify, evaluate, and mitigate risks that may affect the achievement of our strategic goals. Through continuous risk monitoring and assessment, we proactively address potential risks, ensuring their impact is minimized and mitigated at each level. Additionally, our internal control system is carefully structured to enhance operational efficiency, prevent fraud and errors, and uphold the integrity of financial reporting. Adhering to globally recognized standards, we regularly review and refine our internal controls to align with the evolving business landscape. This comprehensive approach underscores our commitment to long-term sustainability and resilience, reinforcing trust among stakeholders and business partners.

Fostering a culture of integrity and accountability is fundamental to our governance philosophy. Hotpack is committed to establishing and maintaining strong policies and procedures related to risk management and compliance, ensuring informed decision-making and alignment with our principles of sustainability, ethics, and corporate responsibility. We diligently adhere to all relevant laws, regulations, and industry standards, ensuring that our business practices remain responsible and transparent. By consistently evaluating and updating these policies, we safeguard stakeholder interests while demonstrating our dedication to ethical, compliant, and sustainable business operations.

”

In 2024, **75%**
of our operations comprising key departments
including IT, HR, Administration, Finance, Sales and
Procurements were assessed for corruption risk.

EFFECTIVE SUPPLY CHAIN MANAGEMENT

Sustainable supply chain management is a cornerstone of Hotpack's commitment to environmental responsibility and ethical business conduct. We understand that beyond our own operations, our broader supply chain plays an integral role in our sustainability journey. Therefore, we have adopted a holistic approach to ensure that sustainability is embedded across all aspects of our operations. Our strategy begins with responsible sourcing, where we collaborate with suppliers who align with our values and comply with strict ethical and environmental guidelines. This ensures that the raw materials we utilize are sourced responsibly, with a strong emphasis on minimizing adverse impacts on both the people and the planet.

Beyond sourcing, we focus on enhancing energy efficiency and minimizing waste throughout our supply chain. Our production facilities are equipped with state-of-the-art technologies and processes designed to optimize energy consumption and reduce waste generation. By doing so, we aim to not only lower operational costs but also significantly reduce our carbon footprint, reinforcing our commitment to a more sustainable future.

Additionally, we continuously monitor and assess our supply chain to identify opportunities for improvement. We proactively seek innovative solutions and best practices that align with our sustainability objectives. Our Supplier Code of Conduct serves as a fundamental guide, outlining the ethical and environmental standards we expect from our suppliers. By implementing and enforcing this code, we uphold our commitment to transparency, accountability, and the well-being of both society and the environment, ensuring that sustainability remains at the core of our supply chain operations.

SUSTAINABLE PROCUREMENT STRATEGY

At Hotpack, we prioritize sustainable procurement as a key driver of our sustainability goals, ensuring that our suppliers adhere to fair labour practices, uphold human rights, and prioritize worker welfare. Our strategy fosters long-term partnerships with suppliers committed to environmental stewardship, including reducing emissions, minimizing water usage, and promoting biodiversity. By collaborating with responsible suppliers, we contribute to building a more sustainable and resilient supply chain.

Responsible Procurement Charter

At Hotpack Global, we believe that responsible procurement is fundamental to building a sustainable and ethical business. Our Responsible Procurement Charter outlines the values and commitments we expect from ourselves and our suppliers as we work together to create a more transparent, inclusive, and environmentally conscious supply chain. This charter is applicable to all suppliers, subcontractors, service providers, and business partners working with Hotpack, irrespective of the nature or scope of their engagement.

We are committed to partnering with suppliers who share our dedication to ethical conduct, legal compliance, and social and environmental responsibility. This Charter reflects our collective responsibility to uphold the highest standards while fostering meaningful, long-term partnerships that benefit our business, our communities, and our planet.

Aspects covered under the Responsible Procurement Charter

Commitment to the Environment

- Carbon Reduction and Climate Action
- Sustainable Resource Use
- Biodiversity and Ecosystem Protection
- Pollution Prevention
- Sustainable Products and Services



Health and Safety

- Compliance with all applicable health and safety laws and regulations
- Adherence to international best practices and industry standards, to increase workplace safety.



Human Rights and Fair Labor Practices

- Fair and ethical pay, benefits and conditions.
- Banning forced labour, child labour, human trafficking, and all other forms of modern slavery.
- Contracts with clear terms of employment.



Ethical Business Practices, Tax Compliance and Fraud Prevention

- Compliance with all applicable laws and regulations related to ethical business practices.
- Implement and uphold effective anti-fraud measures.



Anti-Counterfeiting

- Compliance with all applicable anti-counterfeiting laws.
- Supply documentation, certification, and proof to verify the authenticity of products, services, and intellectual property.



