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Sustainability Report 2020



About this report

We are presenting our first annual sustainability report where we are showcasing our commitments towards improving our environmental, social and governance impacts. It contains insights into Unikai's Sustainability-related programs, achievements and performance.

Scope:

The report covers environmental, social, and governance performance of the company and its subsidiary in Oman for the period from 1st January 2020 to 31st December 2020, unless otherwise indicated.

GRI Guidelines:

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: (Core option). For further information and the GRI Content Index, please see Appendices A.

Where relevant, we have also linked our contribution to the United Nations Sustainable Development Goals (SDGs).

Comparable Data:

Most disclosures in this report cover historical data of 2019 and 2020, showcasing developments over time.

External Assurance:

We chose not to appoint an external party to audit our non-financial data for this report. We followed an internal assurance process to give our stakeholders confidence in the accuracy of the information reported.

Disclaimer:

This report contains certain forward-looking statements that express the way in which Unikai, and its Subsidiary intend to conduct its activities. These statements contain words such as "expect," "estimate," "intend," "plan," "project" or similar expressions. Such statements are subject to a range of uncertainties that could cause actual results to differ from these projected or implied statements. Any forward-looking statements contained in this report therefore not promises or guarantees of future conduct or policy, and thus Unikai and its Subsidiary assume no obligation to publicly update any statements made in this report. Unikai and its Subsidiary rely on information obtained from sources believed to be reliable but does not guarantee its accuracy or completeness.

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About Unikai

UNIKAI Foods PJSC is a 43-year-old Public Joint Stock Company listed in Dubai Financial Market. It was incorporated on 11 April 1977 by decree from His Highness, Sheikh Rashid Bin Saeed Al Maktoum, the Ruler of Dubai with its headquarters at Dubai, UAE and operations in Gulf and other countries. The company is engaged in the manufacturing and distribution of dairy, juice & ice cream, rice, carbonated soft drinks, water and various other kinds of food products. Unikai Foods PJSC holds 100% equity in its subsidiary Unikai Company LLC registered as a limited liability company in the Sultanate of Oman & Unikai International LLC.



Mission, Vision & Values

Mission



True to our heritage we are passionate about driving value for our consumers and stakeholders through convenient and innovative food & beverage lifestyle choices that nurture our community today and for generations to come.

Vision



To be the leading food and beverage lifestyle brand, providing happiness to our consumers by linking past & future generations.

Values

Integrity

Act honesty & ethically without any compromise in the best interest of our stakeholders. Show loyalty and mutual respect on every level.

Innovation

We are adapting to produce our heritage for modern lifestyle by acknowledging & understand our stakeholder's feedback. Encouraging & open to new ideas & continuous improvements & challenging the status quo.

Excellence

Always strive to be the best in all our actions.

Teamwork

Utilize Individual skills & expertise in collaborative way to achieve results of a common goal.

Commitment

Believing in what we do, taking full ownership of our actions & dedicating our efforts, time & energy to achieving the desired results. We promise to follow social responsibility by providing high quality of innovative products with world class service. Consistently dedicated to believing in what we do by holding ourselves responsible for achieving the desired results.

Team Work

Passionate about the well - being of our stakeholders by providing a motivational environment with a positive & joyful experience.

Our Products Range

Dairy

Dairy is the cornerstone of Unikai's range, including Fresh, Flavored and Long-Life Dairy. We have earned the trust of our consumers for more than 40 years and are among the leaders in UAE in a wide range of sub-categories.



Juice

Unikai is one of the regional pioneers in UHT juice, offering consumers a range of juices, nectars and drinks. Unikai's commitment has remained to develop healthier products and as a result, we have launched no sugar added beverages in our portfolio.



Ice Cream

We produce and deliver a wide range of Ice cream products to consumers across the region. We have ice cream in all formats like bars, cones, tubs, cups and lollies.



Food

Another larger contributing segment for Unikai is Food segment where we have been delivering various food items ranging from cupcakes, oils, nuts to rice. Among food items, we have substantial market share in UAE in Rice.



Our Brands

Unikai has multi category product portfolio with **27** registered Brands.



