



Infused with
impact



Sustainability Report
2024

Welcome to our Sustainability

Report 2024

At Ahmad Tea, our goal is simple yet profound: to improve lives through tea.

We reflect on 2024 as a year when we sowed the seeds for many new projects, hoping that each will help take us towards a tea industry that is fairer, more ethical, and sustainable. From striving to support tea workers with fair pay to preserving quality for future generations, we are proud of the difference we're making every day.

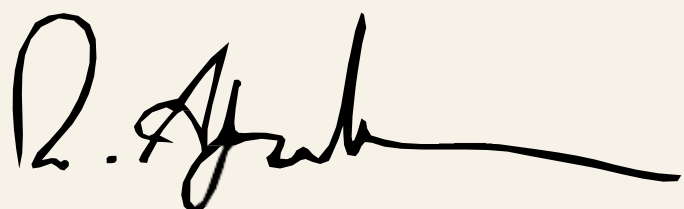
In November we were deeply honoured to receive the King's Award for Enterprise in Sustainable Development – presented by His Royal Highness, Prince Edward, recognizing our unwavering commitment to sustainability.

Likewise, none of this would have been possible without the collective efforts of our charity partners, dedicated employees, trusted suppliers, valued distribution network and of course, our Ahmad Tea drinkers.

We invite you to explore the progress we've made together. Thank you for being part of Infused with impact.

Rahim Afshar

Chairman, Ahmad Tea



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OUR STORY

Ahmad Tea began as a dream, experienced by our Honorary Chairman, the late Prof. A.H. Ganjavian. The family, having a history within tea trading, soon embarked upon a journey with the opening of a small tea shop in Hampshire, England. From there, the dream became a global reality. Everything we do is based on long standing beliefs, carried out together, consistently, time and time again. We view our tea growers and other partners as a part of our family. We firmly believe that our friendships allow us to blend great tasting tea, and better look after the people and communities with whom we work. Our Chairman, Rahim Afshar, since the company's beginning has been our chief Tea Taster, and his promise is to never sell tea he would not drink at home.

We draw upon four generations of experience to seek out the world's finest tea gardens. Our team of world leading tea blenders and tasters sample each infusion seven times from garden to cup, delivering over 30 million cups of tea a day to tea lovers in more than 80 countries. It is our belief that everyone deserves an exceptional cup of tea, whether they live in global cities or tiny villages. As a company, we fulfil our sense of responsibility towards others through the 'Inspiring Kindness' principle, which dedicates a percentage of our profits to charity so we can share our success with those who need it most.





Company Mission Statement

To positively improve lives through Tea

BRAND
PURPOSE

Inspire the love of tea

GOAL

Improving lives through tea

SUSTAINABILITY
MESSAGE

Infused with *impact*

MESSAGING
PILLARS

01

In the tea garden
Fairer & Stronger Tea
Communities



02

Sustainable tea production
Preserving quality for future
generations



03

Supplying more than tea
Our impact beyond tea



OUR GLOBAL PRESENCE

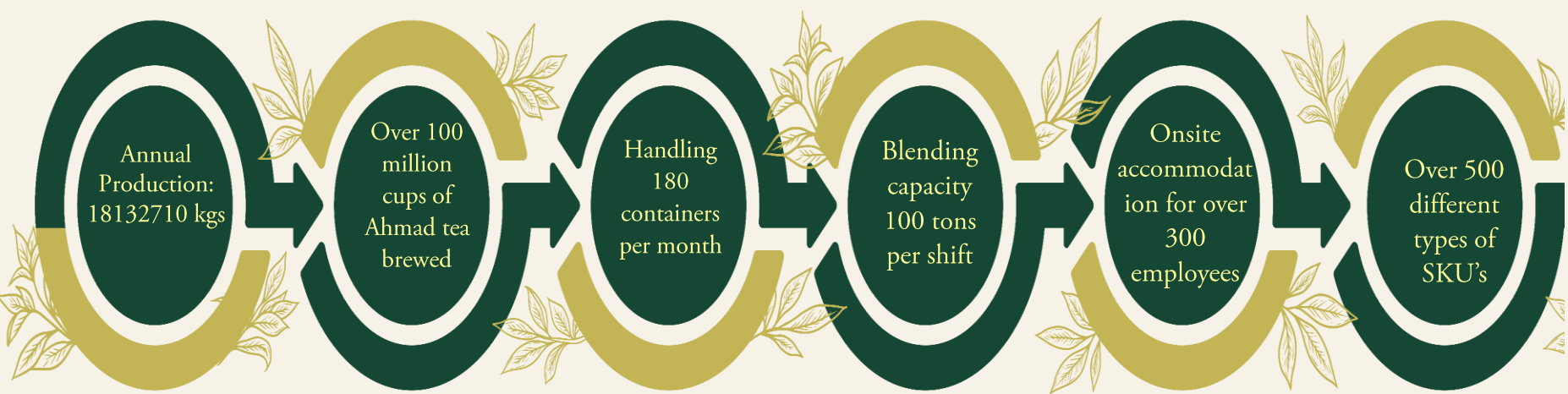


Ahmad Tea has been active since for 35 years, and is present in over 80 countries across the world.

- Is one of the largest international tea companies in the world
- Employs over 1000 people worldwide, with its Head Office located in the UK
- Consistently remains one of the top 3 brands in major tea drinking countries such as Russia, Ukraine as well as CIS and major Middle Eastern countries.
- Is one of the leaders in the UK gift sector, with a presence in all major tourist outlets in the heart of London and surrounding areas
- Sources most of its tea from Sri Lanka, India, Kenya and China, with production of blends taking place in our manufacturing plants in the UAE, Russia, Ukraine, UK, Sri Lanka and in China
- A network of over 80 partners ensures distribution and marketing of the brand on a global scale

OUR MANUFACTURING FACILITY IN UNITED ARAB EMIRATES IS A
FLAGSHIP PRODUCTION SITE WITH
'BEST IN CLASS' PRODUCTION PRINCIPLES AND PRACTICES

CAPACITY HIGHLIGHTS



MANAGEMENT SYSTEM CERTIFICATIONS

Quality Management system

Environment Management system

Food safety Management system

Business Sustainability rating

HACCP

Health & Safety Management System

ASSOCIATION & RECOGNITION

Halal Certified Product

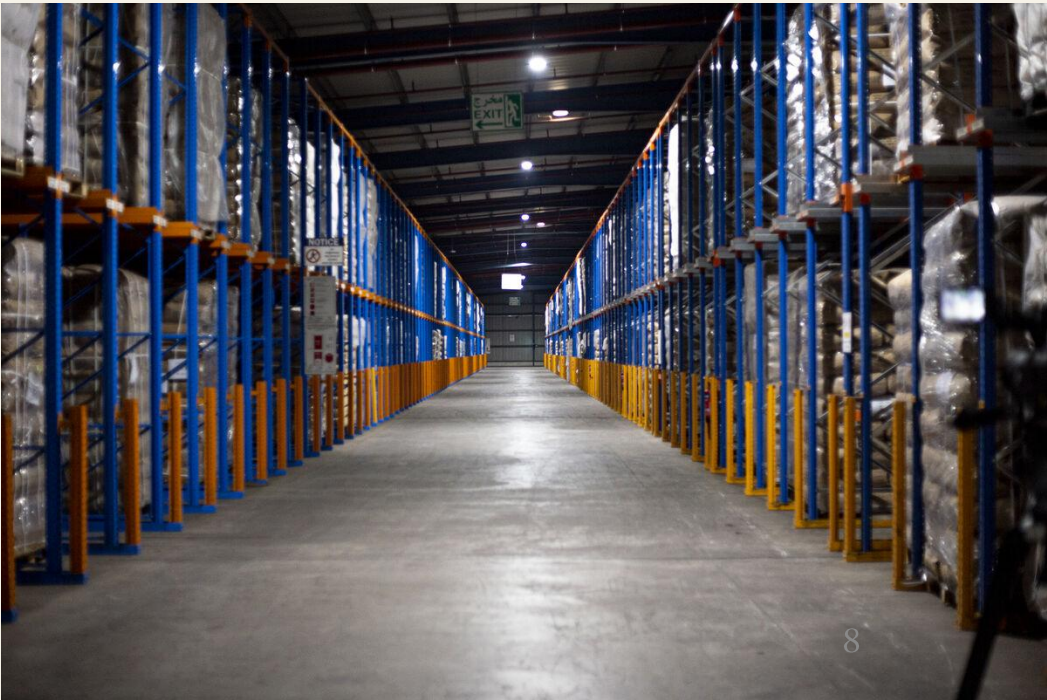
Kosher Certified

Ethical tea Partnership
(Membership)

UK TEA & INFUSIONS ASSOCIATION

Food safety Modernization act
(Compliance)

Empowering Responsible Supply Chain
(Membership)



SUSTAINABLE IMPACT STRATEGY



RESPONSIBLE SOURCING

The second pillar is Responsible Sourcing, minimising our impact on the environment around us and the planet as a whole. Responsible Procurement improves human rights, working conditions and sustainability throughout the tea value chain.

GOVERNANCE

The fourth pillar is Governance, which supports all partners and distributors as stakeholders in the brand. The unique partnerships we share with our distributors enables us to identify critical needs in their countries

ENVIRONMENT

The third pillar of the Environment, striving to be more earth friendly and show leadership in overcoming threats to our planet. Our commitment to reducing the impact our business has on the planet.

GLOBAL COMMUNITY

The first pillar holds up our world as Global Community charity projects run on a local grass-roots level in order to make a direct and accountable impact on the communities we source and sell our teas from.

OUR SUSTAINABILITY ROAD MAP

Year 2024

- Niger – Focusing on the schools (Oxfam project) 1600 students will be benefited directly and 3000 indirectly
- Carbon reduction by 5%
- Donated a sum of \$250, 000 to the Kew Garden research center (Global biodiversity preservation)
- Majority of all major 20 distributors in shared platform for charity works across different countries (Focused on Access to education/ Protecting environment/ Right to water/ Right to health)
- Responsible sourcing/ HRDD/ Grievance mechanism
- Whistle blowing procedure in supply chain & factory operation
- CSR Training & development drive in factory operations

Year 2030

- Reduce carbon emissions by 30% by sourcing from sustainable supply chain
- External CSR initiatives/Initiate public reporting- SBTi/ GRI
- Ahmad tea fully funded PHD student reports on her research and study on climate resilient tea clones – The science will be shared with the Tea board.
- To increase Renewable energy source in supply chain to 20%

Year 2028

- 15% of our net profit of Ahmad tea Uk. Ltd is allocated on charity
- 7.5% of the above is spent on direct social impact on tea gardens
- Majority of all major 50 distributors in shared platform for charity works across different countries (Focused on Access to education/ Protecting environment/ Right to water/ Right to health)
- Donate half a million partnering with Kew Gardens
- Aligning with SBTi for establishing/ validating climate change targets



Year 2026

- Operating with 35% Renewable electricity
- Kenya – Providing drinking Water and sanitization project along with KTDA, where the families of tea Plucker's get in. (Approx. 500 students over 3-year period)
- External CSR initiatives/Initiate public reporting- UNGC/ SDG
- Carbon calculation ad reduction strategy in Uk HQ
- Partnering with Prague Gardens for biodiversity projects – preserving 5 indigenous plants that are at risk
- Increase Ecolabel and FSC compliance to 10%
- Eco system management – Integrated pest management
- Developing Sustainability monitoring platform in supply chain

Year 2040

- Operating with 50% Renewable electricity
- Overall water usage reduced by 25%
- Recyclable/biodegradable packaging material increase - 95% to 100%

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in a golden-brown color with fine, dark lines indicating veins. They are set against a dark teal or forest green background. The pattern is dense and covers the entire slide area.

OUR ACHIEVEMENTS IN YEAR 2024

WE'VE WON A KING'S AWARD

We're delighted to announce
that we have received a
**King's Award for Enterprise for Our
Sustainable Development Programmes.**



The prestigious award recognises the
outstanding impact we have delivered
to improve the lives of communities in
the UK and around the world.



THE AWARD

What Is It?

The King's Awards for Enterprise 2024: Sustainable Development
Recognising and celebrating business excellence across the UK.
This is the most prestigious award for a UK business to receive.

Why Did We Receive It?

Ahmad Tea demonstrated sustainable development and
promoting opportunities through social & environmental mobility.

*“This award is dedicated to our staff and partners who work tirelessly
to support projects like these. The incredible impact would have not
been possible without their determination to make a difference.”*

Dr. Ebrahim Afshar, Managing Director



The prestigious award recognises the outstanding impact we have delivered to improve the lives of communities in the UK and around the world.

We're proud that we are one of 252 organisations in the UK to be recognised with a King's Award for Enterprise in 2024. Since our launch in 1986, we've always supported good causes, frequently giving away up to 20% of our profits to charity and sustainability programmes.

Locally, we have supported the Southampton General Hospital, Guide Dogs for the Blind Association, Stroke Association, Alzheimer's Society, Parklife Community action café, Macmillan Cancer Support, Make a Wish Foundation and the Murray Parish Trust which fundraises for the Southampton Paediatric unit.

Globally, we have given back to the places we source our tea, financing and building a cancer hospital in Sri Lanka, supporting women in tea gardens of Assam and Kenya with nutrition and health programmes and we are an active member of the Ethical Tea Partnership. For over a decade we have been partnering with Oxfam to develop a clean water programme across rural Niger; a country severely affected by drought and climate change.

Moreover, working with our network of international distributors, we match-fund any charity or sustainable initiatives undertaken by our partners abroad.

Ebrahim Afshar, Managing Director of Ahmad Tea said: 'As a company, giving back is part of our DNA so being recognised in such a prestigious way is a dream come true. We try to make a difference in all of the markets where we source, pack and sell our tea and we owe so much to so many people in our supply chain, for their support. For example, building Razavi Cancer Hospital in Sri Lanka was our way of thanking our supporters in the country over the years.

'I would like to dedicate this award to our staff and partners who work tirelessly to support projects like these. The incredible impact would have not been possible without their determination to make a difference.'

The award follows Ahmad Tea's continued success company in improving its sustainability manufacturing processes to further decrease its impact on the environment. For the third year running, Ahmad Tea has been awarded a gold rating from Eco Vadis, the world's most trusted business sustainability ratings. This award places Ahmad Tea in the top 3% of food manufacturing companies in the world.

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WINNER OF SUSTAINABILITY AWARDS – NORTHERN AMERICAN TEA CONFERENCE

The purpose of these awards are to:

Celebrate the work that goes above and beyond pure business metrics, to improve the health of the industry, the environment in which it operates and the people whom work in it or are associated with it

To share these efforts with the tea industry in order to build a shared responsibility, support and knowledge for the state of the industry

To inspire others to replicate the “above and beyond” attitude of recipients in their own environments to further the efforts of delivering tea to the status of Hero crop.

2024 SUSTAINABILITY AWARDS WINNER

Ahmad Tea
Infused with Impact



Sustainability Awards
Presented at the
North American
Tea Conference
September 24-26, 2024

Shabana Weber
President of Tea & Herbal Association of Canada
Peter F. Gugli
President of The Tea Association of The USA

<https://www.tea.ca/learn/sustainability/initiatives/>



New Launch's at Ahmad Tea



“Our new factory in China, aims to inspire the love of tea. Ahmad Tea only sells the highest quality blends, and it is this focus on quality that has allowed us to expand our capacity so significantly. Our new factory not only responds to the increasing demand for high-quality tea but also sets a new standard for efficiency and sustainability.

We're looking forward to welcoming tea enthusiasts into our new space and offering them an educational and fun experience all about the wonderful world of tea.



START YOUR JOURNEY TODAY!

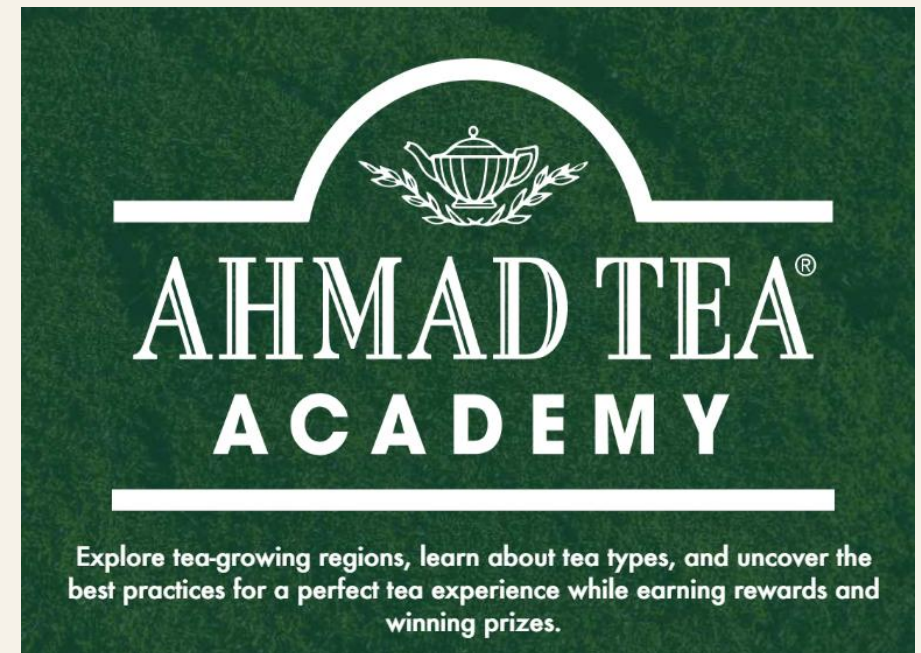
Take our tea quiz to find out which tea suits your taste best and start earning points right away.

Start now and sip your way to a new favourite!

DISCOVER YOUR PERFECT TEA

Join our community of tea lovers, expand your knowledge, and earn points along the way.

The more you learn and engage, the closer you get to an incredible reward for a chance to win a trip to the breathtaking tea fields of Sri Lanka!



Trade - Partner with us for Wholesale Tea Opportunities

Why work with us?

Experience total flexibility with tailor-made solutions to meet your unique needs. Partnering with Ahmad Tea means joining a seasoned player in the industry, backed by decades of expertise and a loyal customer base.



New Products Launched in 2024

Majestic Breakfast Tea + Kew Double wall mug

A rich and malty loose leaf tea. A jewel in the British tea crown, this satisfying full-bodied blends makes a deliciously smooth cup. The tea masters at Ahmad Tea have been blending quality teas for decades. For this English Breakfast brew, they balance Kenyan and Ceylon teas with second flush Assam leaves. Enjoy with a splash of milk, either with breakfast or any time you need a bold comforting brew.

Limited edition Caddies

We are delighted to announce our limited-edition caddies, showcasing some of our best loose leaf tea selections.

Winter wonder 2024

Our Seasonal Gift Collection for 2024 is here! This collection brings a selection of seasonally themed gifts which will help maximise sales over the festive period. These beautifully designed gifts are a perfect way to attract new tea drinkers to the Ahmad Tea brand.

Vanilla Cinnamon & Apple

Discover the latest addition to our Fruit and Spice range: the delightful Vanilla, Cinnamon & Apple blend. Elevate your tea moments with the comforting and flavourful taste of this exquisite blend, destined to become your new favourite.



Gulf Food & Gala Dinner

GALA NIGHT AFTER GULF FOOD – DUBAI

Meet and dinner with our global customers who had visited Gulf food in United Arab emirates. The dinner extended to share Ahmad tea's achievements in year 2024 and detailing the plans for 2025 across different regions where Ahmad tea operating.