Confidentiality and Data Integrity

- Compliance with data protection and cybersecurity legislation.
- Employee trainings and capacity building on data protection and confidentiality policies.



By annually acknowledging this charter, suppliers affirm their commitment to upholding these principles throughout their operations and supply chains.



OUR SUPPLIER CODE OF CONDUCT

We have formally reinforced our commitment to sustainability and ethical procurement through a dedicated Supplier Code of Conduct. This comprehensive document outlines our stance on key ethical, environmental, and social issues. Our Supplier Code of Conduct serves as the foundation for our expectations, outlining the ethical, environmental, and social criteria we require from our suppliers. By adhering to these standards, we strive to build a supply chain characterized by responsible and transparent practices, while maintaining integrity, sustainability, and accountability across our entire network and operations.

Our Supplier Code of Conduct is grounded in core values such as integrity, respect, compliance, sustainability, innovation, and collaboration. It emphasizes respect for human rights, environmental stewardship, and transparent operations. It applies to all entities in our supply chain and is aligned with globally recognized standards like Ecovadis and SEDEX.

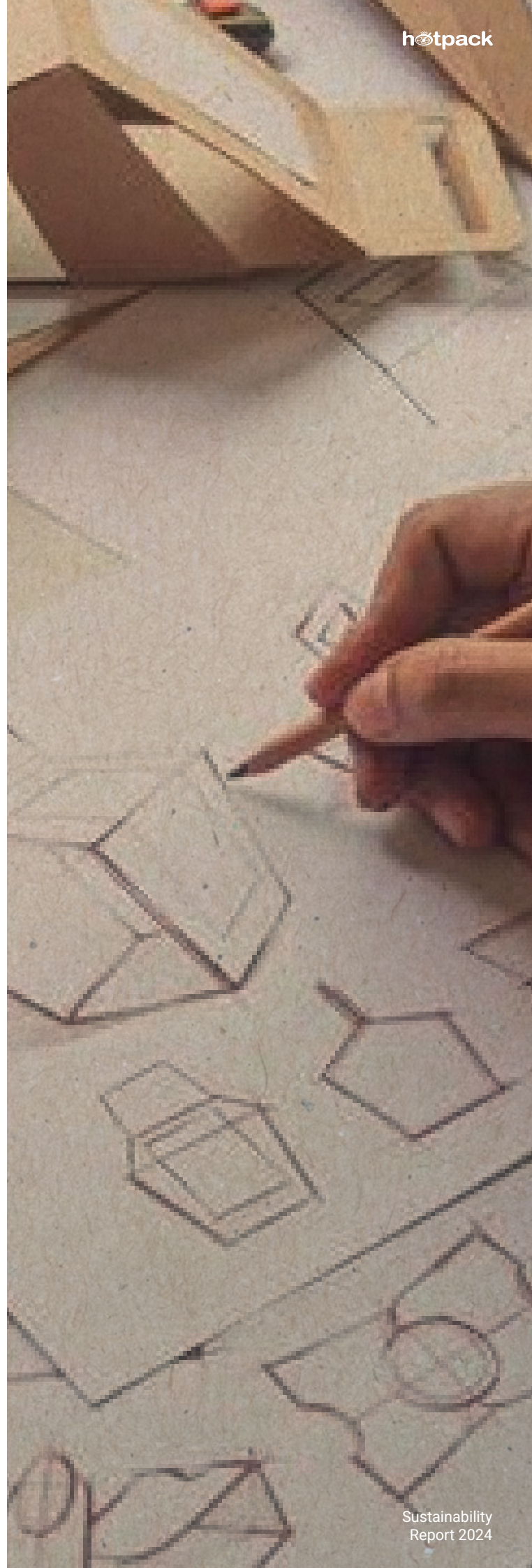
STAKEHOLDER ENGAGEMENT APPROACH

Focus Area	Our Expectation from Suppliers	Key Aspects
Compliance with Laws, Regulations, and International Certifications	All parties engaging with Hotpack Global are expected to comply with a broad spectrum of local, regional, and international laws and regulations.	<ul style="list-style-type: none">◦ Local and National Legislation◦ International Standards◦ Certification Requirements◦ Anti-Corruption and Anti-Bribery◦ Data Protection and Cybersecurity
Commitment to the Environment	Hotpack Global is committed to embedding environmental sustainability across all areas of its operations. We expect our suppliers to uphold the same values by adopting responsible practices that minimize environmental impact. This includes reducing emissions, conserving resources, managing waste responsibly, and supporting sustainable sourcing.	<ul style="list-style-type: none">◦ Environmental Compliance◦ Carbon Reduction and Climate Action◦ Sustainable Resource Use◦ Sustainable Sourcing◦ Biodiversity and Ecosystem Protection◦ Pollution Prevention◦ Energy Efficiency
Health and Safety	Health and safety are top priorities at Hotpack Global. We expect suppliers to maintain safe workplaces, report incidents promptly, and collaborate on best practices to ensure the well-being of all stakeholders.	<ul style="list-style-type: none">◦ Compliance with Safety Regulations◦ Risk Management◦ Training and Capacity Building◦ Health and Safety Documentation