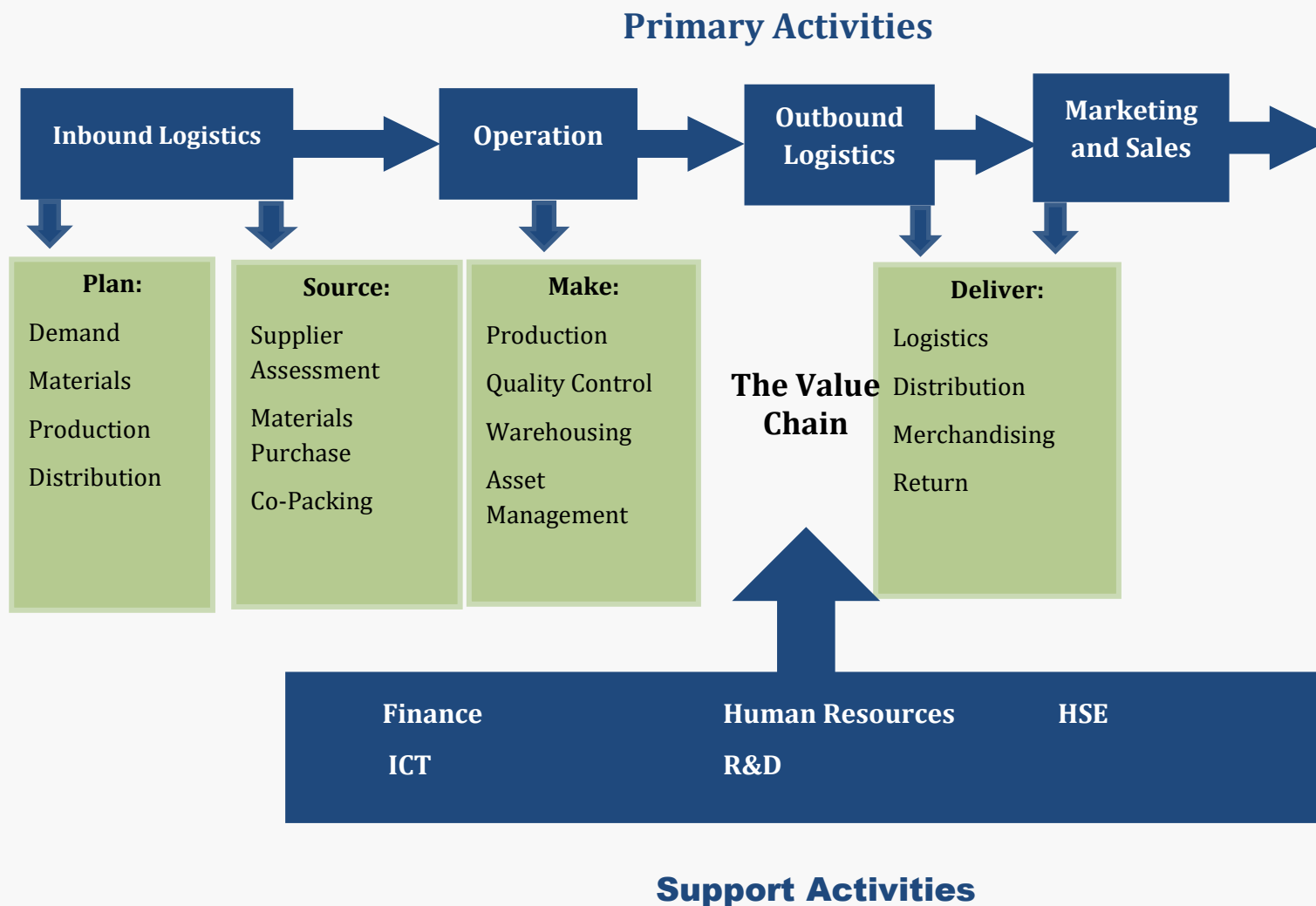
Award & Recognition

Unikai was awarded with the prestigious **Sheikh Khalifa Excellence Award (SKEA)** Silver Category in manufacturing segment in the year 2018.



Our Value Chain

As the UAE's pioneer Food and Beverage company, Unikai plays an important social, environmental, and economic role locally, regionally, and globally.



Code of Conduct and Business Ethics

The Employees' Code of Ethics and Standards of Professional Conduct ensure that an ethical, moral and professional work environment is maintained throughout Unikai. Every employee contributes to the development of an ethical culture by conducting themselves in alignment with the code of conduct. All employees are informed of these policies during the induction program, followed by an annual review of employees for their understanding and compliance with Unikai's Code of Business Conduct.

At Unikai, we believe that good ethics are the foundation of good business. Unikai is committed to implement corporate governance best practices in order to increase accountability and maintain our values throughout the organization. We are committed to embedding ethical practices and seek to build mutual trust with our customers, suppliers, and communities by working honestly and ethically.

Our Environmental Policy

Unikai is committed to minimize the impact on the environment and is continuously improving the environmental performance. We have an environmental policy in place which applies to all Unikai business units and facilities. Some of the major highlights of proposed policy are:

- Comply with applicable environmental legal requirements.
- Minimize pollution, waste and consumption of resources.
- Educate, train and motivate employees to carry out tasks in an environmentally responsible manner.
- Encourage our suppliers and contractors to be environmentally responsible.
- Identify and implement opportunities for environmental sustainability.

Our performance summary	2019	2020
Number of incidents of non-compliance with environmental laws and regulations.	0	0

Risk Management Process

The organization's Enterprise Risk Management (ERM) framework assesses Unikai's business risks and identifies mitigating factors or activities that can reduce or minimize the identified risks. The Board provides oversight of the Company's risk management strategy and has the overall responsibility for determining the nature and extent of risk it would ordinarily accept, while executing the business.

Company management reviews (Enterprise risk management) processes to highlight any potential risks regarding business affairs on internal or external controls and to highlight actions required to limit risks which may affect work progress. Unikai's Robust ERM framework ensures:

- Significant current and emerging risks and opportunities are identified and understood.
- Appropriate and prudent risk management systems to manage these risks are developed and effectively implemented.
- Regular reviews are conducted to evaluate the effectiveness of risk mitigation measures.
- and reports are produced on a regular basis regarding gaps identified and mitigation measures.

COVID-19 Response

While this report looks back at our sustainable progress throughout 2020, we are compelled to acknowledge the deep and wide-ranging impact of the Covid-19 pandemic that has defined this extraordinary year. With the rapid spread of the pandemic, our first and foremost concern was the safety of our people and their families, physically as well as mentally.

Early measures we took to protect our employees included:

- Immediate cessation of all business travel and implementation of remote working.
- Maintenance of job security for all our employees including employees stuck outside the country.
- Implementation of all government-directed guidance for factory operations and returning to work across all facilities, providing PPE, Thermal Scanners, Sanitizers at all entrances.
- Continuous payment of salaries to employees without any reduction by reason of Covid.
- Complete disinfection of the premises used by the employee when an employee is tested positive.
- Addition of sufficient number of buses for staffs to maintain social distancing while travelling from accommodation to Office.
- More importantly, extending emotional support to our employees and their families affected due to Covid-19.