Corporate Social Responsibility Objectives Year 2024

Sr. No	Topic/ Details	Objective /targets	Monitoring	Result end of year
1	Community development Ahmad Tea supports charitable activities across many areas. health, community development and Environmental stewardship, Tea activity 2011-2017	CSR objectives	RAK CSR Program	Refer: CSR Report 2024
2	Carbon emissions We monitor our own energy consumption and ensure that our local warehouse operations and logistics are as energy efficient as possible. Monitoring trend of the carbon emissions and explore initiatives for reduction of carbon emission	Reducing our environmental foot prints , Achieve a reduction of annual CO2 emissions by 2% compared with 2019	Fuel consumption, energy consumption reports	Year 2021 – 1159.00 Year 2022 – 1206.00 Year 2023 – 1197.00 Year 2024 – 1075
3	Reducing our environmental foot prints. Monitoring trend of the water consumption and explore initiatives for reduction of water consumption.	Reduce the rate of water use by 5%.	water consumption reports	Water consumption – Overall water consumption has increased by 1008 KL compared to year 2023 but water consumption per person has reduced resulting in achieving 2.4% reduction compared to last year.
4	Reducing our environmental foot prints. The company's main sources of energy are electricity, solar, and diesel. A majority of the electricity comes from the grid and 20% is generated through solar power Monitoring trend of the energy consumption and explore initiatives for reduction of energy consumption.	Advancing sustainable energy solutions - 1. Reduce our energy intensity by an average 2% per year, 2. Operate with 20 % Renewable electricity.	energy consumption reports	Power consumption: -0.72% reduction on KWH/1 ton of blended tea against the objective 2.5% ✓ Year 2021 – 0.206 ✓ Year 2022 – 0.211 ✓ Year 2023 - 0.220 ✓ Year 2024 - 0.201 (Equation = $(0.192-0.206)/0.192*100$) Due to increase in Ima production - 646 Mw of solar energy produced in 2024, which is equivalent to 25% of the total power consumption
5	Training and Development Creating awareness of social accountability policy , objectives and developing training plan to improve the competency of the employees	Engaging our employees, Average training hours per employee-2	training reports	<ul style="list-style-type: none"> 2021 - Total 1530 Hrs./ 270 employees 2022- Total 1530 Hrs./ 296 employees 2023- Total 1286 Hrs./ 287 employees 2024- Total 2026 hrs./303 employees <p>We have achieved 6.5 hours average training hours/employee.</p>

Corporate Social Responsibility Objectives Year 2024

Sr. No	Topic/ Details	Objective /targets	Monitoring	Result end of year
5	<p>Operations- consumption of natural resources</p> <p>Reduction of usage of natural resources like papers, wood, etc are important and we are monitoring the consumption of all materials and trying to reduce the wastages wherever possible.</p>	<p>1. The avoidance of material wastages helps in controlling the cost of our production and already covered in environment objectives.</p> <p>2. Eliminate R22 from our manufacturing refrigerant inventory,</p>	consumption of paper, wood, wastage reports	<p>Paper consumption in Y 2021 – 629</p> <p>Paper consumption in Y 2022- 600</p> <p>Paper consumption in Y 2023- 515</p> <p>Paper consumption in Y 2024- 484</p> <p>31 reems of paper saved in 2024 in an increased production trend. (250 Reems saved comparing to Y 2023 consumption ratio)</p> <p>Technology innovations have been initiated which tends to support Go green – paperless program. (Business centra update, Kiss flow, Power BI, Ahmad Tea portal etc.,)</p> <p>Transport</p> <p>177 containers of Tea supplies from Ceylon successfully received in slip sheets which have saved – 3540 pallets production equivalent to saving 442 trees annually.</p> <p>Optimized the loading capacity of import and export containers to ensure maximum load in a container and thus reducing the fossil fuel consumption.</p>
8	<p>Health and safety-Reduction of injuries</p> <p>Reduction of injuries in daily operations.</p>	Monitoring of loss time injury frequency rate and severity rate. Reducing LTI to 20% compared to last year	Health and Safety incident reports	<ul style="list-style-type: none"> 2021 - LTI FR- 0 LTISR- 0 No Lost time Injury recorded for year 2021. 2022 - LTI FR- 2.68 LTISR- 34 2 Lost time Injuries recorded for year 2022. 2023 - LTI FR- 0.14 LTISR- 0.46 1 Lost time Injuries recorded for year 2023. 2024 - LTI FR- 0.22 LTISR- 3.40 2 Lost time Injuries recorded for year 2024
9	<p>Organization and partnership</p> <p>Ethical tea partnership, UK tea association, US tea association, Tea and Herbal infusions Europe, US FDA.</p>	Maintaining the association with all the Government, NGO.	CSR reports	<ul style="list-style-type: none"> Registered with UNGC completed - Dec 2024 SEDEX Membership Ethical tea partnership UKTIA membership US Tea association & CANADA Tea association member

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in two colors: a light tan or beige and a dark teal or forest green. They are arranged in a dense, overlapping manner, creating a lush, botanical feel. The leaves have fine, linear details suggesting veins.

ENVIRONMENT MANAGEMENT

Environment Management System

Ahmad Tea has adopted several internal practices to promote Environmental practices and aligned with all stake holders to follow the practices.

ISO14001:2015 Environment Management system is implemented in the industry.

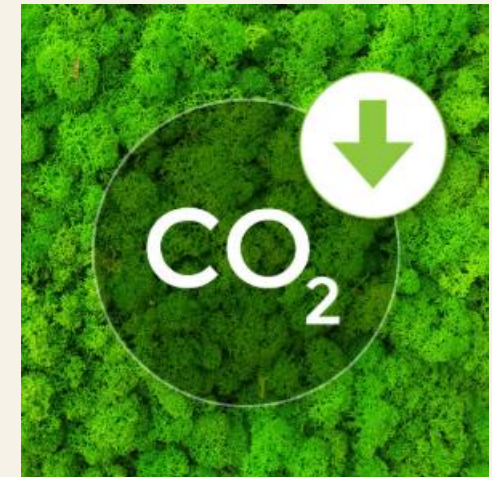
- Management has defined policy and objectives.
- Monitoring is done by EHS team on any violations.
- Risk assessment is done to identify the risk and sufficient preventive controls are put in place.
- Suppliers and contractors are also aligned to follow the Environment practices.

Environment Assessment- At Ahmad tea we monitor and reduce our direct and indirect impacts on the environment by making our operations more efficient, while being fully compliant with all relevant environmental standards and regulations. As we strongly believe conservation is ultimately about people and the future of the human race that in engaging with the environment we strive to :



Reduce the environmental impact of our operations

Replenish, restore and rejuvenate the environment and educate people. Ahmad Tea's environmental management system (EMS) provides the framework for approaching environmental sustainability. Environmental threats and best practices are identified through our stakeholder engagement keeping in mind the obligation to comply with all relevant statutory obligations. Ahmad tea's EMS is ISO 14001 (2015) accredited. Our environment management system is supported by accountable and transparent reporting of our performance. The company has not identified any non-compliance with environmental or health and safety laws and regulations during 2022/2023.



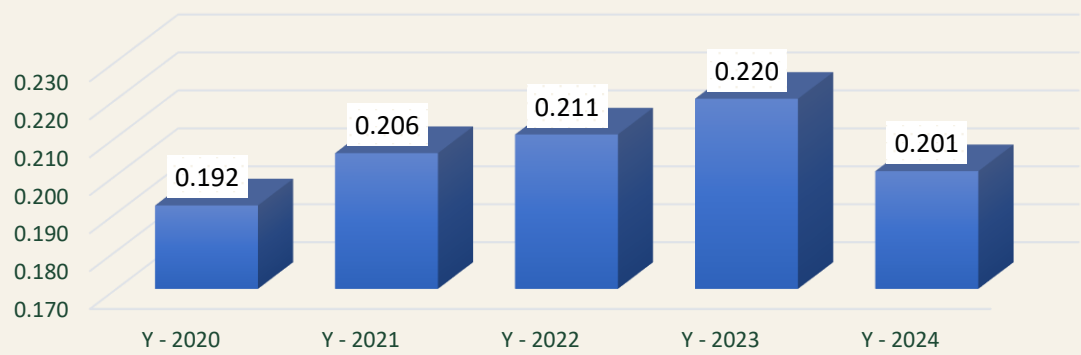
Energy Management System

Source of Grid Electricity:

UTICO which is the largest full service private utility, the company also qualifies as a major full-service utilities provider in the greater Middle East region. UTICO is also one of the leading green companies in the UAE, as the first company to have obtained ISO 50001 certification for Energy management from Quality Austria.

At Ahmad tea, Energy is monitored and objectives are set to reduce against the production trend. We were able to reduce 345MWH saving in year 2024 comparing to last year energy consumption trend which counts to 8.6% comparing to last year. Few major areas of improvements are listed :

KWH consumed to produce 1 Ton Blended tea



RESULTS FOR 2024

- Power consumption: 8.6% decrease on KWH/ ton of blended tea (345MWH saving was identified comparing to last year energy consumption trend)
- Objective -Reduction of 2.5% KWH/1 ton of blended tea (Equation = $(0.220-0.211)/0.211*100$)

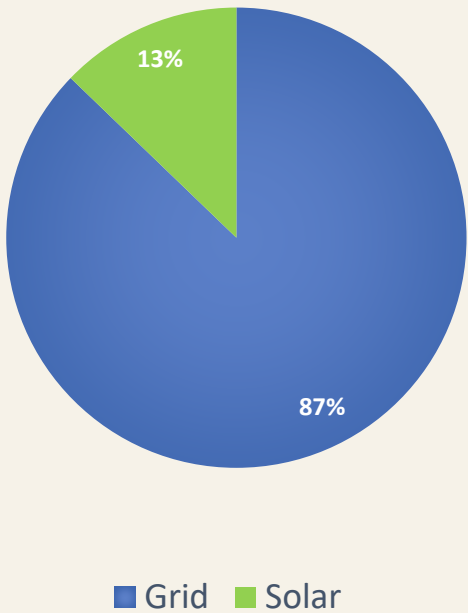
Renewable Energy System

Ahmad Tea invested in the largest privately owned solar panel in RAK Free zone by installing a 257 KWp solar photovoltaic power plant system @ 440Vac, 50Hz at optimum condition can transform to approximately 440mwh of electricity a year. Another 246.5 KWp solar panel unit was installed in April 2019.

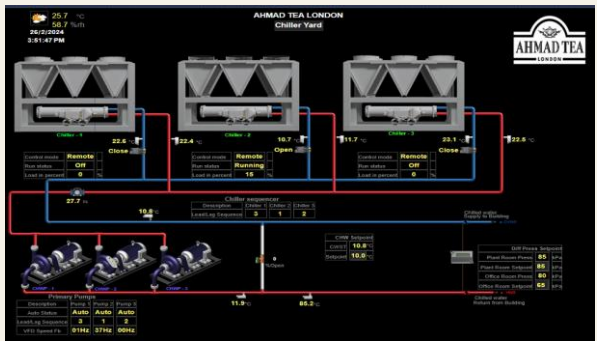
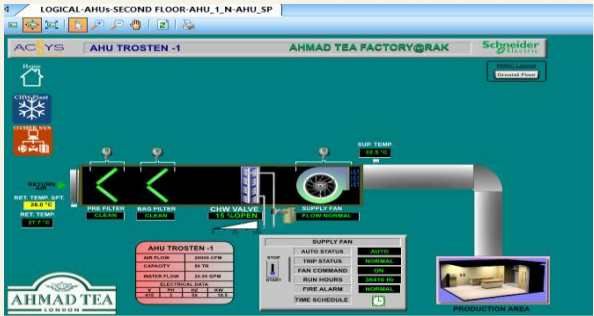
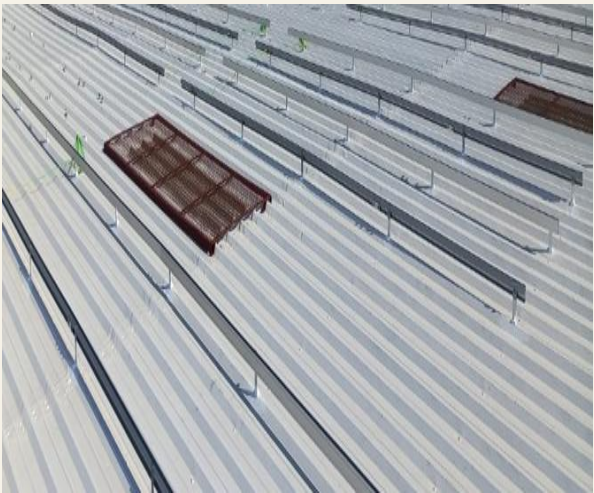
We are supporting the transition to fossil-free energy use by enhancing our renewable energy portfolio. The following table provides information on our energy generation through Renewable sources.

Ahmad Tea has finalized the solar extension project Phase 03 which will increase renewable energy from 13% to 35% end of Year 2025.

Percentage of renewable energy - Y2024



Energy Projects in Y 2023/2024



Rooftop UV protection coating:

The roof coating application at the Ahmad Tea building area has been completed, it adding reflectivity to the roof's topcoat. This enhanced feature provides high-quality UV protection, effectively extending the life of the rooftop and decreasing energy costs. The highly reflective nature of the roof coatings ensures a cooler and more comfortable environment inside the building.

Window Film Installation:

The installation of the 3M window film in the tea room and production hall zone-3, covering 80 sqm, has effectively reduced heat ingress by 74.04%. This significant reduction in thermal transfer demonstrates the film's superior heat rejection capabilities.

CPMS (Chiller Plant Monitoring System):

The chiller plant manager monitoring system installed in 2023 is a cutting-edge technology that is dedicated to optimizing chiller system performance and reducing energy consumption. This system utilizes advanced sensors and intelligent algorithms to monitor various parameters of the chiller plant in real time, allowing for precise control and optimization. Key features of the chiller plant manager monitoring system include:

1. Real-time monitoring
2. Data analytics
3. Remote access
4. Energy optimization
5. Alarm notifications

Upgrading to Energy-Efficient Equipment:

Upgraded HVAC systems to more energy-efficient models that meet or exceed industry standards for efficiency.

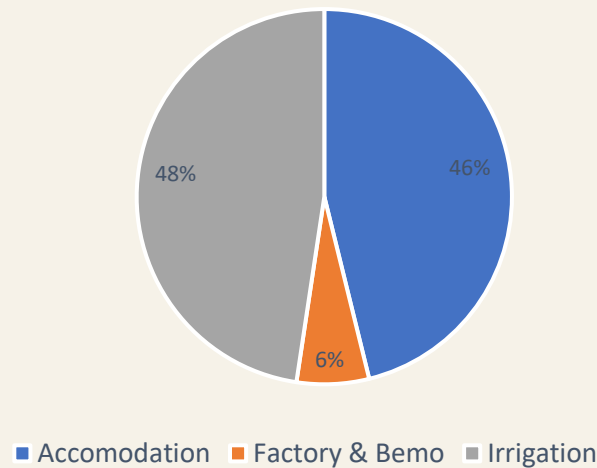
1. Installation of Inverter Type AC Units: We have installed over 150+ Inverter Type AC units in our facility within the last 3 years. These units contribute to a direct energy savings of 25 % to 60% compared to the existing system.
2. Adding 5-star Rating Energy-Efficient Equipment: We have also incorporated 5-star rating energy-efficient equipment in our facility to further enhance the energy efficiency of our HVAC systems. These upgrades are a part of our ongoing commitment to sustainability and reducing our environmental impact.

Water Management

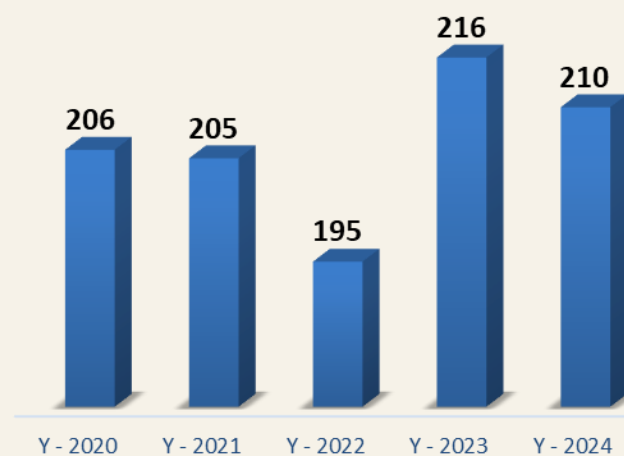
Water is life. It is a precondition for human, animal and plant life as well as an indispensable resource for the economy. Water also plays a fundamental role in the climate regulation cycle. Protection of water resources, of fresh and salt water ecosystems and of the water we drink and bathe in is therefore one of the cornerstones of environmental protection and Ahmad tea has several steps to monitor and control its water usage.

Source of water: UTICO which is the largest full service private utility, the company also qualifies as a major full-service utilities' provider in the greater Middle East region. Utico is also one of the leading green companies in the UAE, as the first company to have obtained ISO 50001 certification for Energy management from Quality Austria.

**Water Consumption Area wise
- Y 2024**



**Water consumption per person/
per day – Year 2024**

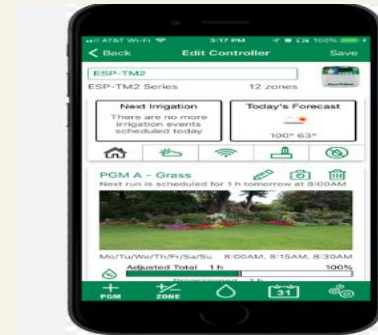


Our simple Myth to control water :

- Data Analysis :** Review water audit data regularly to identify trends, detect anomalies, and assess overall water usage patterns. Use this information to make informed decisions about water conservation strategies.
- Regular Inspections:** Schedule routine inspections of all water audit equipment and meters to ensure they are functioning properly. Check for any signs of damage or wear and tear.
- Calibration:** Perform regular calibration of water measuring devices to ensure accurate data collection. This may involve adjusting settings or replacing components as needed.
- Leak Detection:** Regularly check for leaks in plumbing systems, faucets, and water fixtures. Address any leaks promptly to prevent water waste and ensure accurate audit results.
- Training:** Provide training for staff members involved in water auditing to ensure they understand proper procedures, best practices, and the significance of accurate data collection.
- Water Recycling and Reuse:** Assessment of opportunities for water recycling within production processes. Recommendations for implementing a water reuse system to reduce overall consumption.
- Cost Savings Analysis:** Calculation of potential cost savings by implementing the recommended water-saving measures. Payback period for investing in water efficiency upgrades.
- Emergency Response:** Develop a plan for responding to water emergencies, such as major leaks or water supply disruptions. Ensure all staff members are aware of their roles and responsibilities in such situations.

At Ahmad Tea, we are committed to responsible water management. To assess our water consumption efficiency and identify opportunities for reducing water use, we conduct regular water accounting and audits across our facilities. This process includes tracking water consumption data, analyzing water usage patterns, and evaluating the effectiveness of our water-saving measures.

The company regularly performs water audits to assess water consumption efficiency and identify areas where water use can be reduced. To provide evidence of the water accounting or audit process at Ahmad Tea, you can refer to the water auditing report base data. This report would typically include data on water usage, analysis of water consumption patterns, identification of areas with high water usage, and recommendations for reducing water consumption.



Installation of Smart Irrigation Controller: App based control to control the timer of each zone as per water requirement by using visual inspection & soil moisture meter, also. During raining time control the pump & water by updating the timer via app.

Upgradation of Drip System: This method delivers water directly to the base of the plants, minimizing water loss through evaporation and ensuring that each plant receives the right amount of water. Multi-stream rotor nozzles for lawns applies water slowly and evenly, is highly wind-resistant, and dramatically reduces run off.



Soil moisture sensors: These sensors help to monitor the moisture levels in the soil, allowing for precise irrigation scheduling and preventing overwatering.



Efficient irrigation scheduling: Ahmad Tea utilizes weather data and plant water requirements to schedule irrigation at the most optimal times, such as early morning or late evening when evaporation rates are lower.

Water recycling and reuse: Ahmad Tea may implement systems to utilized & reuse the water from solar cleaning area to garden. AHU condensed water to utilized in irrigation consumption. By employing these techniques, Ahmad Tea can optimize water consumption in its irrigation system, ensuring efficient use of water resources and promoting sustainable agricultural practices.

Achievement for 2024

RESULT - Overall water consumption has increased by 1008 KL compared to year 2023 but water consumption per person has reduced resulting in achieving 2.4% reduction compared to last year.