Focus Area	Our Expectation from Suppliers	Key Aspects
Human Rights and Fair Labour Practices	Respect for human rights and fair labor is central to our operations. We expect all suppliers to treat individuals with dignity and equity by eliminating forced and child labor, promoting inclusion, providing fair wages, ensuring safe working conditions, and respecting workers' rights to freedom of association.	<ul style="list-style-type: none"> ◦ Forced and Child Labour ◦ Respect for Human Rights ◦ Ensure Equal Opportunities ◦ Safeguarding Workers' Rights
Ethical Business Practices, Tax Compliance and Fraud Prevention	At Hotpack Global, we uphold integrity and transparency as core values and expect all supply chain partners to adhere to ethical conduct, tax compliance, and anti-fraud regulations.	<ul style="list-style-type: none"> ◦ Acting with Integrity ◦ Adherence to Tax Laws ◦ Maintain Accurate Records ◦ Promote a culture of Accountability
Anti-Counterfeiting and Intellectual Property Protection	Protecting product authenticity and intellectual property is vital to preserving our brand and customer trust. Counterfeiting compromises quality, safety, and innovation. Hotpack Global expects suppliers to maintain clear documentation proving product authenticity, report any suspected counterfeiting without delay, and implement strong internal controls to prevent counterfeit goods from entering the supply chain.	<ul style="list-style-type: none"> ◦ Safeguard Intellectual Property ◦ Maintain Transparent Documentation ◦ Report Suspected Counterfeiting ◦ Adopt Preventative Measures
Confidentiality and Data Integrity	Hotpack Global expects all suppliers to handle confidential information responsibly while ensuring it is accurate, secure, and used strictly for its intended purpose.	<ul style="list-style-type: none"> ◦ Protect Sensitive Data ◦ Adherence to Data Protection Laws ◦ Secure Data Practices ◦ Reporting Data Breaches
Certification, Auditing and Reporting Requirements	To ensure full compliance with the Supplier Code of Conduct, Hotpack Global requires suppliers to participate in regular certification, auditing, and reporting processes.	<ul style="list-style-type: none"> ◦ Certification and Accreditation ◦ Auditing and Reporting
Continuous Improvement, Corrective Actions and Enforcement	Hotpack Global is dedicated to continuous improvement across its supply chain. Suppliers are expected to take proactive steps to strengthen their performance and align with the standards set in the Supplier Code of Conduct	<ul style="list-style-type: none"> ◦ Setting Measurable Targets ◦ Training and Developments ◦ Collaborative Initiatives ◦ Embracing Technological Innovation

We expect all our suppliers to comply with the standards outlined in our Supplier Code of Conduct, which is embedded in our supplier onboarding process. Each new supplier receives the Code to clearly understand our expectations, and their formal acknowledgment confirms their commitment to integrating these principles into their operations.

Hotpack Global monitors supplier compliance with the Supplier Code of Conduct to ensure adherence to our ethical, operational, and ESG standards. We conduct regular evaluations of key suppliers to verify alignment with our sustainability goals and procurement principles. If any supplier is found non-compliant, they must provide a formal remediation plan detailing corrective measures. Additional audits and reporting may be initiated to track progress. Continued non-compliance may lead to suspension or termination of the business relationship, and any legal breaches will be addressed in accordance with applicable laws.



SUPPLIER DIVERSITY INITIATIVE

Hotpack Global's Supplier Diversity Program (SDP) is a strategic initiative aimed at integrating Women, Person with Disability and Minority Owned businesses into our procurement processes. This initiative is more than just a sourcing strategy—it reflects our broader commitment to inclusivity, innovation, and corporate social responsibility. By creating equitable opportunities for underrepresented suppliers, we are not only fostering a diverse and resilient supply chain but also aligning with our core values of sustainability, quality, and ethical business practices.



INCREASE PROCUREMENT FROM DIVERSE SUPPLIERS

Prioritize partnerships with certified Women, Person with Disability and Minority Owned businesses for raw material sourcing.



PROMOTE ECONOMIC INCLUSION

Create a level playing field for underrepresented business groups in the packaging industry.



ENSURE COMPLIANCE AND TRANSPARENCY

Maintain fair selection criteria, track supplier diversity metrics, and ensure sustainability and ethical sourcing standards compliance.