Stakeholder Engagement

At Unikai, we understand that engagement with our stakeholders is essential to our success. Unikai utilizes diverse tools and platforms to engage with its stakeholder on any number of desired interactions ranging from informing to consulting, involving, collaborating, and empowering on the issues that matter to each of our key stakeholder. Further details on approach to stakeholder Engagement is provided as under:

STAKEHOLDERS	ENGAGEMENT METHODS	KEY TOPICS RAISED
EMPLOYEES	<ul style="list-style-type: none"> Internal communication platforms, emails, calls (audio/ video, or in-person meetings) Employee engagement survey Team meetings Performance appraisals 	<ul style="list-style-type: none"> Career path development Training and development Rewards and recognition Work-life balance Occupational health and safety
BOARD OF DIRECTORS & SENIOR MANAGEMENT	<ul style="list-style-type: none"> Board of Directors meetings & Committees' meetings Internal communication platforms, emails, calls, or in-person meetings 	<ul style="list-style-type: none"> Overall business strategy Shareholder value growth Business development Governance, ethics and compliance Risk management Business Continuity
INVESTORS & SHAREHOLDERS	<ul style="list-style-type: none"> Investor relations officer, through regular emails, meetings & calls 	<ul style="list-style-type: none"> Financial performance Business strategies Return on Investment
CUSTOMERS	<ul style="list-style-type: none"> Customer satisfaction Customer feedback through emails, calls, and in person meetings 	<ul style="list-style-type: none"> Product Quality Food safety & continuous supply
SUPPLIERS	<ul style="list-style-type: none"> Supplier Code of Conduct Supplier audits 	<ul style="list-style-type: none"> Product Quality Procurement Process Pricing
GOVERNMENT ENTITIES	<ul style="list-style-type: none"> Through government Subsidies, policies, laws, and regulations 	<ul style="list-style-type: none"> Product quality Compliance with law and regulations Providing details to regulatory requests

Material Topics

As defined by the GRI Standards, material topics are those that reflect an organization's significant economic, environmental, and social impact and those that substantively influence the assessment and decisions of stakeholders. We use our materiality assessment to help us to evolve our strategy and tailor our reporting so that it aligns with the interests and needs of our stakeholders, as well as with the environmental, social, and economic issues. Materiality helps us prioritize where to focus our efforts to enhance stakeholder value and our sustainability performance. Materiality also guides us on what we should report on publicly. Unikai's materiality assessment follows a systematic process that combines insight and analysis from internal and external stakeholders and market trends.

The food and beverage industry are continuously impacted by a range of market trends, changing consumer habits and spending power. This year was particularly challenging, with the COVID-19 pandemic posing various difficulties for the food and beverage industry both locally and globally.

To determine which global trends and risk areas have the biggest impact on Unikai, we conducted a thorough materiality analysis. Conducting this analysis in this manner allows us to identify key issues to be covered in our reporting and to decide where to focus our resources.

Materiality Matrix:

Major	Importance to Shareholders			Nutrition & Well Being	Product Safety
					Product Quality
					Climate Change
Significant		Community Contribution	Employee Development & Retention	Financial Performance	
				Workplace Diversity	
				Waste Management	
Moderate			Responsible Supply Chain		
Importance to Business					
	Moderate	Significant	Major		

Corporate Governance

At Unikai, we believe that a solid foundation of good corporate governance significantly contributes to the company's ability to compete effectively and realize its full value potential. We have a leadership team of uncompromising integrity governed by Board of Directors and together they create sustainable value through business fundamentals, corporate social responsibility, and environmental stewardship. Our corporate governance report is filed to the Dubai Financial Market on an annual basis which is duly approved by the Securities and Commodities Authority (SCA). The report is also made available at Company's website, and annual report.

Board Committees

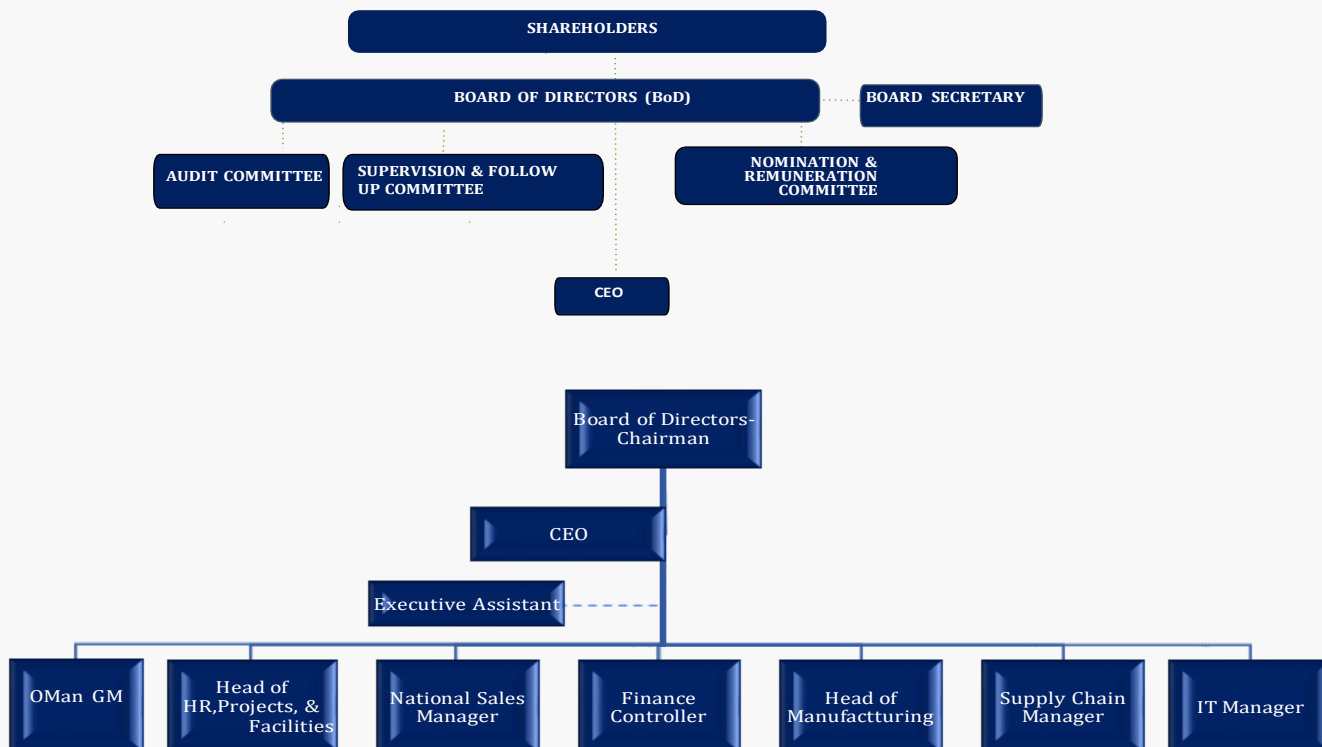
The Board has formed below three mandatory Committees to execute the strategies formed and to be in line with the global practices. The committees operate in compliance to the roles & responsibilities assigned by the Board.