Carbon Emission Inventory

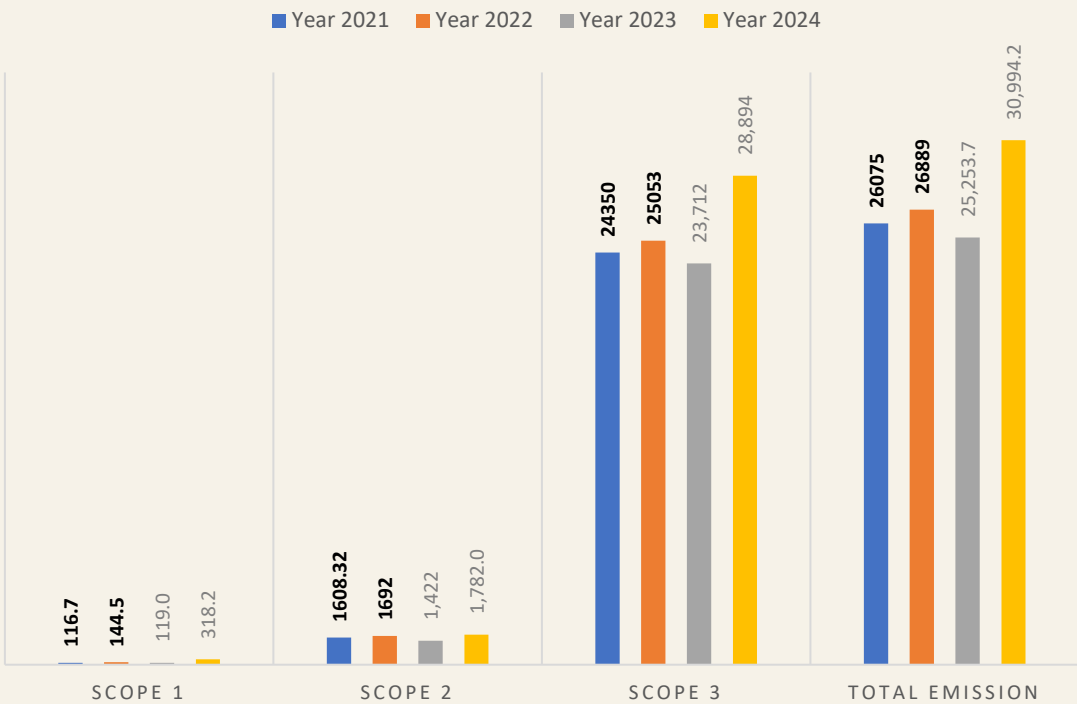
Ahmad Tea FZ LLC want to lead by example and work to minimize the environmental impact of our operations. Tracking our CO2 emissions and reducing energy consumption are key targets.

Ahmad Tea has engaged an independent third party “SCS Global” in measuring carbon footprint, which is computed based on the GHG (Greenhouse gas) Protocol published by the World Resource Institute and World Business Council for Sustainable Development. The computation represents GHG emissions associated with the production of Ahmad Tea from cradle to gate.

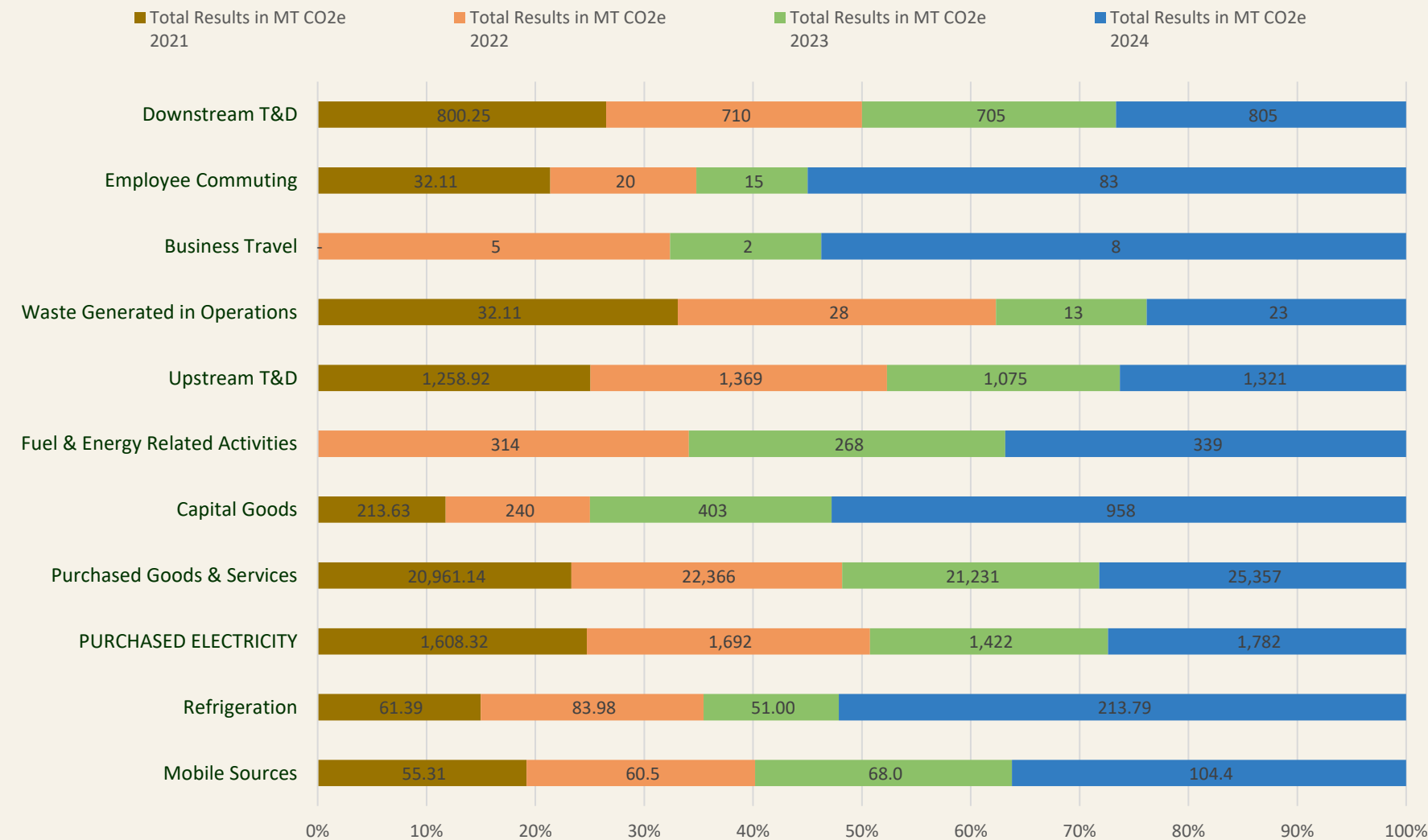
According to the Greenhouse Gas Protocol, emissions can be categorized into three groups known as scopes:

- Scope 1 emissions: are defined as “direct” emissions the Ahmad Tea has direct control over.
- Scope 2 emissions: are defined as “indirect” emissions created from the consumption of purchased electricity.
- Scope 3 emissions: are defined as any emissions that are produced outside of our own operations and that we therefore have indirect control over. This includes our suppliers and the producers of raw materials used in our products as well as emissions from the use of products.

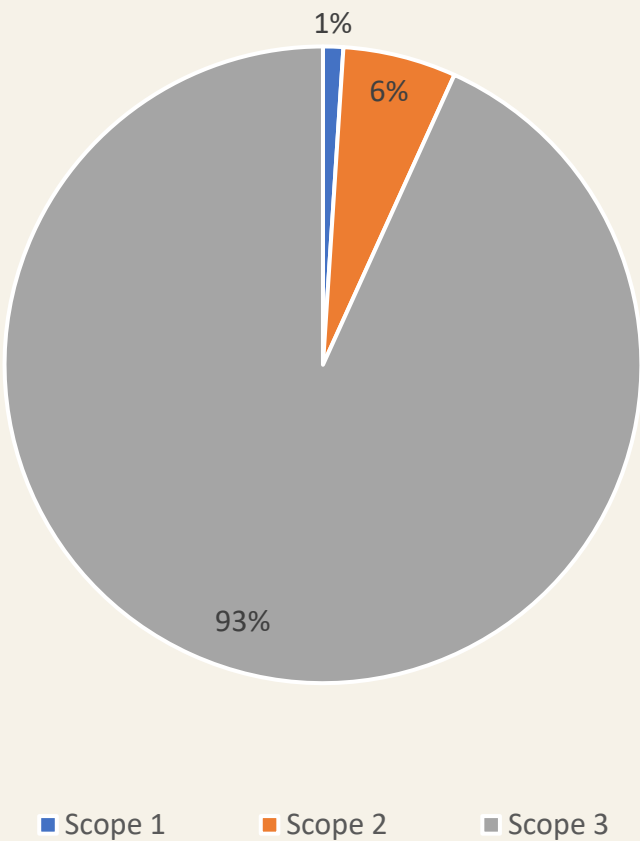
GHG EMISSION TREND



GHG Emmissions - Sources breakdown yearly trend



Year 2024 - Percentage of GHG Emmission by scope



Decarbonization Project for Ahmad tea Emirates Facility

The focus of the project is to create a roadmap to Ahmad Tea -RAK Facility to reduce carbon intensity and be on target to achieve carbon neutrality for the facility. We join hands with SCS global to provide a Decarbonization approach for Ahmad Tea -RAK Facility for the period from 2023-2030 focusing on creating a carbon strategy for RAK Facility, hotspot mapping, sustainable investments, Scope 3 emission intensity reduction.

Short term and long-term targets.

Achieving net zero requires far-reaching changes in our supply chain and beyond. Reducing our emissions by 90% is a huge task – and we now understand we can’t realistically achieve this until 2030. Like many companies targeting net zero, collectively we’ll need widespread shifts to lower carbon living in our society.

- By Year 2030 – We expect to reduce carbon emissions by 30%
- By Year 2050 – We expect to reduce carbon emissions by 90% with 10% residual emissions and be Carbon Neutral.

Ahmad Tea has grown to double the size since our baseline in 2012 which makes achieving net zero incredibly difficult. With over 90% of our carbon footprint outside our direct control (scope 3 emissions), we are also heavily dependent on others in our value chain making reductions, for instance:

We’re targeting the biggest areas of our footprint where we can make the greatest carbon reductions: ingredients, farming, processing and packing our Tea’s, and transporting them which contributes to over 85% of the scope 03 emission.

Like all companies, we’re on a journey and we’re learning as we go which actions are achievable and most impactful. We expect this roadmap to change over time as we get better data and learn important lessons, and while society shifts to more sustainable systems.

Our net zero roadmap – Short term target to achieve 30% reduction

Our net zero roadmap identifies key actions we must take and support our suppliers to take, to reduce our emissions by 30% by year 2030. We’ll only achieve our goals by collaborating closely with our suppliers and other partners to achieve emissions reductions together.

Actions we’ll take to reach net zero include:

1. Starts with our core Purchased goods & services – Tea by (-20%)

We procure Tea only with a list of approved tea suppliers across the tea manufacturing countries governed by our responsible sourcing principles and guidelines. We are in the progress of building up a ESG platform to monitor, educate, enforce best ESG practices across the supply chain. The ESG platform do provide a supplier evaluation based on Environmental, Social and Governance which will be linked to procurement policy.

2. Purchased goods & services specific to Packaging by (-10%)

We procure Packaging materials only with a list of approved suppliers across different countries governed by our responsible sourcing principles and guidelines. We are in the progress of building up a ESG platform to monitor, educate, enforce best ESG practices across the supply chain. We are encouraging our suppliers to adopt sustainable practices and source packaging materials from organizations who are committed to the ESG requirements.

Additionally:

Reducing emissions from packaging by exploring alternative materials, reducing packaging by removing sachets, switching to refills or loose-leaf tea. Ensuring all packaging can be reused, recycled or composted at its end of life. Supporting our suppliers to set science-based targets. Switching to Carbon neutral supplies

Year	TCO2 emmision	Tons of Tea produced	TCo2 per ton of tea produced
Year 2021	24991	15182	0.607
Year 2022	26702	16412	0.615
Year 2023	25253	12722	0.504
Year 2024	30994	18133	0.585

Decarbonization Project for Ahmad tea Emirates Facility

3. Logistics (-10%)

Reducing emissions from transporting ingredients by:

The recent war tensions within the Global borders have led to a transportation changes from Sea to land as an alternative routes will be switched to sea and reduction in air shipments.

Using carbon neutral vessels/ Using vessels that are environmentally friendly and cost friendly

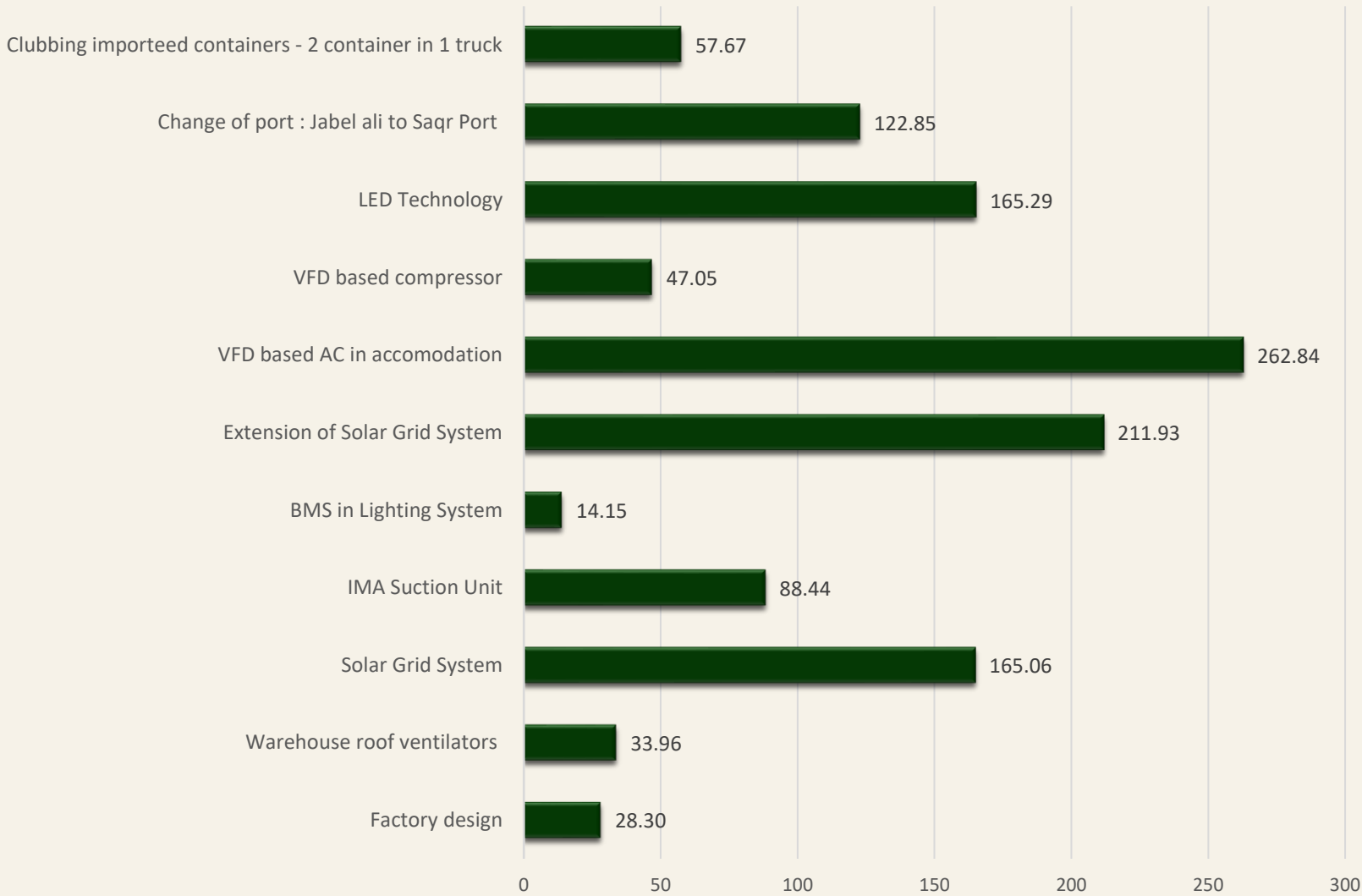
Using electric vehicles for road freight and more sustainable sea freight.

Working with suppliers to use low-emission vehicles for transporting Packaging material from manufacturing location to Ahmad tea factory.

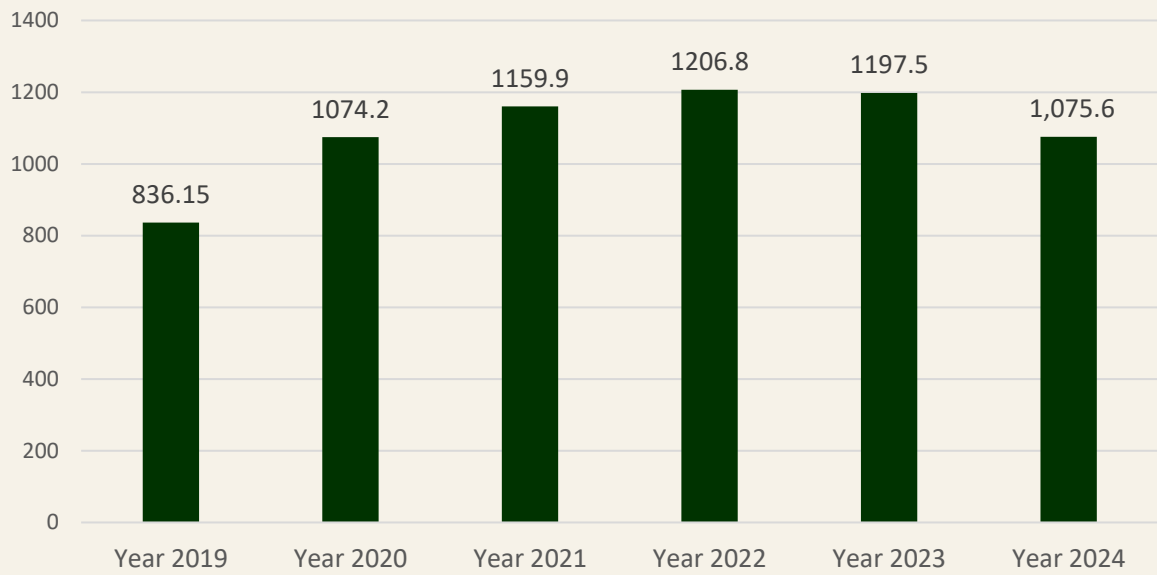
Sourcing ingredients from local sources or from close by continents

Difference we have made in 2024

Carbon emission Initiatives and contribution in tco2e - Y2024



Comparison - TCo2 saved in years



4. Energy management within the production facility of Emirates (-5%)

Encouraging suppliers that process and pack our herbs to switch to renewable energy at their facilities.

5. Distribution (-3%)

Reducing emissions from transporting Ahmad tea creations to our packing sites and your cup by:

Packing teas closer to where they are purchased.

Avoiding air freight and switching journeys from road to rail, and finding more sustainable transport options.

Ahmad tea warehouses & offices (-3%)

Reducing emissions from Ahmad tea people flying for business and working from home

Ahmad Tea Emirates factory is affiliated with UAE Net Zero by 2050 strategic initiative, aligns with Paris agreement to reduce carbon emissions and to limit the global temperature by 1.5C compared to pre-industrial level.



Sustainable Packaging

Reducing Plastic & Protecting Our Quality

Small changes in packaging can make a big difference for the environment. In 2024, we focused on reducing waste and embracing more sustainable materials to protect both the planet and the quality of our tea.



What Are We Doing?

- Continuing to eliminate plastic, moving to compostable and recyclable materials.
- Designing packaging that's easy to recycle or biodegrade while maintaining freshness.

2024 Highlights

- Introduced recyclable envelopes for individually wrapped tea bags, using a material that keeps the tea inside fresh.
- Almost all of our teabags are now home compostable and completely free from plastic – made out of Manila Hemp.
- Our tagless teabags are industrially compostable – sealed with a bioplastic called PLA.

What's Next?

Explore further ways to reduce waste in our production and supply chain. Continue innovating to eliminate unnecessary plastic.



Sustainable Packaging Sourced in Y 2024

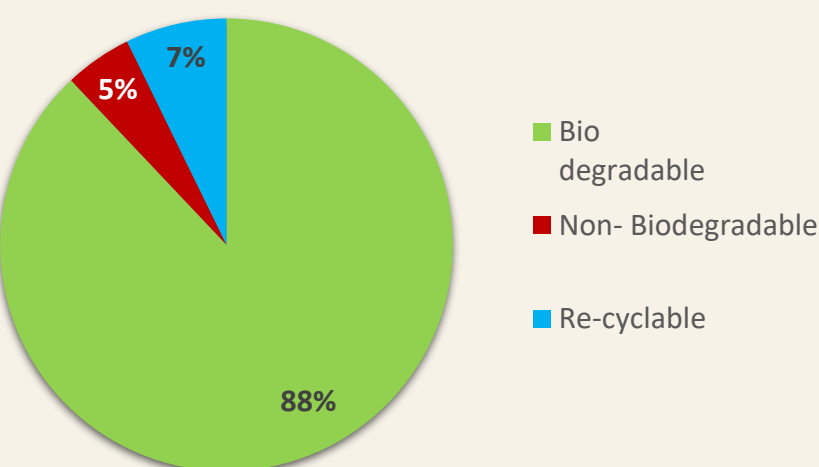
Green living is becoming more popular, and sustainable packaging is growing in the food industry. Sustainable packaging consists of ecologically friendly materials, design ideas, and practices. This includes not only packaging but also the supply chain

Ahmad Tea focusses to make packaging more environmentally-friendly. Sustainable packaging provides value by protecting the content they carry throughout the supply chain. All packaging materials should be safe and not pose any danger to the planet or human health.