SUSTAINABLE SOURCING

Strengthen our sustainability initiatives by partnering with diverse suppliers focusing on ecofriendly and innovative packaging solutions.

OUR STRATEGY

Hotpack Global's Supplier Diversity Program is anchored in a proactive, structured approach to identifying, engaging, and integrating diverse suppliers into our procurement framework. We execute the strategy through focusing on two critical aspects which includes the following:

- **Supplier identification and onboarding:** We continuously strive to expand our existing supplier database by proactively identifying and inviting diverse suppliers to register. Further, we establish partnership with industry networks, chambers of commerce and NGOs that support diverse businesses to tap into the broader network of suppliers that meet our eligibility criteria.
- **Procurement and Integration:** We have embedded the Supplier Diversity Program as a key element of our supplier evaluation process. Suppliers are selected based on competitive pricing, superior quality, reliable delivery, and timely document submission. We also undertake regular assessments to understand our supplier contributions, compliance and impact of our sustainability programs.

This initiative strengthens our role as a socially responsible global leader in sustainable food packaging. It ties directly into our wider mission to drive economic empowerment, support communities, and uphold ESG standards throughout our operations. Through this initiative, we are actively collaborating with minority-owned businesses and also expanding representation of women-owned enterprises across our network. Through these efforts, Hotpack is building a future-focused supply chain that is inclusive, innovative, and impactful—one that benefits our business, our partners, and society at large.

SUPPORTING LOCAL SUPPLY CHAINS

At Hotpack, we recognize the value of strengthening the local economy and the critical role local supply chains play in reducing emissions and enhancing ESG performance visibility. Whenever possible, we actively prioritize partnerships with local suppliers to drive regional growth, promote economic stability, and create job opportunities.

Sourcing locally not only supports community development but also reduces transportation-related emissions, aligning with our environmental sustainability goals. Additionally, it allows us to maintain close relationships with our suppliers, ensuring high product quality and adherence to ethical standards. Our commitment to local sourcing fosters a mutually beneficial ecosystem—strengthening our business while positively impacting the communities we serve.