1. Audit Committee
2. Nomination & Remuneration Committee
3. Supervision & Follow-up Committee

The Board forms committees to meet and execute any specific requirement on need basis.

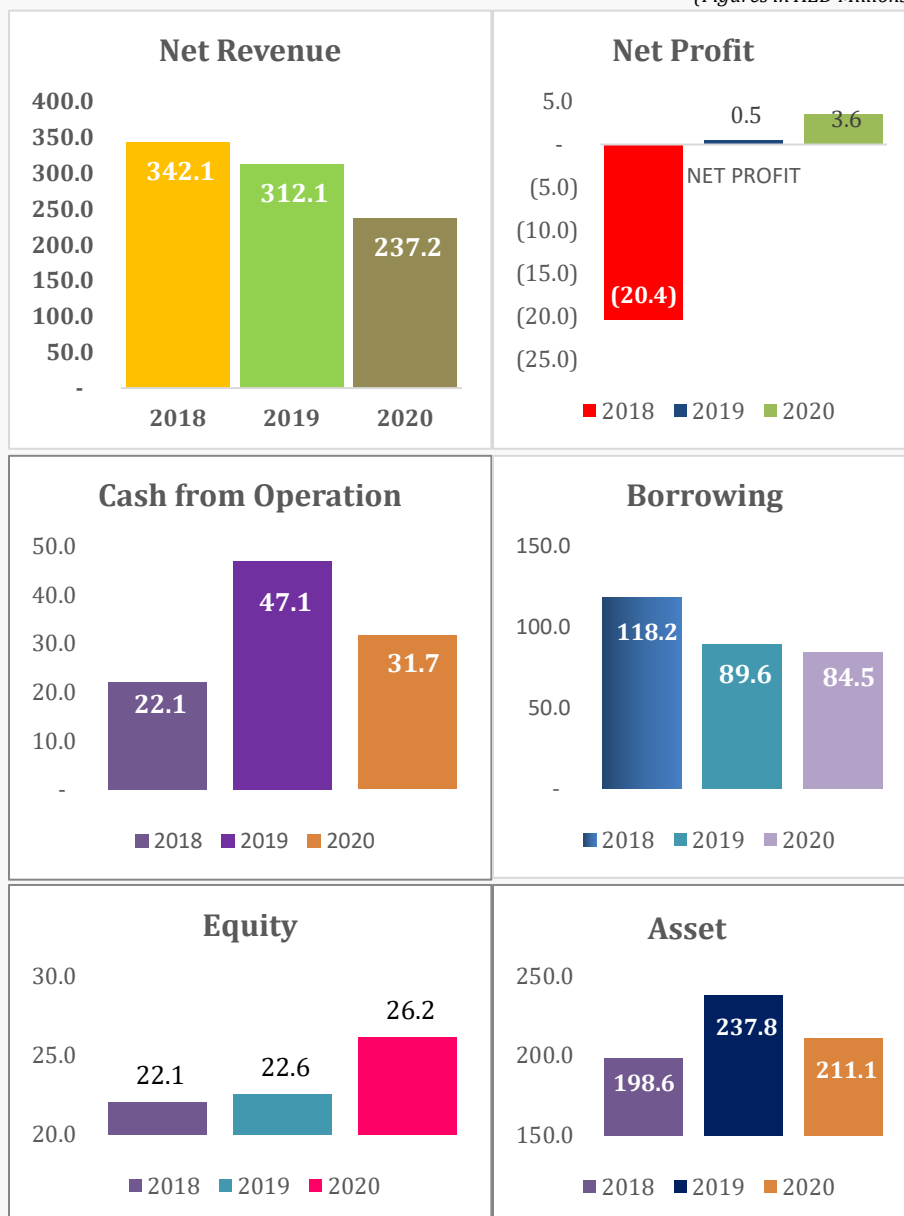
Governance Structure

The company is managed at the administrative and operational levels by Board through the Company's CEO. The CEO acts according to the objectives set by the Board of Directors and is supported by a distinguished professional team of department managers.