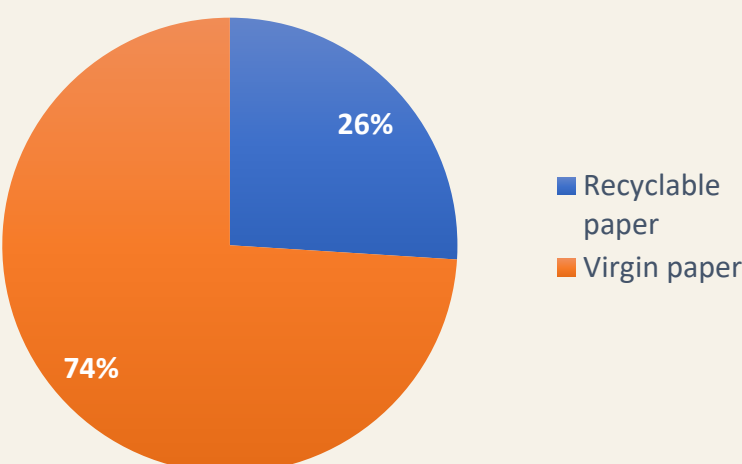
Ahmad Tea is focusing on following things

- Packaging materials has to be from recyclable and renewable materials.
- Materials that don't contain carcinogens or hazardous chemicals.
- The materials also have to be biodegradable.

Classification of Packaging materials used by Ahmad Tea - 2024



Recycled material usage – Year 2024



Sustainable achievements in Y 2024 leading towards sustainable future

<p>Recycled PET acetate</p> <p>Our explorer pack is now made up of recycled PET Acetate. This is leading pathway in our contribution in circular economy concept. We use 26% recycled material in our overall packaging.</p>		
<p>PEFC - Programme for the Endorsement of Forest Certification</p> <p>Our tag papers are made of PEFC-certified paper board.</p>		
<p>FSC mix certified cartons:</p> <p>Trial conducted for 20 Alu cartons and found to be satisfactory – 1% of Inner cartons are already FSC. We are making the transition with care due to the fluctuations in the board availability.</p>		
<p>Recyclable film – PP5</p> <p>90% of packaging films used for teabags are under PP family. Recyclable composition: caddy film. (20μ TR. BOPP + 18μ MET BOPP + 40μ CPP(TR.)</p>		
<p>Promotional carrier bags</p> <p>100% of our promotional carrier bags are now converted into Jute/ cloth/ Paper bags.</p>		
<p>PLA - Tagless teabags now contain Polylactic acid (PLA) sealant layer, which is a bioplastic made from repeating monomers lactic acid derived from plant-based material.</p> <p>100% of our teabags shipped to 80 countries are all bio-degradable & industrial compostable.</p>		

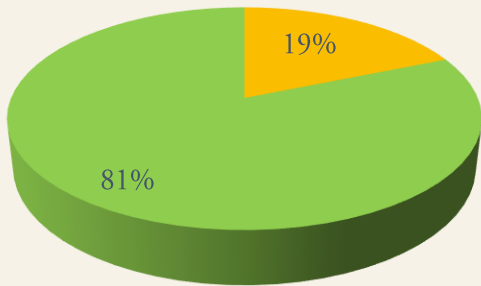
Product Use & Product end of life

The Product Use and Product End-of-Life criteria examine environmental impacts generated by products during New development stage , the use phase and end-of-life phase in its life cycle. We developed Environment scorecard to determine the product score by taking all its processes, Its loading efficiency, Tea content against packaging material content and emphasises the opportunity to improvements in overall product, use and disposal.



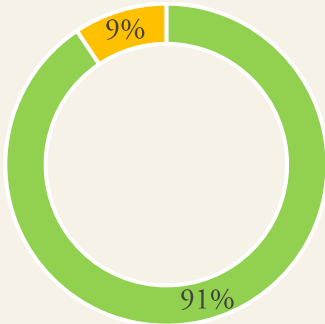
PACKAGING MATERIAL ENVIRONMENTAL SCORECARD				
Std Score for Risk	Sustainability of Source	Ecological Effect of Processing by Supplier	Disposal	Transport
0	Not used	None	None	None
1	100% Sustainable or recycled	Very low negative effect	Re-usable	Locally Sourced
2	Renewable	Waste that can be re-used, recycled or re-energised	Re-cyclable or compostable	Same Continent
3	Managed Forest	Waste sent to landfill	Reenergize	Other Continent
4	Wilderness	High CO2 emissions or high toxic waste	Goes to Landfill	More than one Continent
5	Fossil Fuel or mined	Both high CO2 emissions and high toxic waste	Requires Special Treatment	>1 Continent & very bulky

Environmental friendly Product Ranges



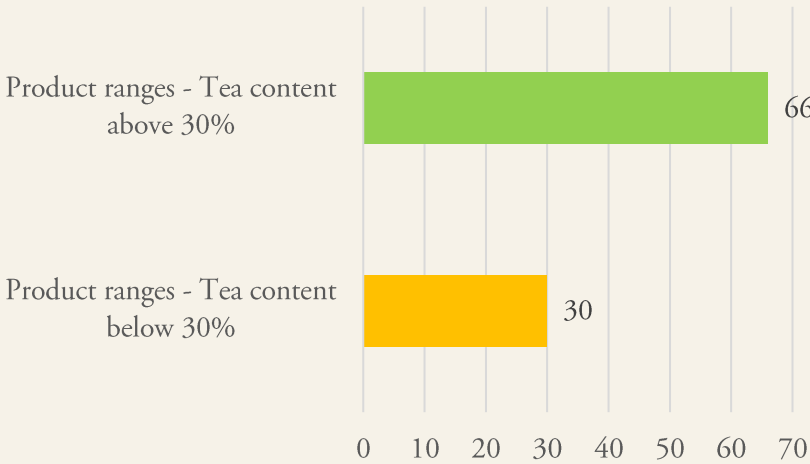
Value added products that needs attention
Environment friendly Product

Container Loading efficiency
Target - 80% of the container space



Product ranges - Pallet area efficiency above 80%
Product ranges - Pallet area efficiency below 80%

Tea content vs Packaging Material



Total number of packaging material assessed : 24	Teabag Paper	Tags	Envelopes	Inner cartons	Foil Bag	Packet	Sofpack	Willems	Caddies	Master Carton	Size of inner packing	Size of outer packaging
Total number of Products ranges assessed : 96	Gift Carton	Ratio	Thread	Divider	MC Label & Printing	Glue	Inject printer	Cello tape	Strapping	Shrink wrap film	Pallet sheet	Pallets

SUSTAINABLE LOGISTICS SOLUTIONS

Ahmad tea aims to take effort towards introducing sustainable logistic solutions to lower the ecological footprint of its tasks, such as CO2 emissions, noise pollution, and accidents to its supply chain. In this sense, logistics suppliers must look for a balance between financial growth, environment care, and the health of society. Below are key sustainable logistics solution introduced successfully in Y 2024:

- Replacing wooden pallets with Slip sheets from the Tea suppliers, thus eliminating the usage of wooden pallets (total wooden pallets saved 3540).
- 77 shipments of raw tea received with Slip sheets and 102 export shipments shipped out to customer for year 2024 eliminating 5,682 wooden pallets equivalent to a saving of 708 trees in year 2024



- Raw tea from India & Kenya suppliers are gradually getting streamlined in handling slip sheets. Percentage if shipments from different origins in slip sheet (Sri Lanka 100%, India and Kenya 5% to be improved in consecutive years)
- Export containers are individually monitored and improved to >85% pallet area efficiency.
- 1068+ Plastic pallets supplied by tea supplier from China was shipped back for re-use leading to reduction of 21 tons of plastic pallet production

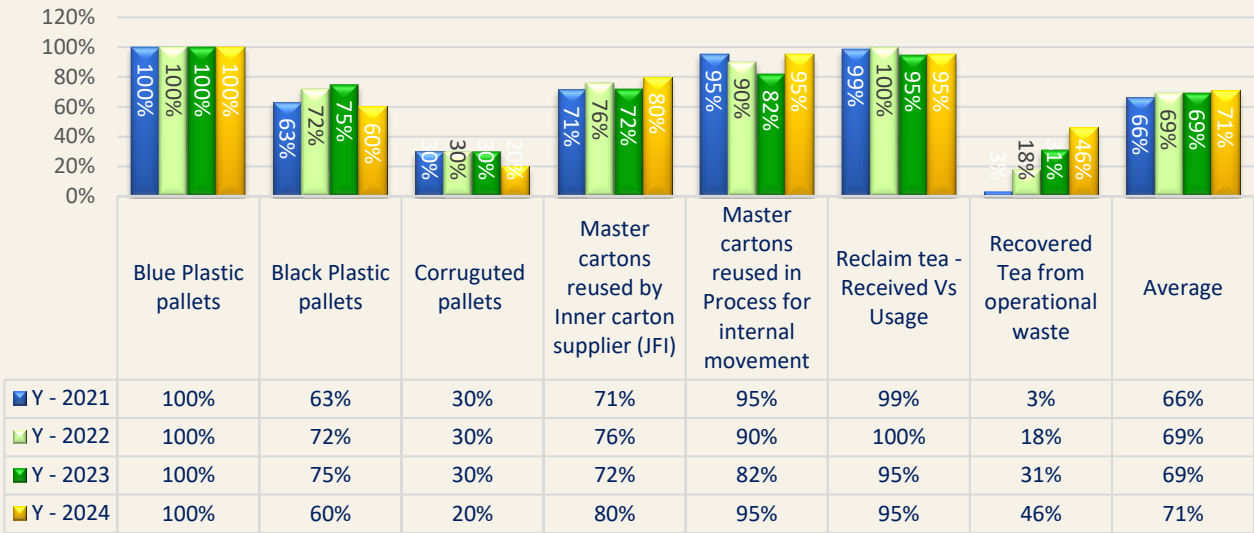
Pledge for 2025

We are in the process of extracting CO2 emissions directly from the shipping lines requesting them to indicate in the shipping invoices provided to us. Future of shipping lines will be based on the emission factor they indicate and the necessary sustainable actions they take to be in line with International maritime organization to achieve net zero GHG emission goal by 2050.

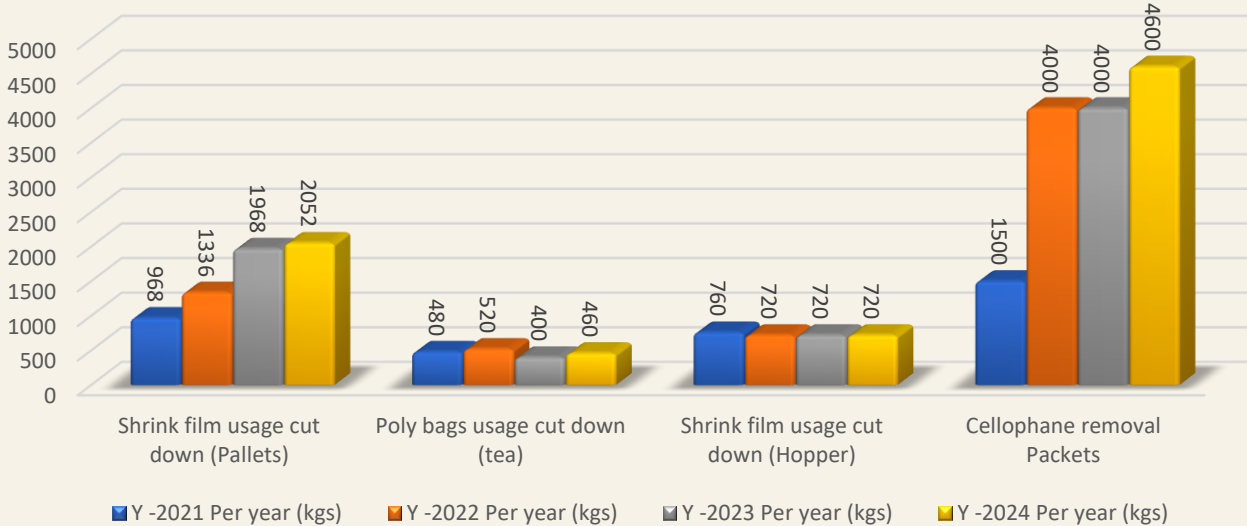
THE 3R PROGRAM
(REDUCE, RECYCLE, REUSE)

At Ahmad Tea always find ways to implement green initiatives in their production processes. The Environment management team introduced the 3R Program – Remove, Reduce, Recycle – to identifying areas where waste could be cut down and implementing solutions to create a eco-friendlier and more cost smart environment.

PROCESS INITIATIVE TO REUSE



PROGRAM FOR PLASTIC REDUCTION IN PROCESS Y Trend



“You cannot get through a single day without having an impact on the world around you. What you do makes a difference and you have to decide what kind of a difference you want to make.”

—Jane Goodall



GO GREEN OFFICE PROGRAM

In Ahmad tea, we have inbuilt a robust digital platform, which is a comprehensive framework that allows our business operation to consolidate resources, streamline operations, and foster connectivity across our ecosystem. It acts as a centralized hub where data, users, and processes come together to facilitate seamless collaboration and innovation

No of paper Reem's	Y 2020	Y 2021	Y 2022	Y2023	Y 2024
	685	629	600	515	484
Production in Millions kgs					
	15.4	15.18	16.41	12.72	18.13

Year 2024 has been a great year as many key changes were initiated and adopted to make our Office GO GREEN which consists of:

Business central 365

- 30 different process improvements listed and ongoing works for year 2024/2025

Ahmad Tea Web Portal Extended to Head Office

- Online Visitor entry
- Online work Permit system
- Online Tea approval system to UK
- Online Training system

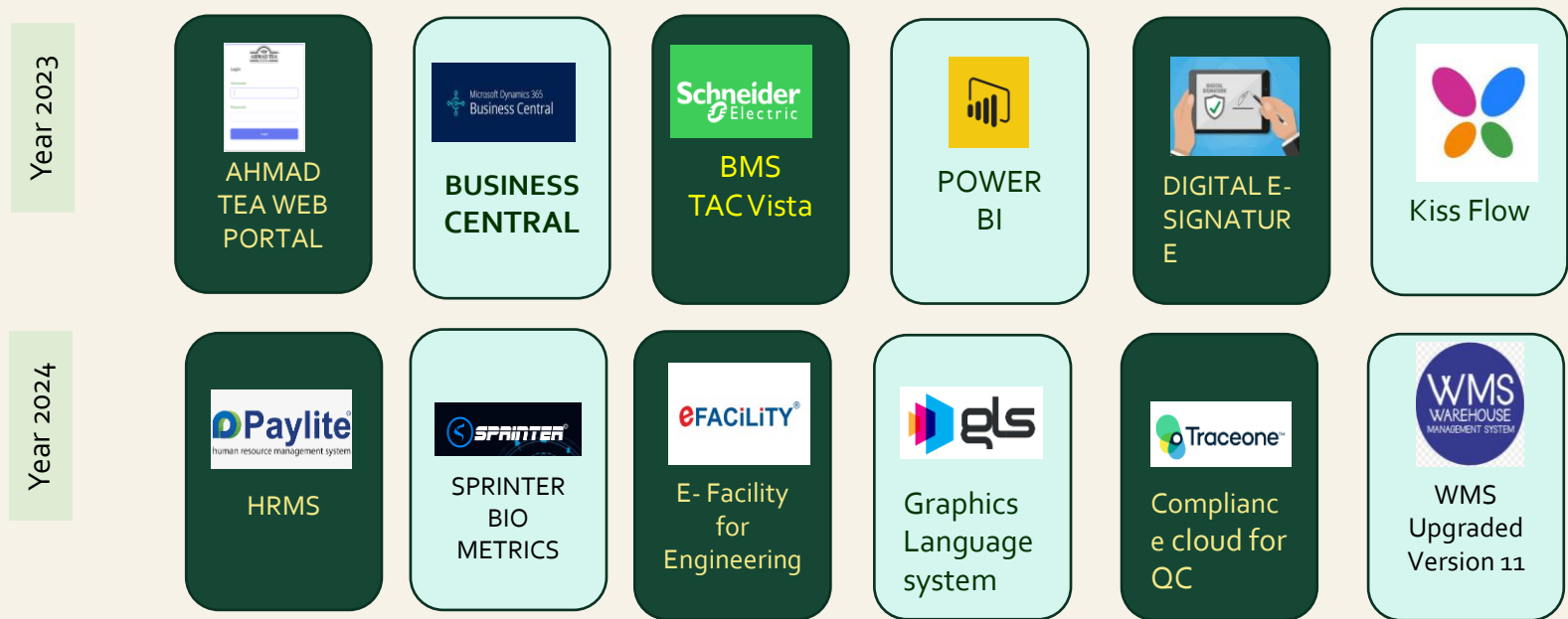
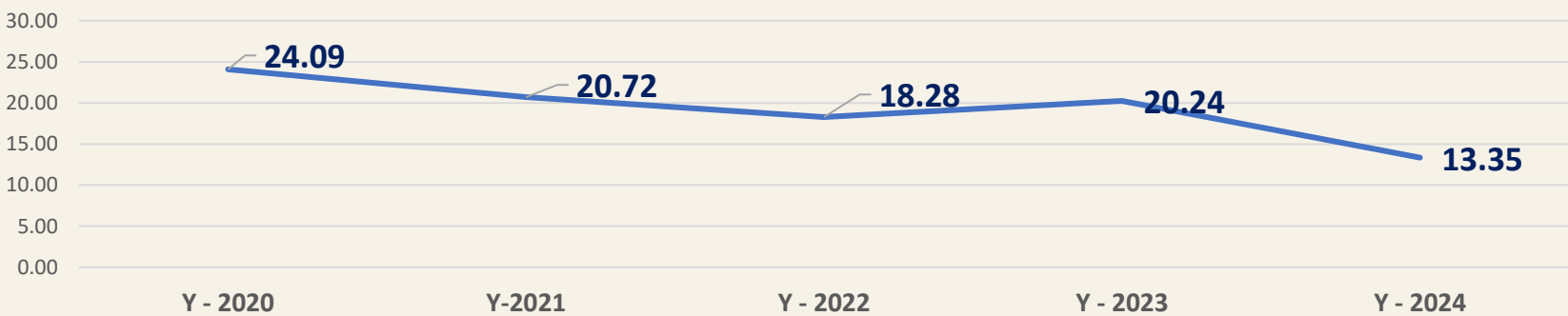
E-Signature and E-Documents

- Certificate if Conformity
- Technical data sheets in E-commerce platform
- Online access to local authorities and approvals.

Kiss Flow – Online work Platform

- DPR automation – DPR Online
- NPD automation – Evaluations Online
- PR automation – PR Online
- Tea academy launched
- Technical data sheet automated

NO OF PAPERS CONSUMED PER TON OF BLENDED TEA



We have nearly saved 250 reems of paper in 2024 comparing the consumption in 2023 to produce 18.13 million which is equivalent to saving cutting down of 15 trees with “45ft of the usable trunk and a diameter of eight inches”

Waste management program

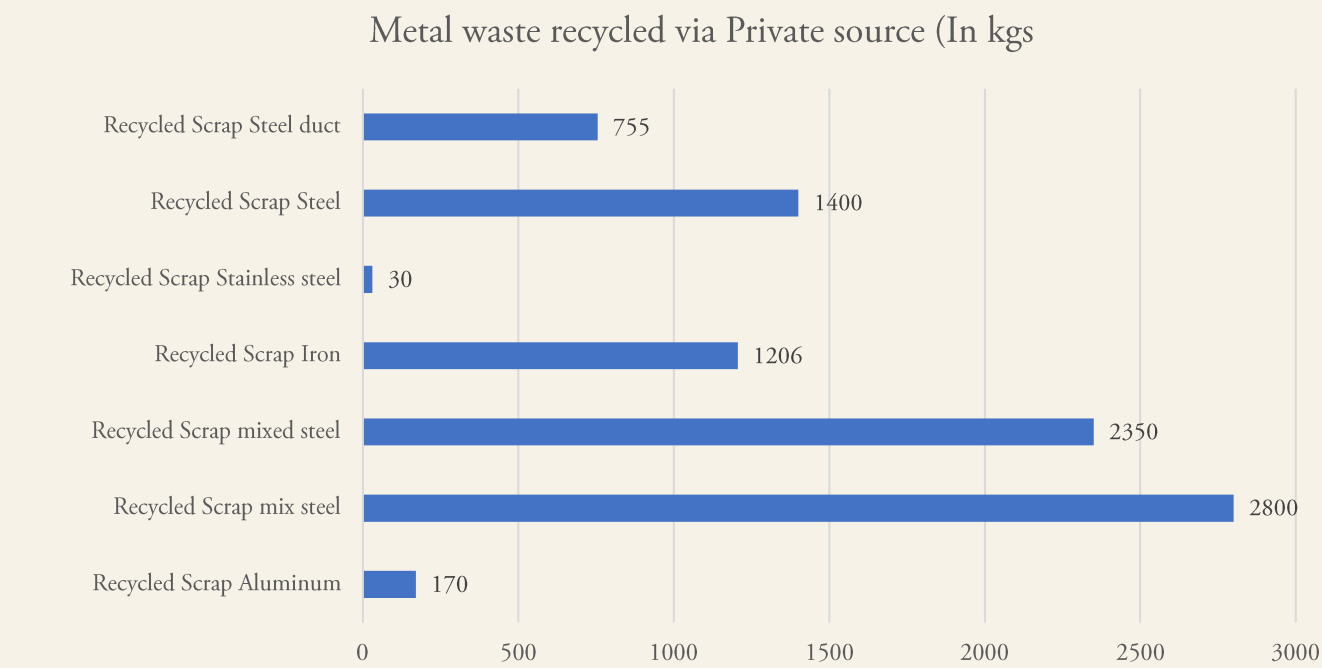
Ahmad Tea ensures best practicable environmental option for each waste stream while maintaining safe and legal disposal of waste and records of waste details and payment information. Our waste management currently focuses on three categories: packaging waste, production waste & general waste. We constantly aim to reuse or recycle both types of waste with zero going to landfill. Waste is segregated at source into hazardous and non-hazardous. Ahmad Tea operates a system of segregation for non-hazardous solid waste, separating it according to organic material, paper, polythene and plastic. In addition to bins placed in individual workstations, color coded bins are placed in the production floor and dining area to facilitate segregation of waste at source according to their nature. All waste generated in Ahmad Tea are disposed through the local government (Waste management authority), monitored, analyzed and reduction program established with targets.