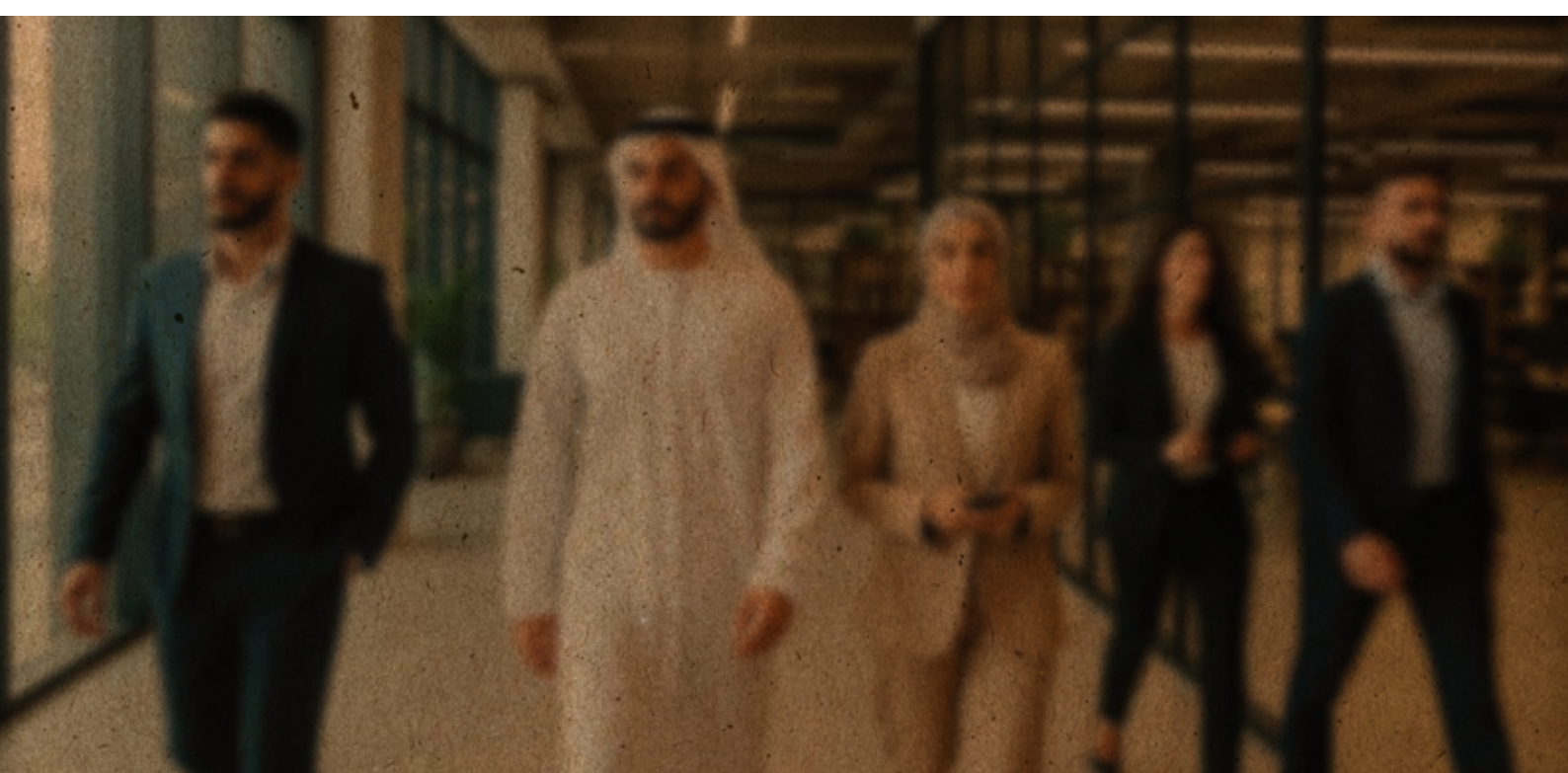
IT AND CYBERSECURITY INITIATIVES

Hotpack recognizes that in today's fast-evolving digital landscape, technology plays a central role in driving innovation, efficiency, and growth. We remain at the forefront of this transformation by embracing digital technology systems across our operations. As we continue to embrace digital transformation across our operations, safeguarding our digital assets—and those of our customers—remains a top priority. Hotpack is committed to maintaining robust cybersecurity practices to protect our digital assets and ensure business continuity. We continuously invest in secure systems, data protection frameworks, and awareness-building initiatives for our employees.

Recognizing that employees are the first line of defense against information security risks, we implemented targeted training programs to strengthen their awareness and vigilance. By equipping our teams with the knowledge to identify and respond to potential threats, we reinforce our commitment to protecting digital assets. These efforts support our goal of building a security-conscious workforce and maintaining trust with all our stakeholders.

- **Cybersecurity Awareness Training**
Focused on helping employees identify cyber threats, prevent data breaches, and safeguard sensitive company and customer information.
- **Smart Digital Practices & Online Security Webinars**
Covered real-world examples of digital risks and provided best practices for secure online behaviour, including phishing awareness and safe data handling.

Furthermore, as part of our incident management reporting, we closely monitor all cybersecurity and information security incidents and proactively implement measures to address any vulnerabilities identified through our IT risk assessments.





ACKNOWLEDGEMENT

It gives me great pleasure to introduce this year's Sustainability Report—a continuation of the journey we began in 2022 when we published our first comprehensive report. Each year since, we've built on that foundation, expanding the depth of our disclosures and improving the quality of our data to reflect our growing commitment to transparency and responsible business practices.

This 2024 edition captures not only our environmental impact and social contributions, but also the systems, policies, and performance metrics that guide our operations and help us stay aligned with global sustainability expectations. From carbon emissions and waste management to employee wellbeing, supply chain responsibility, and community engagement, the report provides a holistic overview of how sustainability is being embedded into our core business functions.

This effort has truly been a collaborative one. I would like to express my sincere thanks to the team members who played a key role in bringing this report together—Nageeba Suleman, Nishad Rahman, Fathima Rizwa, Vyshnavi, and Ageena. Your commitment, coordination, and attention to detail have been instrumental in ensuring the completeness and accuracy of this report.

Together, we are not just reporting progress—we are helping shape the future of sustainability at Hotpack Global. I look forward to continuing this important work with the same energy and focus in the years ahead.

Warm regards,
Jayachandran Nair,
Team Lead ESG Reporting,
Sr. Legal Affairs Manager

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Sr. Manager- People & Culture



NISHAD RAHIMAN
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Legal Affairs Assistant