Our Financial Performance

(Figures in AED Millions)



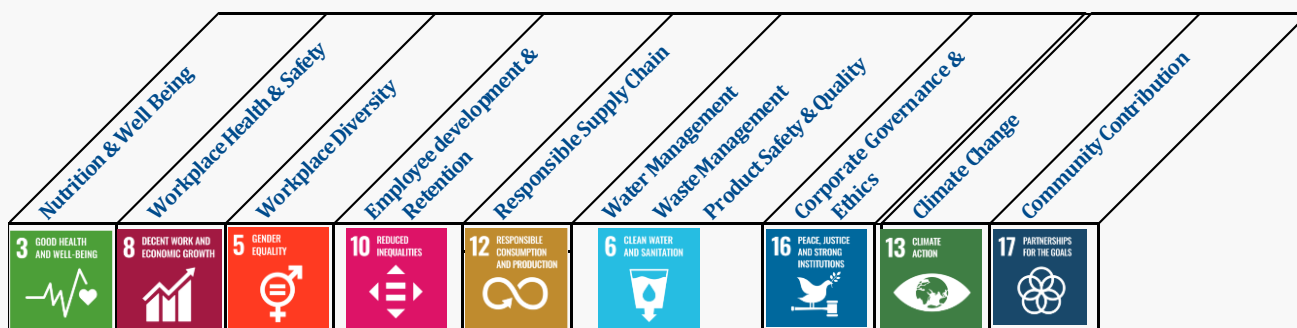
United Nations SDGs

United Nations' Sustainable Development Goals (SDGs) provide governments and businesses with a framework to achieve sustainable development. Based on our sustainability framework, we have mapped out areas of material concerns with national and international sustainable development objectives.

The 17 SDGs adopted by United Nations member states are:

SDG1- No poverty	SDG 2-Zero Hunger	SDG3- Good Health and Well-being	SDG4- Quality Education
SDG 5- Gender Equality	SDG 6- Clean Water and Sanitation	SDG 7- Affordable and Clean Energy	SDG 8 – Decent work and economic growth
SDG 9- Industry, Innovation, and Infrastructure	SDG 10 – Reduced Inequalities	SDG 11- Sustainable Cities and Communities	SDG 12- Responsible Consumption and Production
SDG 13- Climate Action	SDG 14- Life below water	SDG 15- Life on land	SDG 16- Peace, justice and strong institutions
SDG 17- Strengthening global partnerships for the goals			

Alignments of Material Topics to UN SDGs



Nutrition and Wellbeing

With consumers growing demands, Unikai has been providing quality products that nourishes our consumers' lives every day. We are constantly investing in developing new technologies and competencies to improve the profile of our products and incorporating health and nutrition specific criteria into product innovation and development.

In order to assist our consumers in making informed decision while selecting our products, we provide complete nutritional panel information, serving size and other details on the pack which are approved by relevant authorities in the UAE.

We have been transparent regarding health and nutritional details of our products during the promotions and advertisements made through various channels.

We continued our research on revising recipe by eliminating added sugar beverages from our portfolio. More than 15 variants of our juice ranges have zero added sugar and 100% natural. Our products do not have added Artificial colors in all of the dairy and juice range. We continue to work towards a comprehensive plan in improving our product portfolio and promote healthier products.



Workplace Health and Safety

At Unikai, we provide a safe and healthy work environment to our staffs and address all preventable accidents. We have a Health and Safety policy in place which is based on international occupational health and safety standards. Our safety team continually reviews safety data from across all of our production and operational sites to identify hazards, trends, potential concerns, areas of improvement and any need for an increased level of focus in a particular area.

As a result, near miss reporting has decreased by 53% from 85 in 2019 to only 40 in 2020.

As soon as an employee is on boarded, we have a mandatory Health and Safety Training in place. In addition to initial and on-the-job training, we expect that our health and safety strategy and supporting programs will help to reduce our incident rate in the coming years.

We are also planning to implement a near miss and hazard observation reporting system, which will provide access to anyone to report effectively.

Our Health and Safety Policy Objective:

- Provide information, instruction, and supervision to a worker to protect the health or safety of the staff.
- Enforce safety rules and regulations, and report hazardous conditions that require improvement.
- Follow the measure and procedures on incident management in the workplace.
- Manage waste segregation and disposal.
- Take necessary actions to prevent unforeseen circumstances by implementing fire safety system and pest control mechanisms.

Injury and lost day rates	2019	2020
Number of Lost Time injury (Number of events)	2	3
Lost Time injury (Time in Hour)	336	496
Employee rate of lost-time injury (per 1 million man-hours)	1.12	1.85
HSE Trainings	2019	2020
Hours of Employee HSE Trainings (Total employees)	678.50	352.00
Average HSE Training per Employee (Hrs.)	1.74	1.55
Employee Absenteeism rate (%)	1.81 %	7.30 %

Employee Talent and Diversity

At Unikai, our ambition is to offer our employees a rewarding work experience and a positive work environment that promotes well-being, equality, creativity, and productivity. We are working to make sure that our employees are provided with opportunities to enrich their skills, develop their capabilities, and learn and grow within the organization. We continue to provide our employees with ample opportunities to undertake technical and nontechnical courses and training programs and provide them with the required resources to do so.

Employees by Region & Gender

	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
UAE	10	593	603	16	595	611	16	532	548
OMAN	7	287	294	3	271	274	3	243	246
Total	17	880	897	19	866	885	19	775	794

Diversity of Governance Bodies and Employees.

Unikai aims to give a comprehensive workplace to all, and we are making progress towards this end.