In year 2022, we identified that pallet waste generated from suppliers end up in Ahmad tea facility which are being given away for a minimal price. The waste was accumulating back of our warehouse until vendors come and collect them, this was a big hassle while resources are being wasted.

Description	Y 2022	Y 2023	Y 2024
Total no of pallets	40300	13696	17458
No of pallet waste per ton of blended tea	2.46	1.08	0.96

The subject was discussed with the management team which led to a robust decision i.e. All local suppliers were instructed to bring their supplies in A grade – high quality plastic pallets which will be circulated for deliveries. Every supplier was given a color code and a collection point was located back of warehouse. The result was amazing as shown in the below table while the supply chain too had a financially gain from the initiative.



General waste – Responsible Disposal

We partnership with Waste management agency of Ras al Khaimah to Create a clean and beautiful Ras Al Khaimah where all residents are proud to reduce, reuse and recycle waste so we can meet the National Targets by 2030.

In year 2024 we have bailed and shipped (420 Tons of waste) 75% of which had been recycled in a best way possible without ending up in land fill.

- Paper waste : 379 Tons
- Plastic waste : 41 Tons



E waste – Responsible Disposal

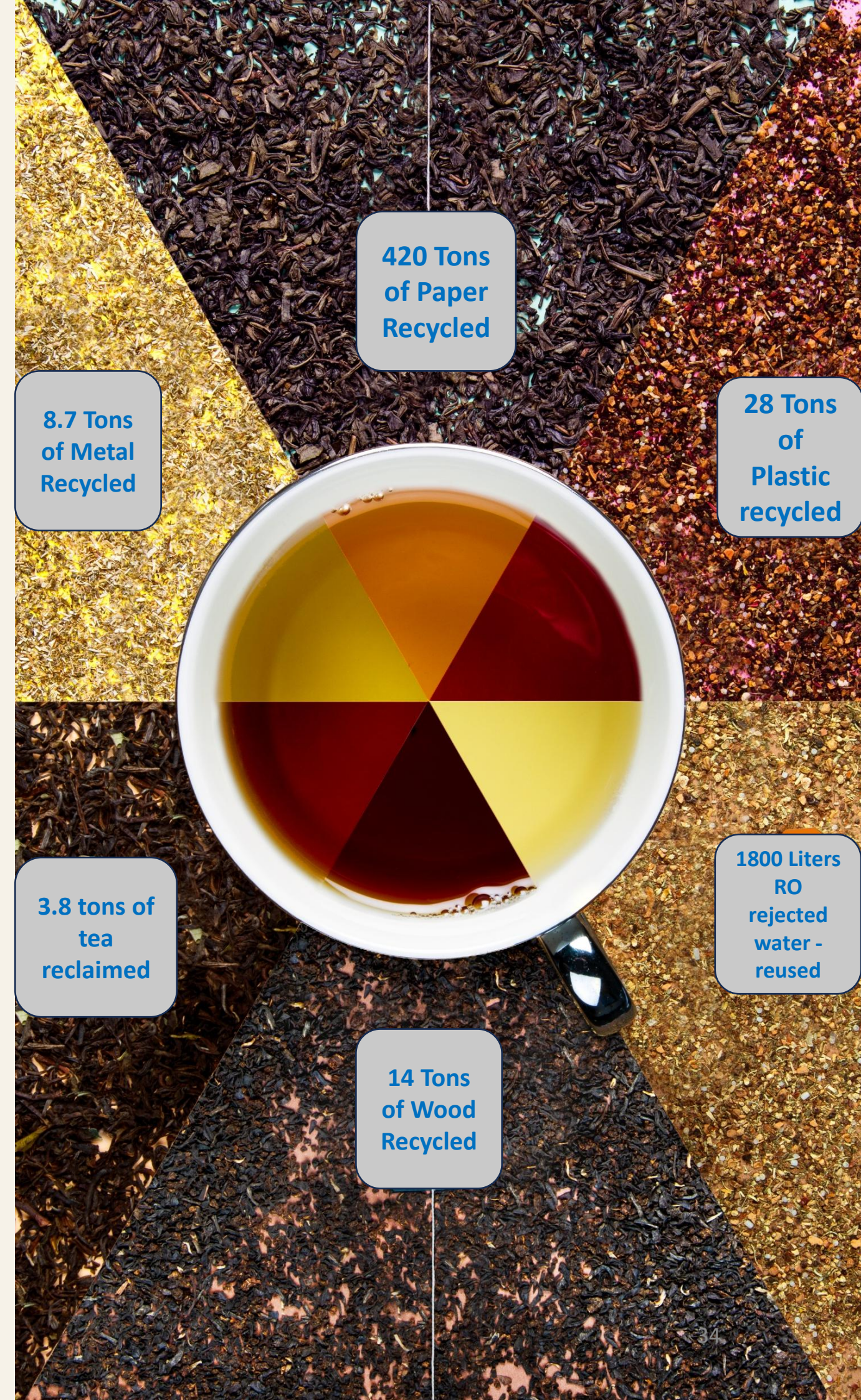
870 Kgs of E-waste has been disposed responsibly under Enviro serve - Tadweer Group is leading the way in promoting sustainable waste practices and establishing new benchmarks for the circular economy. The company's strategic vision is aimed at revolutionising waste management by unlocking the value of waste. In support of the UAE's sustainability objectives, Tadweer Group is working towards its goal of diverting 80% of Abu Dhabi's waste away from landfill by 2030. In addition to its commitment to Abu Dhabi, Tadweer Group has ambitious international goals, striving to make significant contributions to sustainable waste management beyond the UAE.



TYPES OF ENVIRONMENT WASTES IN AHMAD TEA FZ LLC, RAK

S. No	WASTE
1	PAPER
a	WHITE & COLOURED PAPERS
b	FILTER PAPER
c	CARDBOARD
d	INNER CARTON
e	MASTER CARTON
f	DIVIDER
g	RAW TEA SACK
h	SLIP SHEET
i	CORE OF PACKAGING MATERIALS
j	STRING
l	TETRA PACK
2	PLASTIC
a	ALU FOIL
b	CELLOPHANE
c	PACKET FILM, BULK FILM & SOFT PACK
d	STRAP
e	POLYBAG
f	STRETCH FILM
g	TAPES
h	PLASTIC & ALU BAGS
i	PLASTIC BOTTLES & OTHER RELATED PLASTICS
3	METAL
a	CADDIES
b	MAINTENANCE TOOLS
c	MACHINE PARTS
d	METAL WIRES
e	METAL CANS

S. No	WASTE
4	WOOD
a	PALLETS
b	WOODEN BOXES
5	FOOD WASTES
a	LEFT OVER FOOD FROM ACCOMODATION
b	ADULTERATED TEA
6	GLASS
a	WINDOW PANES
b	MUGS & GLASS
c	JARS FROM ACCOMODATION
S. No	WASTE
7	CLOTH
a	RAGS
b	USED CLOTH
c	CLOTH BAGS
d	PARASOL PARTS
8	HAZARDOUS WASTE
a	INK & CARTRIDGE
b	EXPIRED FLAVOURS
c	BATTERIES
d	FLUORESCENT LAMPS
e	SOLVENT
f	USED OILS AND RAGS
g	FREON FROM AC
h	ELECTRONICS



Stakeholder engagement and key partnerships

Approach to meaningful stakeholder engagement

Actively listening and engaging with our diverse stakeholders is a core element in our ways of doing business. This approach fosters trust and transparency, helping us to understand external developments, market expectations and potential opportunities and risks. Working systematically with interested parties and evaluating their perspectives on economic, social, environmental, ethical, human rights and governance impacts allows us to better address their concerns and manage the direct or indirect impact on Ahmad tea. This strategic management approach is a powerful tool for building enduring relationships with key stakeholders, preventing or mitigating negative impacts, and ensuring overall business success. By prioritising value creation for all stakeholders, including employees, customers, and the broader community, we foster a sustainable business model that aligns success with the wellbeing of the entire ecosystem

In 2024, for the first time, we introduced a double materiality assessment, a comprehensive framework allowing us to evaluate and disclose environmental, social, and governance (ESG) impacts and risks. It goes beyond the traditional approach in considering outward-looking impacts such as those on the environment, society, and the economy as well as inward-looking risks and opportunities related to sustainability. We must align our business performance with the expectations of our stakeholders and society at large – the double materiality assessment provides a profound understanding of the most relevant topics for different stakeholders. All stakeholders, internal and external, representing the various categories in our value chain, were critical in conducting the double materiality assessment. After being provided with a long list of sustainability related topics, they were asked to identify significant impacts, risks, and opportunities for Ahmad tea. The process, which confirmed the outcomes of our own impact assessment, gave stakeholders a genuine role in setting the direction of our ESG approach and prioritising issues. More generally, and on a regular basis, we gather the views of our stakeholders by inviting them to discuss critical issues and strategic priorities. We create dialogue groups to understand how our business affects stakeholders and to determine the most significant impacts to be managed. Ahmad tea has many channels for engaging in stakeholder dialogue spread across different departments and teams; this also includes the information and feedback we receive during the ordinary course of business.

Identifying and selecting stakeholders

Ahmad tea has developed specific tools to support interaction with the various stakeholder panels at both global and local levels. We also review and evaluate diverse stakeholder engagement initiatives existing across the Company and continuously monitor their relevance in a two-stage process. First, we map each direct engagement with an external organisation by considering its relevance to several areas including our stakeholder groups; the key issues regarding our material topics; our initiatives in sourcing, innovation and environment, and the Sustainable Development Goals on which we have an impact. Then we look at every current or potential external engagement and assess it against several criteria: local or global engagement; membership criteria and membership fees; participating customers and suppliers; participating competitors; participant profiles; type of sessions; size of groups; impact on our sustainability approach; risks and benefits. Based on the outcome, we decide whether to pursue a current engagement or seek opportunities with new organisations. We then suggest actions to be taken within the engagement for the next three years. The engagement channels as well as key topics and concerns raised per stakeholder group are listed on the following pages.

Protecting & Engaging stakeholders

In stakeholder engagement, Ahmad tea is dedicated to building trust through transparency and ethical practices. Our Principles of Conduct sets clear principles of integrity, respect, and responsibility. Supported by a comprehensive governance framework, including regularly updated policies and our Human Rights Policy, we ensure responsible and sustainable practices. Open communication is our priority, encouraging feedback to address concerns promptly. Our employees undergo rigorous training on data security, anti-discrimination, and confidentiality, fostering a culture of trust in every interaction. External audits validate our commitment, assuring stakeholders of our adherence to ethical standards. As the business landscape evolves, our approach remains adaptable, consistently reinforcing earned trust through transparent and responsible practices.

Materiality assessment (Supply chain)

Our first materiality assessment, conducted in 2023 in alignment with the GRI Sustainability Reporting Standards, marked our commitment to meaningful dialogue with our stakeholders and served as a foundation for identifying key environmental, social, and governance (ESG) material topics. Over the course of 02 years, we have continuously updated this assessment through internal reviews and comprehensive revisions in response to evolving regulations. In 2025, Ahmad tea conducted its first-ever double materiality assessment, a comprehensive framework employed by companies to evaluate and disclose their ESG impacts and risks.

This assessment goes beyond the traditional approach by considering impacts on the environment, society, and the economy (outwardlooking) as well as risks and opportunities for our business related to sustainability (inward-looking). Conducting a double materiality assessment allows Ahmad tea to gain deeper insights into the risks and opportunities associated with sustainability, fostering in turn enhanced transparency, accountability, and long-term value creation for both the Company and society. It enables us to focus on areas that influence our value proposition and demonstrate our commitment to sustainable development.

Finally, our activities clearly extend beyond economic outcomes and it is imperative to align our business performance with the expectations of our stakeholders and society at large.

Our double materiality assessment provides a profound understanding of the most relevant ESG material topics for different stakeholder groups, information that is critical to accomplishing this goal. An outline of our comprehensive process for identifying and prioritising ESG material topics is given below. Establishing scope and boundaries – identification of relevant topics

The double materiality assessment process started with the essential step of defining its scope. We initiated this phase by describing the boundaries of the assessment, identifying relevant ESG material topics throughout our extensive value chain that are important to our stakeholders. This year, we emphasised the identification of the material topics rather than management approaches to avoid potentially overlapping areas, resulting in some changes to our matrix. The approach allowed us to cover the intricacies of the supply chain, operational aspects, and the wide array of the products and services we offer.

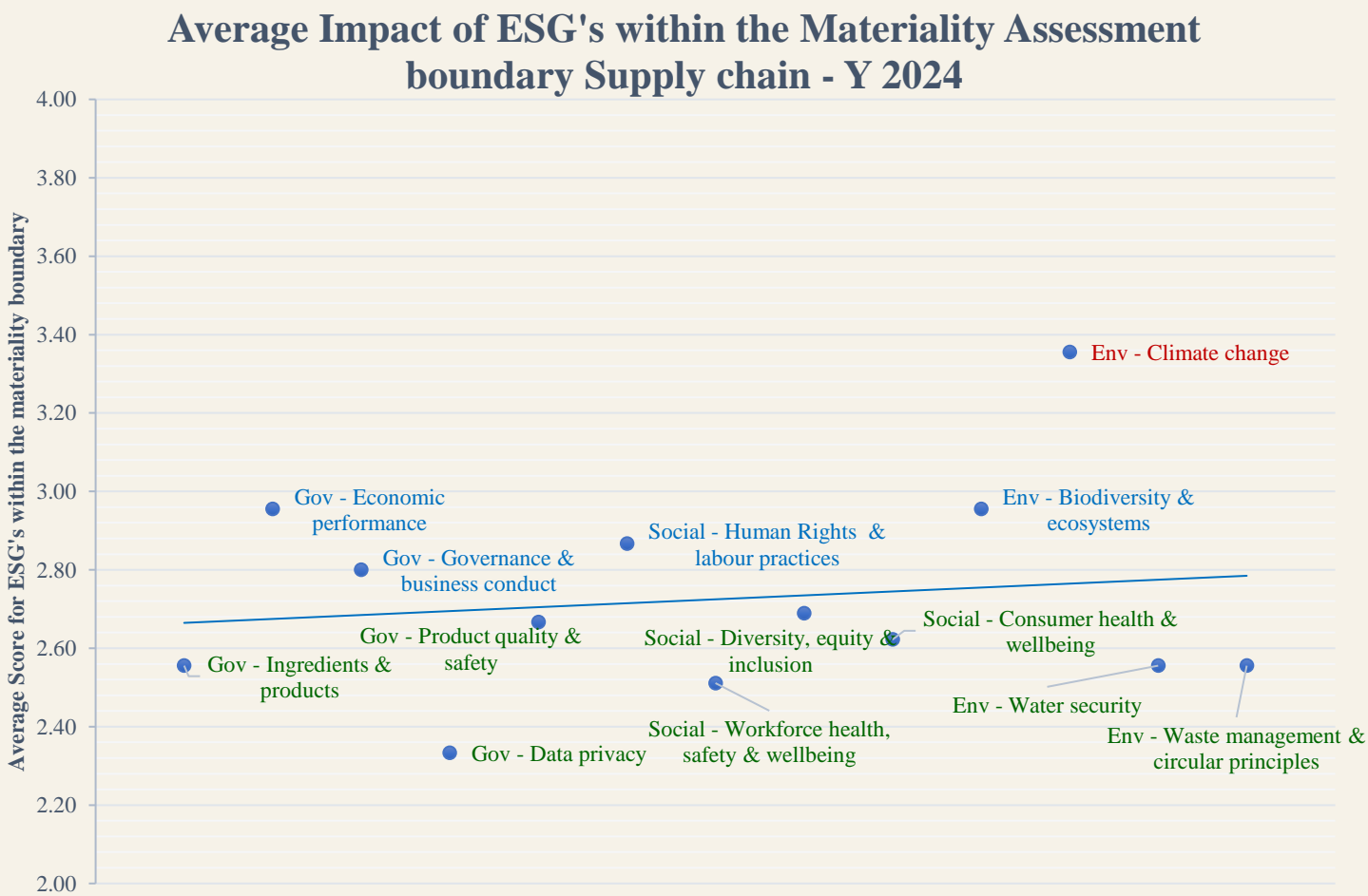
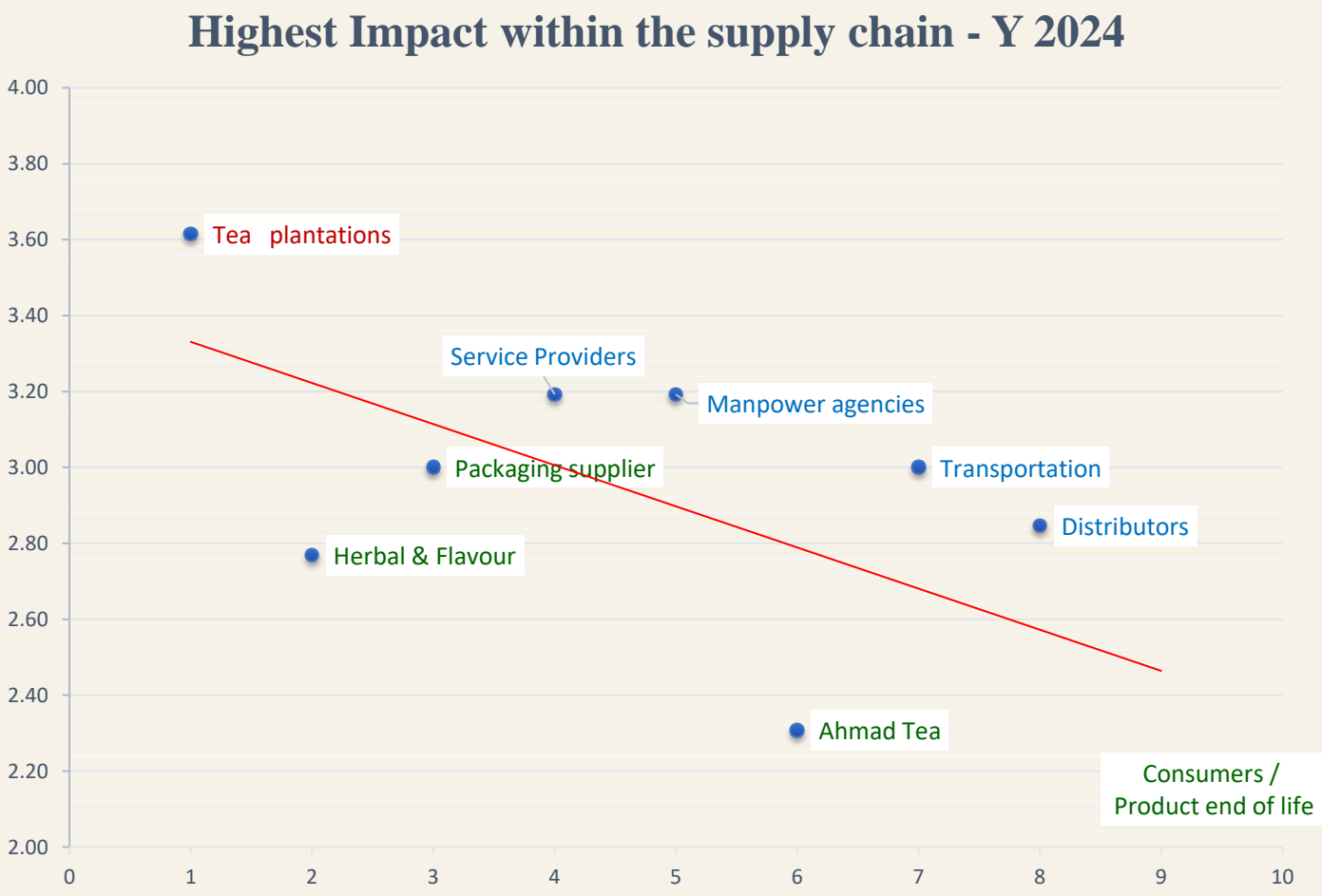
Our approach drew from various sources and incorporated meticulous analysis, including a thorough review of internal and external documentation, industry insights, regional trends, and challenges. We also scrutinised existing commitments and adherence to industry-leading frameworks such as the GRI Sustainability Reporting Standards, Task Force on Climate-related Financial Disclosures (TCFD), and Corporate Sustainability Reporting Directive (CSRD) to ensure alignment with best practices and industry standards.