AGEENA ANAN
HR Coordinator

GRI

CONTENT INDEX

Statement of use	Hotpack has reported in accordance with the GRI Standards for the period 1 January 2024 to 31 December 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General Disclosures - Risk Management / Governance Reporting					
GRI 2: General Disclosures 2021	• 2-1 Organizational details	Company Overview, Pg 7	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	• 2-2 Entities included in the organization's sustainability reporting	Company Overview, Pg 7			
	• 2-3 Reporting period, frequency and contact point	This ESG Report covers the time period from 1 January 2024 to 31 December 2024.			
	• 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	Company Overview, Pg 7 Industries we serve, Pg 10			
	• 2-7 Employees	Investing in our people, Pg 54-49			
	• 2-8 Workers who are not employees	Investing in our people, Pg 54-49			
	• 2-9 Governance structure and composition	Robust Governance, Pg 84-90			
	• 2-10 Nomination and selection of the highest governance body	Robust Governance, Pg 84-90			
	• 2-11 Chair of the highest governance body	Robust Governance, Pg 84-90			
	• 2-12 Role of the highest governance body in overseeing the management of impacts	Robust Governance, Pg 84-90 Management Letters			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General Disclosures - Risk Management / Governance Reporting					
GRI 2: General Disclosures 2021	• 2-13 Delegation of responsibility for managing impacts	Robust Governance, Pg 84-90			
	• 2-14 Role of the highest governance body in sustainability reporting	Robust Governance, Pg 84-90			
	• 2-15 Conflicts of interest	Policies and Procedures, Pg 87			
	• 2-16 Communication of critical concerns	Risk Management and Internal Oversight, Pg 94			
	• 2-17 Collective knowledge of the highest governance body	Robust Governance, Pg 84-90			
	• 2-18 Evaluation of the performance of the highest governance body	Robust Governance, Pg 84-90			
	• 2-19 Remuneration policies			Confidentiality constraints	Confidential Information - Not Permitted to Disclose
	• 2-20 Process to determine remuneration			Confidentiality constraints	Confidential Information - Not Permitted to Disclose
	• 2-21 Annual total compensation ratio			Confidentiality constraints	Confidential Information - Not Permitted to Disclose
	• 2-22 Statement on sustainable development strategy	Management Letters, Pg 12-15			
	• 2-23 Policy commitments	Policies and Procedures, Pg 88 United Nations Global Compact (UNGC) Initiative, Pg 31			
	• 2-24 Embedding policy commitments	Policies and Procedures, Pg 88 United Nations Global Compact (UNGC) Initiative, Pg 31			
	• 2-25 Processes to remediate negative impacts	Stakeholder Engagement, Pg 21-22			
	• 2-26 Mechanisms for seeking advice and raising concerns	Investing in our people, Pg 54-49			
	• 2-27 Compliance with laws and regulations	Hotpack Code of Conduct, Pg 89 Building a culture of compliance through employee training, Pg 90			
	• 2-28 Membership associations	Our Certifications, Pg 17 Awards and Recognitions, Pg 18-19			
	• 2-29 Approach to stakeholder engagement	Stakeholder Engagement, Pg 21-22			
	• 2-30 Collective bargaining agreements			Not Applicable	

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material Topics					
GRI 3: Material Topics 2021	• 3-1 Process to determine material topics	Materiality Assessment, Pg 23-26	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	• 3-2 List of material topics				
Economic Performance					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
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				
	• 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 Assessment, Pg 23-26			
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	Investing in our people, Pg 54-56			
Indirect Economic Impacts					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 203: Indirect Economic Impacts 2016	• 203-1 Infrastructure investments and services supported	Our Community Social Responsibility, Pg 79-81			
	• 203-2 Significant indirect economic impacts				
Procurement Practices					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 204: Procurement Practices 2016	• 204-1 Proportion of spending on local suppliers	Supporting Local Supply Chains, Pg 103			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material Topics					
Anti-Corruption					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 205: Anti-corruption 2016	<ul style="list-style-type: none">205-1 Operations assessed for risks related to corruption	Risk Management and Internal Oversight, Pg 94			
	<ul style="list-style-type: none">205-2 Communication and training about anti-corruption policies and procedures	Building a culture of compliance through employee training, Pg 90			
	<ul style="list-style-type: none">205-3 Confirmed incidents of corruption and actions taken	There were nil confirmed reported incidents of corruption.			
Anti-Competitive Behavior					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 206: Anti-competitive Behavior 2016	<ul style="list-style-type: none">206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no legal actions taken against the company for competitive behavior, anti-trust and monopoly practices.			
Tax - Taxation Policy					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 207: Tax 2019	<ul style="list-style-type: none">207-1 Approach to tax	Policies and Procedures, Pg 88-90			
	<ul style="list-style-type: none">207-2 Tax governance, control, and risk management	Our Supplier Code of Conduct, Pg 99-100			
	<ul style="list-style-type: none">207-3 Stakeholder engagement and management of concerns related to tax			Confidentiality constraints	Confidential Information - Not Permitted to Disclose
	<ul style="list-style-type: none">207-4 Country-by-country reporting			Not Applicable	
Materials					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 301: Materials 2016	<ul style="list-style-type: none">301-1 Materials used by weight or volume	Approach towards waste and recycling, Pg 43-45 Evaluating Environmental Impact through Life Cycle Assessment, Pg 40-42			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material Topics					
Materials					
GRI 301: Materials 2016	• 301-2 Recycled input materials used	Approach towards waste and recycling Evaluating Environmental Impact through Life Cycle Assessment			
	• 301-3 Reclaimed products and their packaging materials	Approach towards waste and recycling Evaluating Environmental Impact through Life Cycle Assessment			
Energy					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 302: Energy 2016	• 302-1 Energy consumption within the organization	Environmental Stewardship, Pg 33-36 Our approach towards Energy Management, Pg 49			
	• 302-2 Energy consumption outside of the organization				
	• 302-3 Energy intensity				
	• 302-4 Reduction of energy consumption				
	• 302-5 Reductions in energy requirements of products and services				
Water and Effluents					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 303: Water and Effluents 2018	• 303-1 Interactions with water as a shared resource	Environmental Stewardship, Pg 33-36 Creating a Greener Workplace, Pg 53 Our Strides in Sustainable Packaging, Pg 37-39			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material Topics					
Water and Effluents					
GRI 303: Water and Effluents 2018	• 303-2 Management of water discharge-related impacts	Environmental Stewardship, Pg 33-36 Creating a Greener Workplace, Pg 53 Our Strides in Sustainable Packaging, Pg 37-39			
	• 303-3 Water withdrawal				
	• 303-4 Water discharge				
	• 303-5 Water consumption				
Biodiversity					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
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	
	• 304-2 Significant impacts of activities, products and services on biodiversity			Not Applicable	
	• 304-3 Habitats protected or restored			Not Applicable	
	• 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations			Not Applicable	