Employees by Level and Gender	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Executives	5	11	16	5	11	16	4	13	17
Managers	0	23	23	0	21	21	0	17	17
Non-managers	7	557	564	11	563	574	12	502	514
Total	12	591	603	16	595	611	16	532	548
% Women	2%			3%			3%		

Employees by Level & Age

Managers				Non-managers			All employees		
Age	< age 30	age 30-50	> age 50	< age 30	age 30-50	> age 50	< age 30	age 30-50	> age 50
2018	0	18	5	122	401	57	122	419	62
2019	0	18	3	126	401	63	126	419	66
2020	0	15	2	148	341	42	148	356	44

Diversity in New Joiners and Leavers

Unikai has provided opportunities to people from various part of the world as employees from more than 20 different nationalities have been working with Unikai. Nationality mix in our employees has been changing with new nationalities on board. Asians (Pakistan, Bangladesh, Nepal) nationalities has reduced by 8.66% in 2020 vs 2019. The same was increased in other nationalities.

At Unikai, we seek to provide career opportunities for women in the markets where we operate and will continue to increase the number of female employees in our workforce year-on-year from 2021.

	2018				2019				2020			
New Joiners	< age 30	age 30-50	> age 50	Total	< age 30	age 30-50	> age 50	Total	< age 30	age 30-50	> age 50	Total
Women	0.0%	3.0%	0.0%	3.0%	0.7%	2.1%		2.8%	1.0%	1.0%		1.9%
Men	33.1%	64.0%	0.0%	97.1%	37.1%	58.7%	1.4%	97.2%	54.4%	43.7%		98.1%
Total	33.1%	67.0%	0.0%	100.0%	37.8%	60.8%	1.4%	100.0%	55.3%	44.7%	0.0%	100.0%

Leavers	2018				2019				2020			
Women	0.6%	1.8%	0.0%	2.3%		1.5%		1.5%	0.6%	0.6%	0.0%	1.2%
Men	22.2%	69.0%	6.4%	97.7%	20.6%	68.4%	9.6%	98.5%	22.0%	62.8%	14.0%	98.8%
Total leavers	22.8%	70.8%	6.4%	100.0%	20.6%	69.9%	9.6%	100.0%	13.0%	13.0%	5.0%	100.0%

Employee Composition and Turnover

Number Of Full-Time Employees	2018	2019	2020
Emirati Employees	0.33%	0.16%	0.16%
Expatriate Employees	99.67%	99.8%	99.8%
Turnover Rate - Expats	27%	23%	27%

Employee Trainings

Unikai has been providing training to its employees through various training channels like:

- In house Training
- External Training
- Overseas Training

All Training and Development activities must be directly related to the Employee's current job objectives or future responsibilities. The training will be a result of one of the following:

- In order to provide Knowledge upgradation
- Competencies Gaps highlighted during the functional and/or leadership competencies.
- Assessment during the PDR.
- Highlighted in the annual Performance & Development Review (PDR).
- An introduction of new business processes, Tools, or equipment's.

Employees receiving performance reviews	2019	2020
Managers	0	15
Non-managers	0	398
Total	0	413
Total Employees		458
% of Total Employees	0	90%

Training and Education	2019	2020
Total hours of training provided	2,492 Hrs.	1,117 Hrs.
Average hours of training per employee	4.72 Hrs.	3.12 Hrs.

Community Investment

We respect our neighbors and are committed to positive engage with local communities wherever we operate so that we may maximize the benefits of our presence while mitigating potential adverse impacts. Through charitable donation, and other programs, we provide a greater positive impact for society. Whether by participating in different events, or in collaboration with organizations or through direct engagement, Unikai is actively supporting various causes throughout the year.

In 2020, Unikai continued its food distribution to UAE Food Banks (28.1 Ton in 2019 and 12.9 Ton in 2020). As one of the major FMCG company in UAE, the company participated in various platforms like cultural festivities, labor camps, and National celebrations.

In 2021, we will be working on developing our community investment strategy in support of our strategic sustainability goals.



Water Management

At Unikai, our ambition is to arrive at a zero environmental impact for all operations by committing to responsibly sourced ingredients and water consumption every day.

In line with UAE's Vision 2021, and considering UAE's current and impending water challenges, water conservation and stewardship are at the forefront of our environmental goals. In 2021, We aim to conserve water wherever possible and use only what is strictly needed to support our teams in our offices and sites and identify improvement areas in support of this aim.

During the past year we had monthly consumption monitored, and where necessary, actions were be taken either by Facilities and / or Maintenance Department (Engineering) to investigate misuse and abnormalities found if any to optimize production and cleaning processes.

	Units	2018	2019	2020
Water withdrawal/Consumption	Liter	267,633,774	252,686,321	200,393,284
Water recycling and reuse	Liter	0	0	0
Total water consumption	Liter	267,633,774	252,686,321	200,393,284
Water intensity	Per Liter of Production	2.8	2.9	3.5

Climate Change

From shifting weather patterns that threaten food production to widespread wildfires that devastate entire communities and ecosystems, the impact of climate change is global in scope and unprecedented in scale. Without comprehensive and immediate action today, adapting to these impacts in the future will be more difficult and costly. We continually work on reducing the Carbon footprint of our business, in part, because we are conscious of the inherent risks from climate change. Rising CO2 emissions associated with fuel and Greenhouse gas emission from refrigerators have an impact not only on the environment but also on our financial bottom line.

We, at Unikai are committed to climate change management through operational efficiencies and environmentally positive actions throughout our supply chain. Through innovative technologies and effective management, we can enhance our business while promoting comprehensive solutions for a sustainable future.

The numbers shown below include our Direct Scope 1 Emissions and Indirect Scope 2 Emissions.