The outcome of this analysis, which was supported by external experts, was a long list of potentially material topics that then served as the starting point for subsequent assessment. The efforts also produced a list of stakeholders relevant to the assessment, a crucial aspect. These elements then underwent rigorous validation with Ahmad tea's project team, ensuring alignment with the Company's strategic objectives and sustainability goals. Impact materiality (inside-out) The next phase involved conducting an independent, expert-based impact assessment evaluating the scale, irremediability, and likelihood of both positive and negative, actual and potential, intended and unintended impacts throughout Ahmad tea's value chain for each longlist topic. This thorough analysis ensured a well-rounded understanding of the impacts associated with each ESG material topic identified. Ahmad tea's Sustainability Leadership Team validated the impact assessment and prioritisation of ESG material topics, with their expertise and insights further confirming the significance and relevance of the identified impacts.

The results of this assessment are presented below as an overall ranking of the impacts and as an overview of the points along the value chain where Ahmad tea has the biggest positive or negative impacts. Financial materiality (outside-in) Assessment and methodology

The primary goal of the financial materiality assessment was to identify and validate the most significant sustainability-related risks and opportunities for Ahmad tea.

Our double materiality assessment aimed to identify ESG material topics likely to affect our strategy, operations, and long-term business success. We conducted an in-depth analysis of how external factors influenced us financially, and assessed our capacity to manage risks and capitalise on opportunities. To ensure a comprehensive and inclusive assessment, we carried out a workshop with senior leaders representing all areas of the business and internal stakeholder groups. Internal experts systematically assessed the severity and likelihood of risks and opportunities associated with relevant ESG material topics, subsequently allowing for thorough consideration of the financial implications. The diverse group of participants ensured that we took various internal perspectives into account, reducing the chances of overlooking relevant sustainability-related risks or opportunities. We then complemented this internal assessment with an external evaluation carried out in collaboration with external experts, ensuring a more comprehensive perspective on financial materiality. Overall, the process ensured that our assessment was comprehensive, taking into account both internal and external perspectives and involving a wide range of experts within the company.



Materiality assessment (Ahmad Tea)

Methodology highlights Risk emphasis We prioritise risk assessment in sustainability, recognising its vital role in long-term sustainability. We gave risks more weight than opportunities

Inherent risk assessment : We start by assessing inherent risks, providing a baseline understanding of sustainability-related vulnerabilities.

Forward-looking approach: Our methodology looks ahead up to a decade, anticipating trends, disruptions, and stakeholder expectations for proactive risk mitigation and opportunity capture.

Severity and likelihood evaluation : We comprehensively evaluate the impact's severity and likelihood, prioritising severe risks when uncertainties exist. Integrated risk categories Risks often span categories like regulations, reputation, and operations. We consider these interconnections and prioritise multi-category risks with a severe impact

Concrete improvement focus Opportunities go beyond compliance, focusing on actions that enhance sustainability beyond regulatory requirements, creating value.

By following this methodology, Ahmad Tea ensures a robust, forward-looking approach to identifying and evaluating sustainability-related risks and opportunities. This empowers us to make informed decisions, manage risks effectively, and leverage opportunities aligned with our commitment to sustainability and long-term business success. Integrating stakeholders views We conducted in-depth, qualitative external stakeholder interviews to validate the outcomes of our impact assessment and to gather valuable insights for the subsequent risk and opportunity assessment.

We selected the interviewees to represent various stakeholder categories along Ahmad Tea's extensive value chain: customers, suppliers, (sourcing) communities, investors, innovation partners, and industry experts.

Sustainability was highlighted as a central focus in our collaboration within the organisations. Before the interviews, stakeholders were given the long list of potentially material topics and were prompted to identify Ahmad Tea's significant impacts, risks, and opportunities. The interviews were each approximately 45 to 60 minutes long and included inquiries regarding stakeholder perspectives on Ahmad Tea's sustainability priorities and communication strategies.

The insights gathered from these interviews align well with the results of the impact assessment, affirming the robustness of our initial findings.

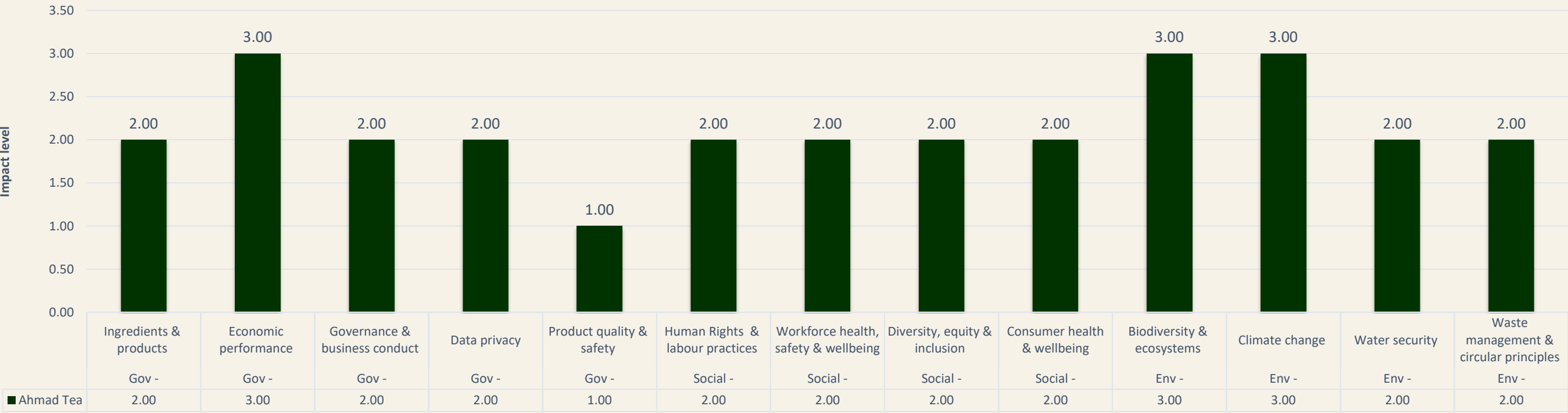
Results

Results from the external and internal assessments were integrated to create a comprehensive matrix of prioritised ESG material topics

This consolidation ensured alignment with shared concerns among external stakeholders, and internal recognition of both outward impacts on the environment, economy, and society, as well as sustainability-related risks and opportunities for the Company.

By adhering to this comprehensive double materiality assessment process, Ahmad Tea has gained a holistic understanding of its sustainability risks and opportunities, as well as its impacts on the environment, economy, and society. This has fostered transparency and accountability, ultimately contributing to the creation of long-term value for both the Company and society. Ahmad Tea will continue its ongoing process of reviewing and updating the double materiality assessment, taking into account evolving ESG material topics, stakeholder expectations, and dynamic business conditions. The results of the assessment are used to drive sustainability improvements and to inform strategic decision making. The Board of Directors has delegated the responsibility for defining our purpose and sustainability ambitions to the Executive Committee (EC), which leads Ahmad Tea's overall strategic direction. Consequently, the EC mandated a cross-functional team to conduct the double materiality assessment, and then the EC reviewed and confirmed the impacts and resulting ESG material topics.

ESG in Ahmad Tea (Impact)



MATERIALITY TOPICS & DISCLOSURE

Topic	ESG	Sub - Topics	Disclosure	Actions in place
Biodiversity & ecosystems	Environment	1. Natural capital 2. Biodiversity loss 3. Deforestation 4. Land use and degradation 5. Endangered species 6. Agricultural practices 7. Agrochemicals/pollution	Supply performance evaluation, policies and procedures. Assessing and evaluating partnerships with Rain forest alliance, UTZ - Sustainable farming, Ecological Assessment, Ethical Tea Partnerships - Sustainable tea industry, Indo Cert, sustainable tea / Trust Tea, Pesticides check, Supplier meet and sharing best farming practices. Refer GRI & SDG compliances in page 78-94	
Climate change	Environment	1.Greenhouse gas emissions (scope 1+2+3) 2. Non-renewable energy and material sources 3. Renewable electricity 4. Climate action and adaptation 5. Land use	Supply performance evaluation, policies and procedures. Assessing carbon neutrality, Product carbon footprint data calculation within supply chain, Aligned with UK Tia and Tea association of Canada to build tools to connect within Tea industry. Cool farm alliance tools. Assessing renewable energy within the supply chain and policies to benchmark. Refer GRI & SDG compliances in page 78-94	
Water security	Environment	1.Water withdrawal and usage 2. Water scarcity 3. Groundwater level 4. Wastewater management and compliance	Our product sources are not directly linked to water consumption and therefore we have minimal control over this subject. Partnership between suppliers and Environmental monitoring bodies such as rain forest alliance ensure the best practices are established. Refer GRI & SDG compliances in page 78-94	
Waste management & circular principles	Environment	1.Waste reduction 2.Waste treatment and disposal 3.Plastics 4. Recycling 5. Upcycling 6. Circularity 7. Waste management regulations	Waste management procedures, zero waste with 3R program, Implementation of circular economy concept, upcycling, eliminating excessive packaging material from origin, reusing product packaging within supply chain, Upcycling packaging material and Tea waste for different purposes. Refer GRI & SDG compliances in page 78-94	
Human Rights & labour practices	Social	1. Working hours 2.Ages and benefits 3.Freedom of association and collective bargaining 4. Working conditions 5. Land rights, child labour, forced labour 6. Human trafficking, and modern forms of slavery 7. Access to water, sanitation and hygiene (WASH) and health services	Implementation of Social responsibility standards, Due diligence program in the supply chain covering 95% of supply chain. Ethical tea partnership, Quarterly auditing, Association with independent NGO's (CINI/ IDH) for monitoring of violations and improving life's of workers within the supply chain. Refer GRI & SDG compliances in page 78-94	
Workforce health, safety & wellbeing	Social	1.Workplace accidents and injuries 2. Occupational health concerns 3. Physical integrity 4. Security 5. Employee engagement 6. Mental health and wellbeing 7. Company culture 8. Job satisfaction	Implementation of Social responsibility standards, Due diligence program in the supply chain covering 95% of supply chain. Ethical tea partnership, Quarterly auditing, Association with independent NGO's (CINI/ IDH) for monitoring of violations and improving life's of workers within the supply chain. Refer GRI & SDG compliances in page 78-94	
Diversity, equity & inclusion	Social	1.Anti-discrimination and harassment 2. Equal opportunities 3. Equality and equity 4. Minorities 5. Fairness 6. Freedom of thought and expression 7. Diversity in governance and senior leadership	Implementation of Social responsibility standards, Due diligence program in the supply chain covering 95% of supply chain. Ethical tea partnership, Quarterly auditing, Association with independent NGO's (CINI/ IDH) for monitoring of violations and improving life's of workers within the supply chain. Refer GRI & SDG compliances in page 78-94	

MATERIALITY TOPICS & DISCLOSURE

			Disclosure
Topic	ESG	Sub - Topics	Definition
Consumer health & wellbeing	Social	1.Nutrition 2.Health benefits 3.Emotional and mental wellbeing 4.Biotechnology 5.Regulatory compliance and safety	Tea by nature has its own health benefits such as relaxation, supports emotional and mental stress as its one of the highly consumed beverage in the world 2nd to water. All Tea and Herbals shipped are in compliance with the regulatory requirement across the EU, UK, US, GCC and other parts of the world.
Governance & business conduct	Govern	1.Governance and management structures 2. Board effectiveness 3. Policies and guidelines 4. Risk management 5. Stakeholder engagement 6. Business relations and partnerships 7. Conflicts of interest 8. Code of conduct 9. Grievance mechanisms 10. Compliance with laws and regulations 11. Anti-corruption 12. Competitive behaviour	Implementation of Social responsibility standards, Due diligence program in the supply chain covering 95% of supply chain. Ethical tea partnership, Quarterly auditing, Association with independent NGO's (CINI/ IDH) for monitoring of violations and improving lives of workers within the supply chain. Risk assessment for Anti corruption and Anti bribery practices were conducted thoroughly with departments which are directly dealing financial transactions like procurement/ Shipping, Finanance, Engineering stores, Engineering and Admin department. Employee code of conduct. Refer GRI & SDG compliances in page 78-94
Data privacy	Governance	1. Data security 2. Data management 3. Cybersecurity	IT policies, Information security program, IT waste management, IT- Barracuda Anti Spam Email Security, Darktrace Immune System with Antigen Network, and trainings have ensured a robust IT management is in place. We also have shared digital data base, where different users access approved company tools.
Product quality & safety	Governance	1.Product performance, reliability and quality 2. Policies and standards 3. Environmental health and safety risks 4. Legislation 5. Ingredient disclosure	Responsible sourcing program guides the purchasing of all the raw materials and is centralised to our Head office where our Chairman himself tastes and certifies the gardens. Being in the industry since 1986, a robust sourcing system is in place to control supply chain, evaluation and rejection criteria.
Ingredients & products	Governance	1.Responsible sourcing 2.Environmental footprint 3.Raw materials availability 4. Creations 5. Traceability 6. Innovation 7. Local community development	Responsible sourcing program guides the purchasing of all the raw materials and is centralised to our Head office where our Chairman himself tastes and certifies the gardens. Being in the industry since 1986, a robust sourcing system is in place to control supply chain, evaluation and rejection criteria.
Economic performance	Governance	1. Contribution to GDP 2. Tax contribution 3. Employment (direct and indirect), social prosperity 4. Local economic growth 5. Shareholders 6. Direct economic value generated and distributed	Implementation of Social responsibility standards, Due diligence program in the supply chain covering 95% of supply chain. Ethical tea partnership, Quarterly auditing, Association with independent NGO's (CINI/ IDH) for monitoring of violations and improving life's of workers within the supply chain. Refer GRI & SDG compliances in page 78-94

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in two colors: a light tan or beige and a dark teal or forest green. They are arranged in a dense, overlapping manner, creating a lush, botanical feel. The leaves have fine, linear details suggesting veins.

SUSTAINABLE PROCUREMENT

SUSTAINABLE PROCUREMENT

Ahmad tea focusses to promote local procurement. All the packaging materials, consumable items, engineering equipment are all procured locally. All outsourced contractor workmen are all procured locally.

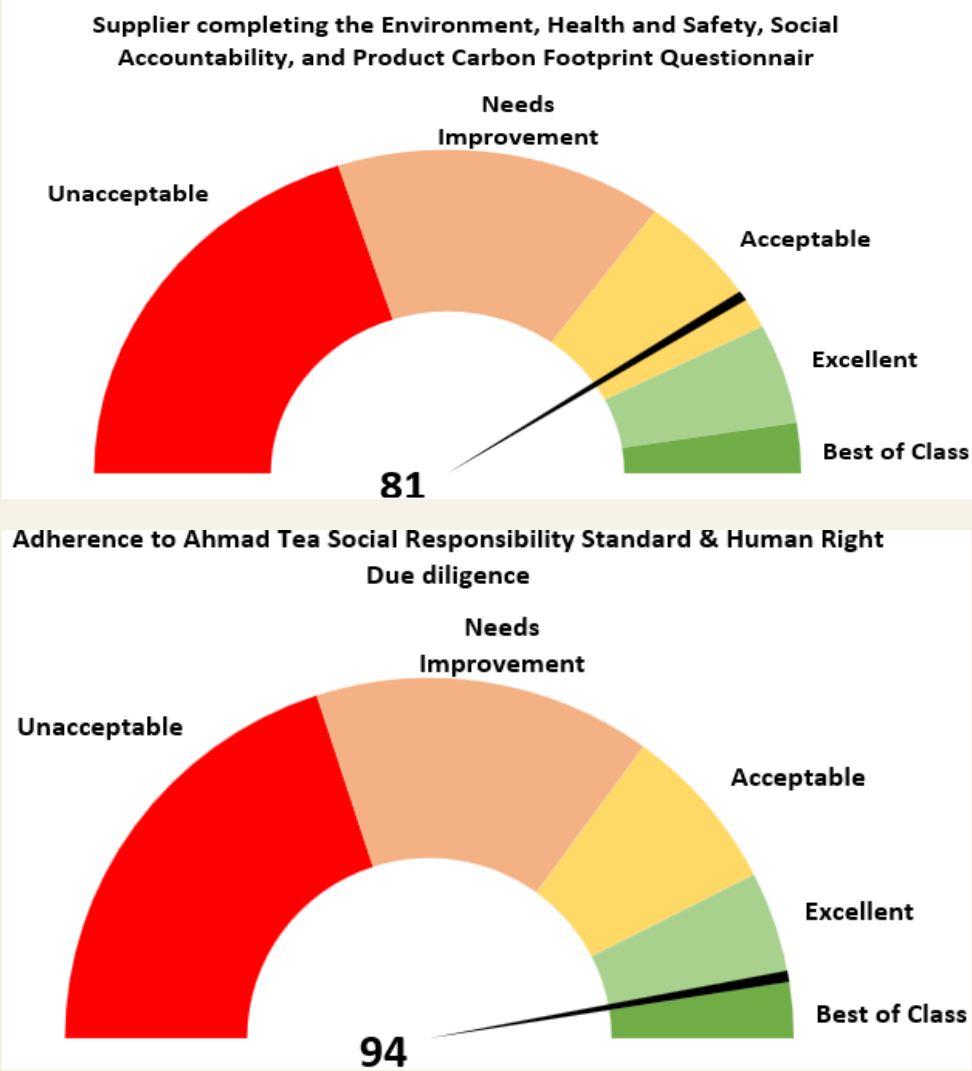
As a CSR Policy, Ahmad Tea has engaged all the tea suppliers (tea brokers and tea plantations) to align with social sustainable standards of the company.

Developed a standardized Ahmad Tea Human Rights due diligence program that can be used to assess the ongoing status of supplier operations, Human righted due diligence Policy is applicable for third party suppliers/ vendors to follow proper compliance.

Purpose: Identifying and assessing adverse impacts in operations, supply chains, and business relationships, fully embed responsible business conduct in the company’s operations include the Sustainability and HSE policy, supplier code of conduct Procurement Policy.

Preventing, or mitigating adverse impacts this as an important step in ensuring that the company’s stated commitments come to life and that respect for human rights is integrated in day-to-day operations.

Tracking implementation and results, needed to ensure related initiatives are systematically tracked and monitored, and is actively working to improve the company’s approach to reviewing, following up on, and auditing human rights practices



SL No Criteria		Document	Score	Remarks
1	Percentage of targeted suppliers who have signed the supplier code of conduct	SRC and HRDD	83%	Active suppliers have signed Ahmad Tea SRC & HRDD documents
2	Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements	SRC and HRDD	86%	Active suppliers have signed Ahmad Tea SRC & HRDD documents
3	Percentage or number of targeted suppliers covered by a CSR assessment	EHS, SA & PCP	95%	Most of the supplier who has manufacturing facility have filled out the questionnaire
4	Percentage or number of all buyers who received training on sustainable procurement	Training -Buyer	100%	
6	Percentage or number of audited/assessed suppliers engaged in corrective actions or capacity building	Audit reports	100%	Virtual audit of the foreign suppliers and an on-site audit of the local vendors were conducted to assess the suppliers
7	Number of hours of trainings conducted on sustainable procurement		8	This includes virtual meetings with the supplier in this regard.
8	Percentage of raw materials purchased that are recycled materials.		26%	
9	Percentage of materials purchased with an ecolabel-FSC, PEFC, Fair trade etc.,		1%	
Abbreviation: SRC - Social Responsibility Contract; HRDD - Human Right Due Diligence; EHS, SA and PCP - Environment, Health & Safety and Product Carbon Foot Print.				