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material Topics					
Emissions - Carbon Emissions					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 305: Emissions 2016	<ul style="list-style-type: none">305-1 Direct (Scope 1) GHG emissions	Managing our Carbon Emissions, Pg 50-52			
	<ul style="list-style-type: none">305-2 Energy indirect (Scope 2) GHG emissions				
	<ul style="list-style-type: none">305-3 Other indirect (Scope 3) GHG emissions				
	<ul style="list-style-type: none">305-4 GHG emissions intensity				
	<ul style="list-style-type: none">305-5 Reduction of GHG emissions				
	<ul style="list-style-type: none">305-6 Emissions of ozone-depleting substances (ODS)			Not Applicable	
	<ul style="list-style-type: none">305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not Applicable	
Waste - Waste Management and Recycling					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 306: Waste 2020	<ul style="list-style-type: none">306-1 Waste generation and significant waste-related impacts	Approach towards waste and recycling, Pg 43-45			
	<ul style="list-style-type: none">306-2 Management of significant waste-related impacts	Evaluating Environmental Impact through Life Cycle Assessment, Pg 40-42			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Emissions - Carbon Emissions					
GRI 306: Waste 2020	• 306-3 Waste generated	Approach towards waste and recycling, Pg 43-45 Evaluating Environmental Impact through Life Cycle Assessment, Pg 40-42			
	• 306-4 Waste diverted from disposal				
	• 306-5 Waste directed to disposal				
Supplier Environmental Assessment - Supplier Due Diligence					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 308: Supplier Environmental Assessment 2016	• 308-1 New suppliers that were screened using environmental criteria	Effective Supply Chain Management, Pg 95 Sustainable Procurement Strategy, Pg 95-100			
	• 308-2 Negative environmental impacts in the supply chain and actions taken	Materiality Assessment, Pg 23-26			
Employment					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 401: Employment 2016	• 401-1 New employee hires and employee turnover	Employee Turnover, Pg 70			
	• 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Investing in our employees, Pg 54-55 HR Management Approach, Pg 56-59			
	• 401-3 Parental leave	Employee Benefits, Pg 68			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Labor/Management Relations - Labor Relations					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 402: Labor/Management Relations 2016	<ul style="list-style-type: none">402-1 Minimum notice periods regarding operational changes			Not Applicable	
Occupational Health and Safety					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 403: Occupational Health and Safety 2018	<ul style="list-style-type: none">403-1 Occupational health and safety management system	Employee Health, Safety and Wellness, Pg 71-78			
	<ul style="list-style-type: none">403-2 Hazard identification, risk assessment, and incident investigation				
	<ul style="list-style-type: none">403-3 Occupational health services				
	<ul style="list-style-type: none">403-4 Worker participation, consultation, and communication on occupational health and safety				
	<ul style="list-style-type: none">403-5 Worker training on occupational health and safety				