CO2 Emissions	Units	2018	2019	2020
Direct (Scope 1) CO2-emissions	Tons CO2 Equivalent	8,987	7,905	6,942
Energy indirect (Scope 2) CO2 emissions	Tons CO2 Equivalent	466	482	373
Total	Tons CO2E	9,453	8,387	7,316
Carbon Footprint Intensity	Tons CO2E/ ltr output (FG)	0.00010	0.00010	0.00013



Energy Efficiency

As part of our fuel efficiency initiatives, we were able to roll out route rationalization to reduce the number of trips required by our trucks. As a result of this, we have been able to reduce our vehicles from 144 in 2019 to 91 in 2020 (37% reduction). We have introduced dual temperature vehicles to increase energy efficiency. We have also reduced the number of Salon Cars from 44 in 2019 to 35 in 2020 through a restructuring of our sales team. Reduction of both Trucks and Cars has reduced our carbon footprint through lesser emissions.

Energy used by organization	Equivalent KWH	2018	2019	2020
Diesel & LPG	KWH	19,258,502	20,273,799	15,685,090
Petrol/Furnace Oil	KWH	8,003,625	7,188,061	5,700,428
Total Fuels	KWH	27,262,128	27,461,860	21,385,518
Electricity purchased from grid	KWH	20,625,308	18,693,244	16,005,221
Total Energy Consumption	KWH	47,887,436	46,155,104	37,390,739
Energy intensity	KWH/Ltr	0.50	0.53	0.65

Waste Management

We understand that a systematic process for managing waste and effluent is important for process efficiency, environmental cleanliness, and cost control. HSE Department ensures that disposal of sewage and solid waste shall be performed in a hygienic manner which does not expose the food premises or food products to potential contamination. The recyclable waste is recycled through a recycling entity accredited by Dubai Municipality.

We collaborate with local food regulatory bodies in Oman and the UAE to redistribute food, juice, and dairy products within the shelf life to local charities and food banks to minimize environmental impact and to support those in need.

In 2020, we redistributed 12.9 tons of food surplus to these good causes in UAE.

At Unikai, we ensure that none of our sites are located in an area that is considered a hazard on the biodiversity, we are committed to monitor our manufacturing operations and ensure that our products ingredients, raw materials and final products are in line with the highest ethical and environmental standards, and do not have any significant impact on the biodiversity.

At Unikai, wastewater discharge is directly connected to Municipality line after passing the treatment process (ETP). Further, Quarterly analysis of wastewater is carried out through a contracted third party to ensure discharge parameters are within range as required by Dubai Municipality.

Non-hazardous waste by disposal type	Units	2018	2019	2020
Landfill	Tons	4,423	3,444	2,464
Recycling	Tons	414	195	156
Total non-hazardous waste	Tons	4,837	3,639	2,620

Hazardous waste by disposal type	Units	2018	2019	2020
Reuse	Tons	2	4	4
Recycling	Tons	0	0	0
Total hazardous waste	Tons	2	4	4
Total Waste	Tons	4,839	3,643	2,634
Hazardous waste as % of total waste	%	0.0%	0.1%	0.2%
Waste intensity	/ltr	0.0005	0.0004	0.0005
% waste to landfill	%	91%	95%	94%

Product Quality and Safety

In order to deliver quality products to the customers, our products pass through robust quality control criteria set by SOP. Our team focuses on development and implementation of the quality management system and continuous improvement in terms of safety and quality.

The capability and effectiveness of our systems is supported by training and various multilevel internal audit programs who carry out both announced and unannounced audits and physical inspections at our sites. Our products and facilities hold various certifications which includes HACCP, HALAL, Dubai Municipality Inspection, Emirates Quality Mark etc.

At Unikai, our employees are provided with tailored training on an annual basis provided by experts such as BFH / PIC/HACCP. We continued rolling out our quality and food safety survey across more areas of the business, the analysis of which is providing us with new insights and has identified actionable areas for improvement.

Our Quality Performance	2019	2020
Number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services	0	0
Number of recalls	0	0
Total number of manufacturing plants	1	1
Dubai Municipality Inspection	3	2

Compliance	2019	2020	2021
HACCP 	✓	✓	✓
HALAL 	✓	✓	✓
DUBAI MUNICIPALITY INSPECTION 	✓ Light Green (Satisfactory)	✓ Light Green (Satisfactory)	✓ Light Green (Satisfactory)
EMIRATES QUALITY MARK 		✓	✓

Responsible Supply Chain

Our vision is to maintain the most responsible, transparent, and ethical supply-chain that positively contributes to solving the world's greatest challenges through Sustainable Sourcing program. We are working to make sure we take a collaborative approach to elevate sustainability in our supply chain every day.

Wherever we can, we maximize the utilization of the local suppliers considering the availability of materials in UAE. We believe that we have a duty to our stakeholders to ensure that the materials and services we use are ethically sourced. Consumers and stakeholders nowadays have increasing concerns to the impact that the products may have on the factors of production, including staffs and facilities.

In order to align values and best practices throughout our supply chain, we have been conducting site visits as a part of the pre-qualification exercise where critical hygiene raw materials and packaging items are involved. If a supplier is subsequently found to have obtained information in an improper manner while invited to tender, then the supplier shall be blacklisted from the supplier database.