The Green Standard

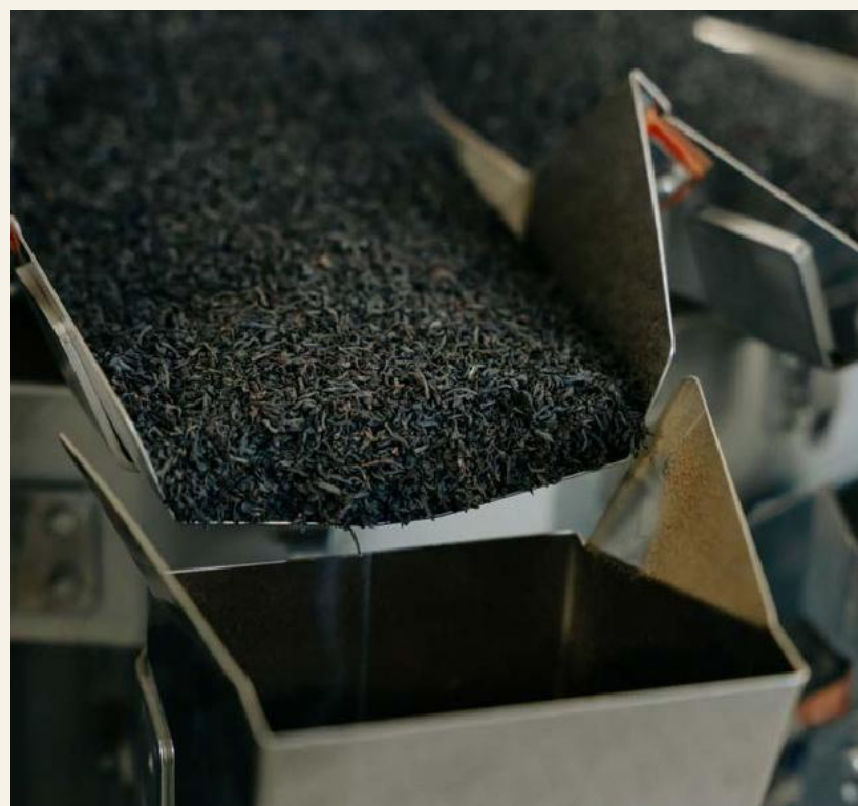


Shared Responsibility Within Our Supply Chain

In 2024, we set in place Ahmad Tea's Green Standard to promote a fairer and more sustainable supply chain. It's a new sourcing benchmark that means we reward producers for meeting high standards in social responsibility and environmental care.

What Are We Doing?

- Focusing on premium quality – sourcing from the best tea gardens at their best seasonal moments.
Rewarding better care of the tea plant and producing better tea.
- Making sure our Suppliers must progress our Social Responsibility Standards, openly disclose any issues to us and work towards improving the living wage gap and living standards in their gardens.
- Ecosystem Management – with our suppliers we promote natural methods to support healthy, sustainable ecosystems
in tea gardens.



What's next?

Embedding the Green Standard as our sourcing benchmark for years to come, ensuring all suppliers acknowledge and commit to the new way of working.





The Green Standard – Control of supply chain

Premium Quality

We only source from the best tea gardens at their best seasonal moments, from gardens all over the world. All teas are vigorously tested and benchmarked to ensure our quality remains at a consistent premium standard for every blend.

- Tea department Taste ratings
- Packaging, labelling, Quantity & Loading - Warehouse
- NCR, CAR, Supplier audits - QC
- Shipping documents and delivery

Social Responsibility Standards

All our Suppliers must progress our Social Responsibility Standards, openly disclose any issues to us and work towards improving the living wage gap and living standards in their gardens.

- SRS Declaration
- HRDD checklist
- PCF
- Certificates (GMP, FS and others)
- Grievance forms

Ecosystem Management

Through our testing, we prohibit the use of chemicals and encourage integrated and regenerative approaches to building resilient ecosystem management in the tea gardens.

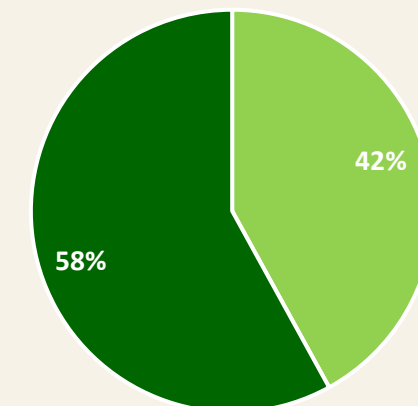
- Pesticides test reports
- Rain forest certification and audit report

Quality/ Regulatory professionals from Ahmad tea conducted Tea Supplier visit and assessed/audited various Tea estates in Assam India to get a snapshot of site situation and study the operational controls with food safety and quality requirements of Ahmad Tea requirements. Pesticide management system is also reviewed and except all tea estates found to be complying with the requirements

Tea Purchased Quantity by Origin – Y 2024



Sustainable Tea



- Tea Procured from established Sustainable source
- Tea from Improving Sustainable source

Expected outcome

Stricter Controls: The Tea Board and FSSAI are collaborating to implement stricter controls on pesticide use in tea gardens. Surprise inspections will be conducted to identify and penalize non-compliant gardens.

Information Sharing: The Tea Board works with industry bodies (THIE, UKTIA) to keep everyone informed about discrepancies between Indian and European MRLs (Maximum Residue Limits) for pesticides.

Reduced Complaints Expected: Implementation of stricter regulations is expected to lead to a significant decrease in pesticide residue complaints for the upcoming tea season. • Tea Research Association (TRA) plays a vital role in research, testing, and providing extension services to the tea industry.



Sustainably Sourced Tea & Herbs

Ahmad Tea has developed long standing relationships with our vendors including tea gardens, herb supplier, product packaging, shipping agents. Here are some of the ethical and environmental practices that they follow.

- Tea and Herbal suppliers are sourcing their ingredients from sustainable farming sources (Tab. 01)
- Renewable energy generated in the supply chain is calculated through a PCF form and we encourage our suppliers to be reduce their emissions. (Ref PCF)
- Shipping agents are using environment friendly source of fuel and the shipments are environmentally sustainable, (carbon neutral status)
- We work closely with Suppliers to drive Environment sustainability initiatives.

Tea	India, Srilanka, Kenya, Africa, China	41%
Rosehip	Bulgaria, Chile, China, Georgia, Lesotho	89%
Peppermint	Egypt, Germany, Poland, Serbia & USA	78%
Camomile	Croatia, Egypt, Germany, Mexico, Poland, Serbia	77%
Orange peel	Egypt, Georgia, Paraguay, Senegal	69%
Lemongrass	Egypt, Paraguay, Thailand	68%
Liquorice root	Georgia, Kazakhstan	61%
Fennel	Australia, Bulgaria, China, Germany, Hungary, Serbia, Turkey	56%
Apple	Albania, Bulgaria, Georgia, Germany, Turkey	55%
Hibiscus	Burkina Faso, Egypt, Nigeria, Senegal, Sudan	22%



Data for Herbals and fruit pieces are gathered from supplier sources

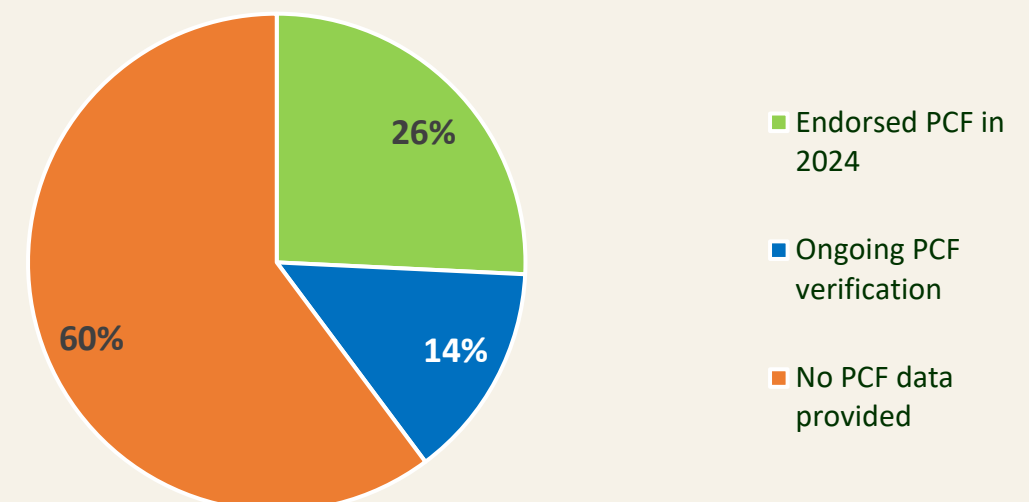
Product Carbon Foot print

A product carbon footprint (PCF) measures the total greenhouse gas emissions generated throughout a product's lifecycle, from raw material extraction through manufacturing, transportation, usage, and disposal

How we started

1. Send a Questionnaire to our suppliers on PCF, to gather data.
2. Request to include PCF in Invoices
3. Identify carbon neutral suppliers
4. Provide support to calculate PCF
5. Distinguish suppliers who have lesser GHG emissions and give them an extra share during procurement

Product Carbon Footprint - Supply chain



Description	GWh
Total energy used by companies endorsed PCF	4,062
Renewable energy used within supply chain	339
Percentage of renewable energy from supply chain	8.35
Grid Electricity	91.65

8.35% of Solar energy is generated from our supply chain within the 26% of suppliers assessed.

Sourcing policy - Local v/s Import

(Packaging, Flavour, Herbal, Promo & Consumables)

Our company is committed to sourcing materials locally whenever possible, demonstrating our dedication to sustainable procurement practices. In recent years, we have consistently achieved 30-35% local sourcing from the UAE market, with the remaining materials sourced from countries such as Germany, Malaysia, Hong Kong, UK, and Sri Lanka. In 2024, we further improved our sourcing strategy, with 30% of materials sourced from the UAE and 37% from Germany.

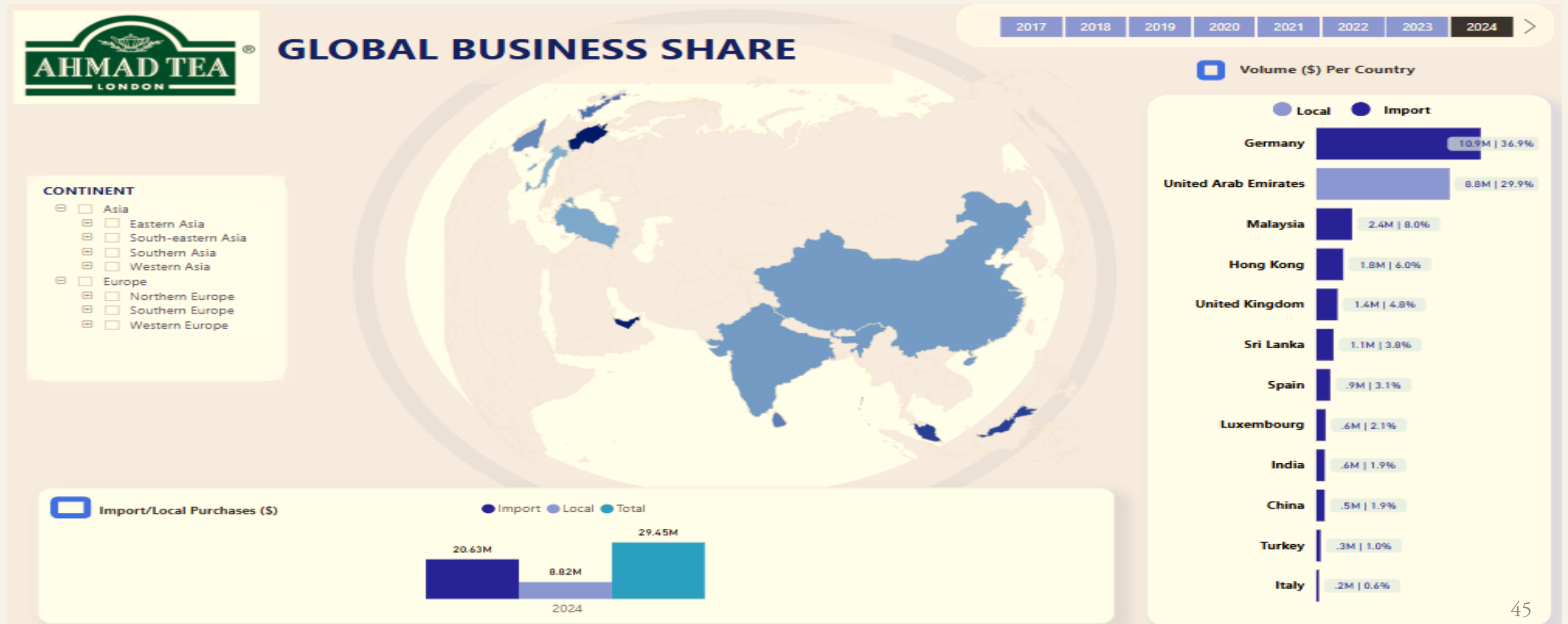
Despite our efforts towards localization, we face certain limitations:

1. Availability of specialized manufacturers: Some materials, such as cotton thread, filter paper, tag paper, and promotional items, are not readily available from local manufacturers, necessitating imports from countries like Germany, India, Sri Lanka, and China.
2. Machine compatibility: Our production facilities operate at high speeds (400 tea bags per minute), requiring materials that meet specific quality and performance standards. Currently, some local suppliers cannot meet these requirements.

To address these challenges and promote local sourcing, we are:

1. Conducting multiple trials with local suppliers to help them meet our quality and performance standards.
2. Providing technical inputs and feedback to local manufacturers to improve their capabilities.
3. Continuously evaluating the local market for potential new suppliers who can meet our requirements.
4. Investing in supplier development programs to enhance the capabilities of local manufacturers.

These efforts demonstrate our commitment to sustainable procurement and local economic development while balancing the need for high-quality materials that meet our production requirements.





Ahmad Tea

is a Member of ETP

Martin Short
Interim Executive Director, ETP

Expires: 12 August 2025



Systemic Change: Working in collaboration within the tea industry

We are active members of the [Ethical Tea Partnership](#) and are subject to their membership criteria, which requires us to have a responsible contracting approach within our procurement and to uphold our shared mutual responsibility within the tea gardens.

As Global Head of Legal, Human Rights and Sustainability, I hereby confirm that we are committed to improving the living standards and human rights of all those who are in our supply chain and that the above are accurate representations of our assessment and actions:

Zahra Afshar

General Counsel for Ahmad Tea legal, Human rights and Sustainability

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SOCIAL RESPONSIBILITY

BUSINESS INTEGRITY AND SOCIAL ACCOUNTABILITY

Ahmad Tea FZ LLC's "Business Integrity and Social Accountability Policy" sets out the mandatory rules and regulations in respect of human rights, corruption, improper payments and fraud. The purpose is to secure activities with integrity and high ethical standards in all its business dealings, and to have a framework in place to guide employees and all who act on behalf of the Company, to ensure these standards are upheld in compliance with applicable laws and regulations.

Our vision is to offer our employees meaningful work with a clear purpose in an attractive and inclusive work environment. We aim to collaborate in the spirit of "Let's be smarter together", because we can maximize our full potential only if we work together. Our organization is constantly looking for new ways to improve the wellbeing of society and prepare for the changing needs of the future, drawing on the know-how and experience of a diverse group of employees.

POLICY STANDARDS

Some of the policies included in the CSR system are:

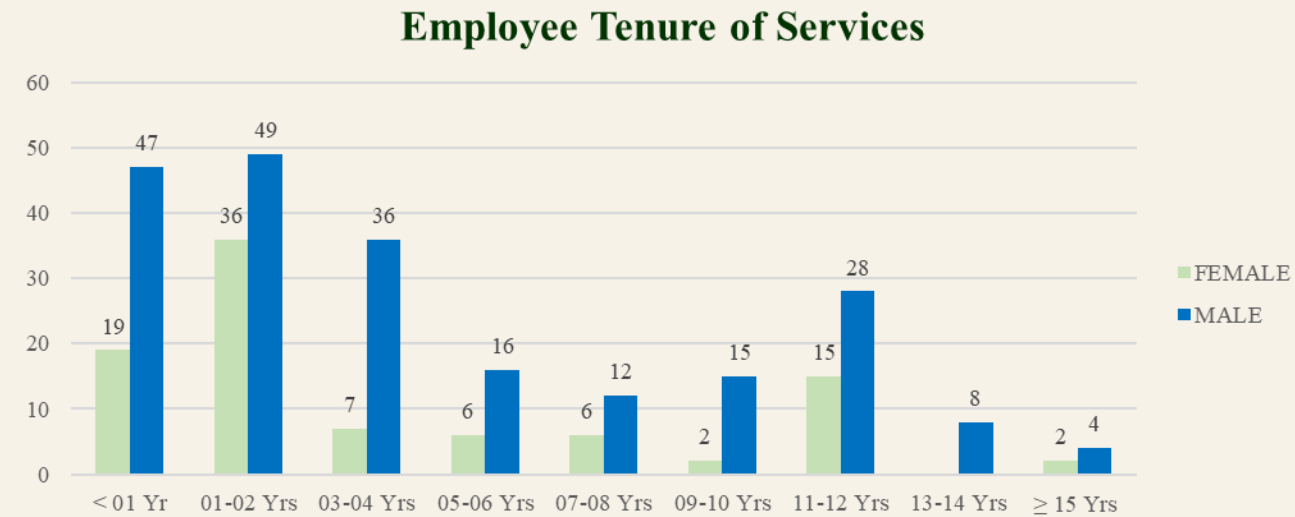
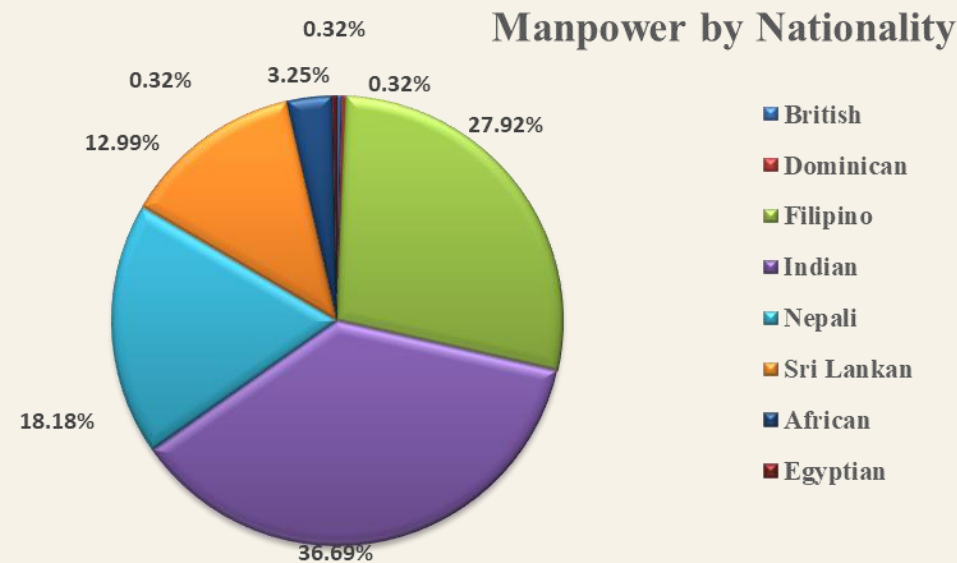
- 1.Modern slavery and human trafficking
- 2.Child labour
- 3.Forced labour
- 4.Health and Safety
- 5.Non-discrimination and equal employment opportunity
- 6.Anti-Harassment
- 7.Anti-corruption and anti-bribery
- 8.Gifts and hospitality
- 9.Anti-Fraud
- 10.Anti-Money laundering
- 11.Anti-competitive prices
- 12.Confidentiality
- 13.Integrity
- 14.Freedom of expression
- 15.Anti-Competitive Prices
- 16.Freedom of association and collective bargaining
- 17.Whistle blowing

Our vision is to offer our employees meaningful work with a clear purpose in an attractive and inclusive work environment. We aim to collaborate in the spirit of "Let's be smarter together", because we can maximize our full potential only if we work together. Our organization is constantly looking for new ways to improve the wellbeing of society and prepare for the changing needs of the future, drawing on the know-how and experience of a diverse group of employees.