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Material Topics					
Occupational Health and Safety					
GRI 403: Occupational Health and Safety 2018	<ul style="list-style-type: none">• 403-6 Promotion of worker health	Employee Health, Safety and Wellness, Pg 71-78			
	<ul style="list-style-type: none">• 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				
	<ul style="list-style-type: none">• 403-8 Workers covered by an occupational health and safety management system				
	<ul style="list-style-type: none">• 403-9 Work-related injuries				
	<ul style="list-style-type: none">• 403-10 Work-related ill health				
Training and Education - Employee Training					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 404: Training and Education 2016	<ul style="list-style-type: none">• 404-1 Average hours of training per year per employee	Empowering employees through training and development, Pg 62-63 Customer & Market-oriented employee trainings, Pg 64 Career Progression and growth, Pg 64			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Training and Education - Employee Training					
GRI 404: Training and Education 2016	• 404-2 Programs for upgrading employee skills and transition assistance programs	Empowering employees through training and development, Pg 62-63 Customer & Market-oriented employee trainings, Pg 64 Career Progression and growth, Pg 64			
	• 404-3 Percentage of employees receiving regular performance and career development reviews				
Diversity and Equal Opportunity					
GRI 3: Material Topics 2021 GRI 405:	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
Diversity and Equal Opportunity 2016	• 405-1 Diversity of governance bodies and employees	Commitment to Diversity, Equity and Inclusion, Pg 58-59 Advancing women's empowerment and inclusion at workplace, Pg 60-61			
	• 405-2 Ratio of basic salary and remuneration of women to men			Confidentiality constraints	
Non-Discrimination					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 406: Non-discrimination 2016	• 406-1 Incidents of discrimination and corrective actions taken	There were no reported incidents of discrimination.			
Freedom of Association and Collective Bargaining					
GRI 3: Material Topics 2021	• 3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 407: Freedom of Association and	• 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Child Labor					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 408: Child Labor 2016	<ul style="list-style-type: none">408-1 Operations and suppliers at significant risk for incidents of child labor	Risk Management and Internal Oversight, Pg 94			
Forced or Compulsory Labor					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 409: Forced or Compulsory Labor 2016	<ul style="list-style-type: none">409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Risk Management and Internal Oversight, Pg 94			
Security Practices					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 410: Security Practices 2016	<ul style="list-style-type: none">410-1 Security personnel trained in human rights policies or procedures	Hotpack Code of Conduct, Pg 89 Building a culture of compliance through employee training, Pg 90			
Rights of Indigenous Peoples					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment			
GRI 411: Rights of Indigenous Peoples 2016	<ul style="list-style-type: none">411-1 Incidents of violations involving rights of indigenous peoples			Not Applicable	
Local Communities					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 413: Local Communities 2016	<ul style="list-style-type: none">413-1 Operations with local community engagement, impact assessments, and development programs	Our Community Social Responsibility, Pg 79-81			
	<ul style="list-style-type: none">413-2 Operations with significant actual and potential negative impacts on local communities				

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Supplier Social Assessment					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 414: Supplier Social Assessment	<ul style="list-style-type: none">414-1 New suppliers that were screened using social criteria	Effective Supply Chain Management, Pg 95			
	<ul style="list-style-type: none">414-2 Negative social impacts in the supply chain and actions taken	Sustainable Procurement Strategy, Pg 96-103			
Public Policy					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 415: Public Policy 20162016	<ul style="list-style-type: none">415-1 Political contributions			Not Applicable	
Customer Health and Safety- Customers					
GRI 3: Material Topics 2021 GRI 416:	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
Customer Health and Safety 2016	<ul style="list-style-type: none">416-1 Assessment of the health and safety impacts of product and service categories	Robust Customer Engagement, Pg 82-84 Highlights of Health and Safety Management Plan, Pg 70-73			
	<ul style="list-style-type: none">416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Annual Incident Monitoring, Pg 76 Highlights of Health and Safety Management Plan, Pg 71-73			
Marketing and Labeling					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 417: Marketing and Labeling 2016	<ul style="list-style-type: none">417-1 Requirements for product and service information and labeling	Robust Customer Engagement, Pg 82-83 Highlights of Health and Safety Management Plan, Pg 71-73			
	<ul style="list-style-type: none">417-2 Incidents of non-compliance concerning product and service information and labeling	Risk Management and Internal Oversight, Pg 94 Building a culture of compliance through employee trainings, Pg 91			

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
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Material Topics					
Marketing and Labeling					
GRI 417: Marketing and Labeling 2016	<ul style="list-style-type: none">417-3 Incidents of non-compliance concerning marketing communications	Risk Management and Internal Oversight, Pg 94 Building a culture of compliance through employee trainings, Pg 91			
Customer Privacy					
GRI 3: Material Topics 2021	<ul style="list-style-type: none">3-3 Management of material topics	Materiality Assessment, Pg 23-26			
GRI 418: Customer Privacy 2016	<ul style="list-style-type: none">418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	IT and Cybersecurity Initiatives, Pg 104			