During the year 2021 we have plans to include several action points and checklists in Vendor Information Sheet and Supplier Evaluation Form with regards social and environmental criteria

Particulars	2018	2019	2020
Percentage of spending on locally based suppliers (%)	45%	41%	51%
New suppliers that were screened using social and/or environmental Criteria (No.)	0	0	0
Supplier Insights			
Number of approved Suppliers	219	239	265
Number of total suppliers screened	20	30	45
Percentage of Total Supplier Screened	9%	13%	17%
Number of total suppliers declined	1	0	0
Number of Supplier that undergone a Site Audit	3	1	2

Appendices / GRI content index

GRI GENERAL DISCLOSURE

Disclosure No.	Aspect	Page no/Ref
Organizational profile		
102-1	Name of the organization	Unikai Foods PJSC
102-2	Activities, brands, products, and services	6,7,8
102-3	Location of headquarters	Al Quoz-1 Dubai
102-4	Location of operations	UAE & OMAN
102-5	Ownership and legal form	Public Joint Stock Company
102-6	Markets served	UAE & OMAN
102-7	Scale of the organization	15
102-8	Information on employees and other workers	19,20
102-9	Supply chain	28
102-10	Significant changes to the organization and its supply chain	28
102-11	Precautionary Principle or approach	11
102-12	External initiatives	22
102-13	Membership of associations	5
Strategy		
102-14	Statement from senior decision-maker	3,4
102-15	Key impacts, risks, and opportunities	11
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	6
102-17	Mechanisms for advice and concerns about ethics	10
Governance		
102-18	Governance structure	14
102-19	Delegating authority	14
102-20	Executive-level responsibility for economic, environmental, and social topics	14
102-21	Consulting stakeholders on economic, environmental, and social topics	12
102-22	Composition of the highest governance body and its committees	28
102-23	Chair of the highest governance body	28
102-24	Nominating and selecting the highest governance body	Refer Corporate Governance Rpt
102-26	Role of highest governance body in setting purpose, values, and strategy	14
102-27	Collective knowledge of highest governance body	Refer Corporate Governance Rpt
102-28	Evaluating the highest governance body's performance	Refer Corporate Governance Rpt
102-30	Effectiveness of risk management processes	11
102-31	Review of economic, environmental, and social topics	13
102-32	Highest governance body's role in sustainability reporting	3
102-35	Remuneration policies	Refer Corporate Governance Rpt
Stakeholder Engagement		
102-40	List of stakeholder groups	12
102-41	Collective bargaining agreements	NA in UAE
102-42	Identifying and selecting stakeholders	12
102-43	Approach to stakeholder engagement	12
102-44	Key topics and concerns raised	12
Reporting practice		
102-45	Entities included in the consolidated financial statements	1
102-46	Defining report content and topic Boundaries	2
102-47	List of material topics	13
102-49	Changes in reporting	NA
102-50	Reporting period	1
102-51	Date of most recent report	NA
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	info@unikai.com
102-54	Claims of reporting in accordance with the GRI Standards	1
102-55	GRI content index	34
102-56	External assurance	1

GRI ECONOMIC INDICATORS

Disclosure Number	Aspect	Page No
General Management Approach		
103-1	Explanation of the material topic and its Boundary	13
103-2	The management approach and its components	13
103-3	Evaluation of the management approach	13
GRI 201: Economic Performance 2016		
201-2	Financial implications and other risks and opportunities due to climate change	24
GRI 204: PROCUREMENT PRACTICES 2016		
204-1	Proportion of spending on local suppliers	28

GRI ECOLOGICAL INDICATORS

Disclosure No.	Aspect	Page No
General Management Approach		
103-1	Explanation of the material topic and its Boundary	13
103-2	The management approach and its components	13
103-3	Evaluation of the management approach	13
GRI 302: ENERGY 2016		
302-1	Energy consumption within the organization	25
302-2	Energy consumption outside of the organization	25
302-3	Energy intensity	25
302-4	Reduction of energy consumption	25
GRI 303: WATER 2016		
303-1	Water withdrawal by source	23
303-3	Water recycled and reused	23
GRI 305: EMISSIONS 2016		
305-1	Direct (Scope 1) GHG emissions	24
305-2	Energy indirect (Scope 2) GHG	24
305-4	GHG emissions intensity	24
305-5	Reduction of GHG emissions	24
GRI 306: EFFLUENTS AND WASTE 2016		
306-2	Waste by type and disposal method	26
306-4	Transport of hazardous waste	26
306-5	Water bodies affected by water discharges and/or runoff	26
GRI 307: ENVIRONMENTAL COMPLIANCE 2016		
307-1	Non-compliance with environmental laws and regulations	10
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016		
308-1	New suppliers that were screened using environmental criteria	28
308-2	Negative environmental impacts in the supply chain and actions taken	Nil

SOCIAL INDICATORS

Disclosure No	Aspect	Page No
	General Management Approach	
103-1	Explanation of the material topic and its Boundary	13
103-2	The management approach and its components	13
103-3	Evaluation of the management approach	13
	GRI 401: Employment 2016	
401-1	New employee hires and employee turnover	20
	GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	18
403-4	Health and safety topics covered in formal agreements with trade unions	Not Allowed in UAE
	GRI 404: TRAINING AND EDUCATION 2016	
404-1	Average hours of training per year per employee	21
404-2	Programs for upgrading employee skills and transition assistance programs	21
404-3	Percentage of employees receiving regular performance and career development reviews	21
	GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	
405-1	Diversity of governance bodies and employees	19
	GRI 406: NON-DISCRIMINATION 2016	
406-1	Incidents of discrimination and corrective actions taken	Nil
	GRI 413: LOCAL COMMUNITIES 2016	
413-1	Operations with local community engagement, impact assessments, and development programs	22
413-2	Operations with significant actual and potential negative impacts on local communities	NIL
	GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	
414-1	New suppliers that were screened using social criteria	28