HUMAN RESOURCE MANAGEMENT

We are an organization where diverse talents come together globally to apply fresh perspectives and knowledge to make the world more resilient. We aspire to be a place where a flexible and inclusive culture is the norm and where everyone can contribute. We are passionate about building an environment of trust, respect, collaboration and responsibility in which how we achieve results is every bit as important as what we achieve.



One of the key indicators to measure any companies’ health is their employee’s tenure and at Ahmad tea 42% of the employees are above 5 years of service and in which 24% of the employees more than 10 years of service.

This is a great achievement for an organization having multiple Nationality, ethnicity, religion and located in UAE/GCC where the average tenure period is 4.7 years.



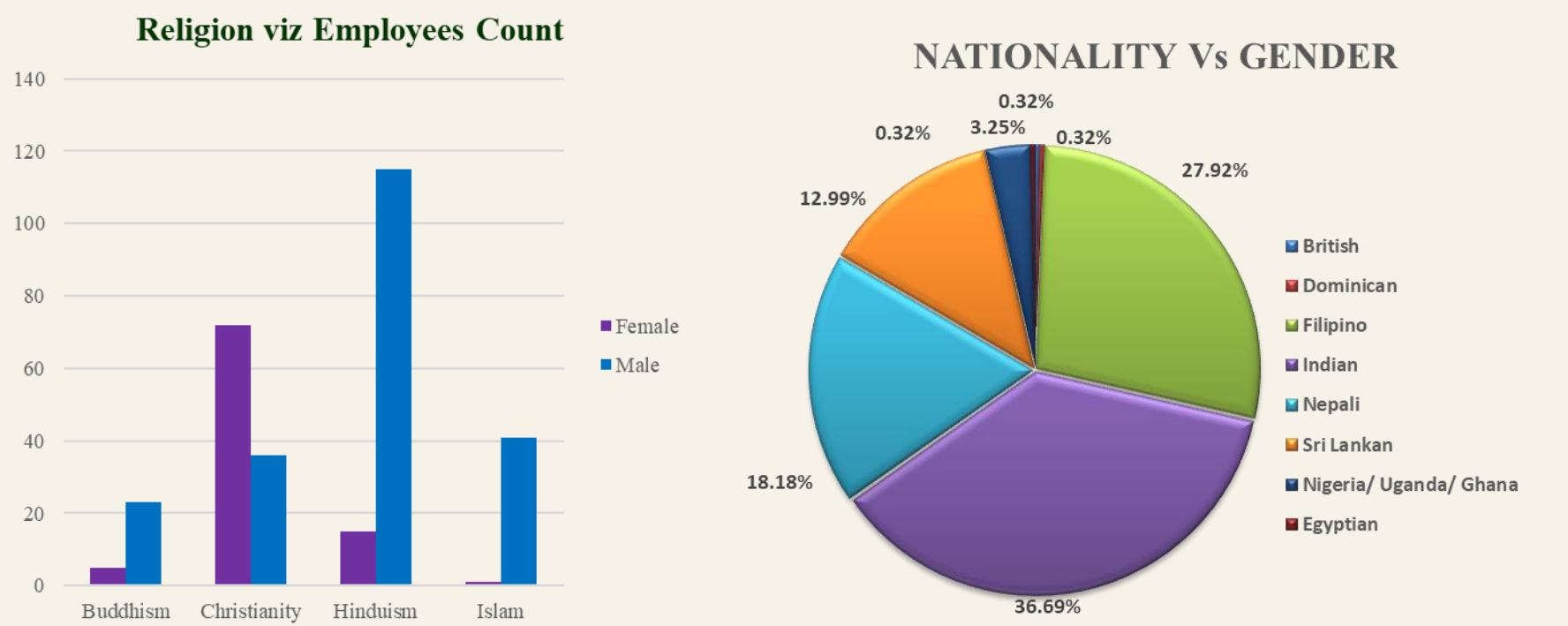
On the 05th day of March 2024, 56 employees of Ahmad tea were awarded for their service excellence completing 10 years in Ahmad Tea UAE facility. The occasion was honored by the presence of our CEO Mr. Assarian and Director/ Snr Tea Taster Mr. William Manning represented the event and made it colorful by handing over “Certificate of appreciation” along with “A branded wrist watch” as a token of appreciation”.

HUMAN RESOURCE MANAGEMENT

Ahmad tea is an organization which aims for continual improvement and is evident in the progress we have made since 2012 and we strive to achieve a milestone every year. The above study provides an opportunity to further strengthen employment satisfaction rate and we target **80-85% for year 2024**.

We also conducted a 3rd party independent survey on overall CSR performance using “Triple bottom line” concept comparing with few other companies in the same sector. (University of Surrey)

In alignment to our new HRM module we conducted an “Employee Satisfaction Survey” to understand what majority of the employees are thinking of the overall management system of HR, Labor, Ethics, Policies, Procedures, Benefits, Organizational Structure and various other aspects that contributes for a sustainable future of the organization. We had 80% participation rate in the survey conducted in year 2023 with over 300 employees.



EMPLOYEE ENGAGEMENT AND WELFARE

LEAD Team: Leader, Enthusiastic, Ambitious and to Develop

Employees from different departments and levels are selected based on their nature, skills, experience and who shows a level of commitment/care for the fellow employees. They are trained to conduct employee engagement activities to keep the health of employees in good condition by engaging them in several sports activities. This includes several programs scheduled by the HR calendar:

List of External Trainings for employees

Trainings	No of employees
Leadership and Management skills	60
ISO 27001 (Information security Management systems)	01
ISO 14014 :2015 (Carbon emission lead verifier)	01
Eco Vadis technical trainings	08
Presentation/ public speaking skills	02

Internal Training - conducted

Trainings	2022	2023	2024
Human Rights	318	320	320
Labour Practices	28.5	30	72
Ethics	63	66	72
Anti-Corruption & Anti-Bribery Practices	0	4	75
Information Security	60	90	90
Grand Total in Hours	469.5	510	629

Employees engagement and awarding

Best performances were awarded to the candidates who scored well in their area, measured through Key performance Indicators (KPI's), performance reviewed by supervisor and manager.

- Quarterly awards (6 departments/ 18 awards)
- 300 employees KPI assessed
- Individual development plan provided
- 26 Employees promoted
- 8 Outsource employees rewarded



General assemblies are conducted on quarterly basis to communicate to employees the major activities planned, latest news on sustainability, Security concerns, Human resource concerns and job openings in the company for reference and reward

- Organizations performance, expansion plans discussed with employees
- Training & development plans
- Security concerns addressed by Head of security
- Informing the threats related to digital banking, frauds, Fake calls to employees
- Employee concerns answered by HR Manager
- Job opening and reference reward system introduced to employees
- Department Heads leading the way from front and encouraging employee participation to 95%
- Women's participation was mandatory therefore conducted training within production hours.



EMPLOYEE ENGAGEMENT AND WELFARE

ANNUAL CRICKET TOURNAMENT – y 2024

05 different teams#55 cricket players# a dance crew to open the event# music trophies# medals with cash prizes# a day remembered and cherished and ended with a fiesta dance by players.
Team names aligned with our sister companies across the world: London Lords/ Ceylon Lions/ Emirates Eagles/ Namchang Dragons & Moscow monsters.

The best players from each team have been short listed to represent the Company cricket team who would be participating in external cricket tournaments organised by Governments, societies, Hospitals and other entities in UAE to develop community interation and entertainment.



MENTAL HEALTH AWARENESS

Majority of the employees in Emirates factory are those from different countries who had come for a earning to support their family needs back at home. Balancing family life with professional life is one challenge many would have and if not attended immediately it will lead to mental or physical illnesses.

Professional Doctors from the leading hospitals from the zone participated and providing health tips to keep employees mentally and physically healthy. Employees were also checked with free basic medical check-ups such as BP, Cholesterol, Sugar and provided necessary appointments.



DR. SANTY ANTONY POTTOKARAN
is working at Aster Clinic, Ras Al Khaimah, had completed her MBBS from Kerala - India, with vast experience in her field.
LANGUAGES KNOWN
English | Hindi | Malayalam



BREAST CANCER AWARENESS



INTERNATIONAL WOMENS DAY IN EMIRATES FACTORY

International Women's Day ~ Eminent Annually on March 8th as a focal point in the women's rights movement, bringing attention to issues such as gender equality, reproductive rights, and violence and abuse against women.

Event started with the message from our MD Dr. Ebrahim, Our Head of operations Ms. Helen and our Emirates team leaders. Motivative speech/ Games/ Gifts/ Zumba and a day to remember and cherish the feminism.



Support Local community - Blood Donation Campaign

Blood donation campaign was arranged under the Ministry of Health & prevention and Emirates Health services on the occasion of world heart day. Ahmad tea partnered with RAK hospital and arranged the necessary arrangement in the Emirates factory accommodation facility.

This act towards social responsibility is carried out every year by Ahmad tea emirates facility + RAK hospital a unit of Arabian Healthcare group is one of the leading Hospital in Ras al Khaimah located between Hajjar mountains on the east and the Arabian Gulf on the west.



Free Optical Camp at Ahmad tea Emirates

Our employees are our strength, their visual strength was tested by conducting a free optical camp. Many of our employees got benefitted and to correct any issues related with their sight.



CSR awareness training by Ms. Zahra Afshar (Head of legal and sustainability - UK)

She shared the CSR work within the organisation, in the supply chain, distribution channels. Focusing on the Tea industry and tea workers and projects related in lifting their livelihood in the Emirates factory



Community involvement / Charity

We believe that the world doesn't change. People change it. Kindness, authenticity and giving back unconditionally have been the foundations of our actions since we started our business. It is the right thing to do; it comes from our heart. Through our Inspiring Kindness Programme, we dedicate a percentage of our profits to help the people and communities where we source and sell our tea. By working this way, we can ensure that the tea trade we love, and the people who work within it, can continue to thrive. We are so proud to have been involved in different projects around the world that supports people where there is a need. The Razavi Hospital Project continues to improve cancer treatment in Sri Lanka; our work with Oxfam in recent years enables us to provide safe drinking water in Niger; and we have helped orphans in Russia and Ukraine through construction and education projects. We are committed to sustainable business practices, such as reducing carbon emissions, reducing reliance on plastics, harnessing solar power and making efficiencies in our recycling and waste management systems. So, in a small way, every cup of Ahmad Tea helps to make the world a better place.



RAK Emirates Factory have shipped 3800 kgs of blended tea for charity organization (Al-Rahma Charity), which is equivalent to 1.9 million cups of tea in year 2023.

CONNECTING WITH DISTRIBUTOR TO BUILD A BETTER WORLD
Annual Marketing Plans: indicate % of budget (up to 20%) planned to support people and planet throughout 80+ Distributors worldwide.

Health and Safety

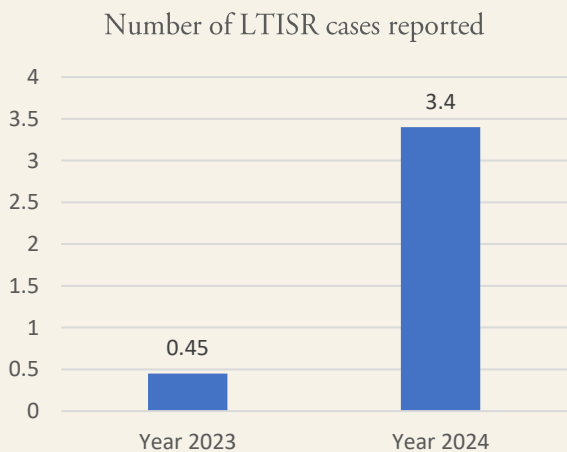
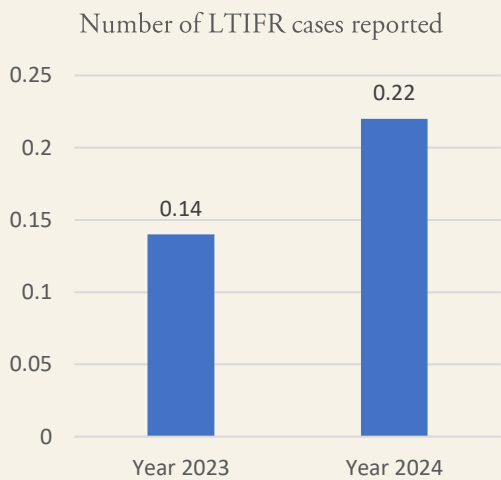
HS Policy statement:
Ahmad Tea FZ LLC recognizes that stakeholder health and safety is of utmost importance. To enable the company to fulfil its duties under Health and Safety legislation it is our intention to ensure that responsibilities for health and safety matters are effectively assigned, accepted and fulfilled by our organization.

Ahmad Tea operates a health & safety management system, including policies, procedures and controls. We believe that all injuries, occupational illnesses as well as safety incidents are preventable.

Ahmad Tea FZ LLC has, established, implemented and maintained process(s) for participation (including consultation) in the development, planning, implementation, evaluation and actions for improvement of the OH&S management system by workers at all applicable levels and functions, and where they exist, workers' representatives

Number of Trainings completed in year 2024

- ✂ Training hours on Occupational Health & safety – 760 hours
- ✂ Firefighting and Fire protection training for HSE team – 100% completion
- ✂ Civil defense firefighting – 2 employees



LTIFR- Calculation : [(total number of lost time injury events) x 100,000/total hours worked]

LTISR- Calculation : [(number of days lost due to injuries) x 200,000/total hours worked]

“Safety is not an intellectual exercise to keep us in work, it is a matter of life and death. It is the sum of contributions to safety management that determines whether the people we work with live or die” - Sir Brian Appleton -

Our Commitment to Providing a Living Wage and Enhancing Employee Well-being

Ahmad Tea Ltd is accredited as a Real Living Wage employer in the UK. Our ambition would be to achieve this accreditation within our Emirates Factory in Ras Al Khaimah but unfortunately there is not currently the opportunity to do this within the Middle East region as there is no Real Living Wage organisation currently in place.

At Ahmad Tea FZ LLC, we recognize the fundamental importance of fair compensation and employee well-being. While the United Arab Emirates does not have an officially established living wage or minimum wage, we are committed to ensuring that our employees receive a salary that meets their basic needs and enables them to maintain a decent standard of living by providing:

Comprehensive Employee Support & Benefits :

1. Medical Insurance, Company-Provided Facilities & Cost Savings

- 100% of our employees are provided with Medical Insurance to ensure that they can access medical care when needed.
- 83.77% of our employees are provided with accommodation, food, laundry, and other essential facilities like gym and entertainment/TV rooms, allowing them to save approximately 75% of their salary while residing in company housing.
- We facilitate regular transportation to malls, supermarkets, and other essential locations to ensure employees have easy access to daily necessities.

2. Support for Employees Living Outside Company Facilities

- 16.23% of our workforce lives outside of company-provided accommodation and receives rent allowances, fuel allowances, and other financial benefits to support their living expenses.

3. Fair & Competitive Compensation

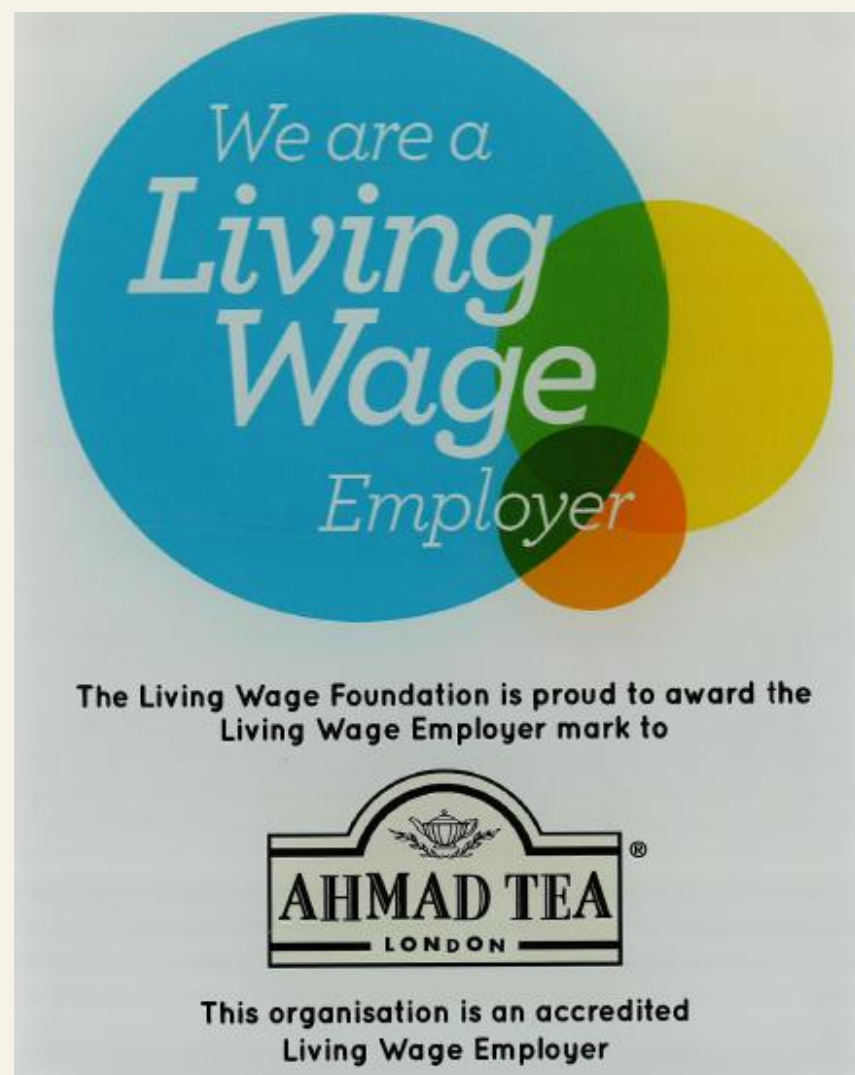
- Salaries for various positions are benchmarked against industry standards to ensure fairness and competitiveness in the market.
- Employees receive overtime pay, incentives, and performance-based rewards, reinforcing our commitment to financial security and motivation.

4. Employee Engagement & Recognition

- We invest in employee well-being, engagement activities, and recognition programs, including awards, and professional development opportunities.

Although there is no officially recognized living wage framework in the UAE, we have proactively assessed the fundamental needs of our employees and continue to enhance our support structure. Our ongoing efforts align with Seven Development Consultancy and UN Global Compact (UNGC) Guidelines, ensuring that our workforce thrives in a sustainable and supportive environment.

At Ahmad Tea FZ LLC, we remain dedicated to continuously improving our employee compensation and benefits, fostering a workplace where everyone can achieve financial stability and a fulfilling quality of life.



A Challenge to close the living wage gap

Consumers should pay for living wages Dr Afshar proposed asking tea consumers, rather than the companies that sell it to them, to meet the cost of paying tea workers a living wage, which he defines (in line with the Global Living Wage Coalition) as “a wage for a standard work’s week by workers in a particular place sufficient to support a decent standard of living for their family,” (the Coalition adds a safety margin). He pointed out that the gap between prevailing and living wages is between 25% and 50% in various tea origins (with the smallest gap in Sri Lanka).

Professor Vijesandaran has recently produced for the Institute of Social Development an in-depth [study](#) on the cost of living on Sri Lankan tea plantations (THIRST has seen a hard copy of the 2024 update). It concludes that for workers to attain a decent standard of living in line with internationally accepted living wage definitions, after accounting for the value of free housing etc provided by the company, they would need to be earning LKR 2,321.04. The recently revoked Government ruling that wages should be increased from the current LKR 1,000 to LKR 1,700 was met with powerful resistance from the plantation sector (though some companies did pay it), arguing that this would push the cost of production above the prices at which they are able to sell the tea and destroy the industry – Sri Lanka’s biggest forex earner.

Dr Afshar had calculated that to close the living wage gap and enable the payment of living wages to tea workers would take just a 10% increase in the consumer price. Offering tea with a 10% markup and carrying a symbol indicating that Living Wages are being paid (based on trust) should be promoted in “friendly supermarkets” in Europe and the USA to “encourage consumers’ kindness to shine through in purchasing this product.” Doing so, he suggested, and knowing that they are contributing to decent wages for the people who produced it, “will make them feel good”.

In Episode 7, we bring you a conversation recorded live at this year’s Colombo Tea Convention. Our CEO, Ines Kaempfer, sits down with Dr. Ebrahim Afshar, Managing Director of Ahmad Tea, to discuss a critical issue: ensuring fair wages for tea workers.

They explore how Ahmad Tea is challenging the status quo, pushing for tea prices that truly benefit the farmers, and encouraging consumers to support products that meet living wage criteria. Dr. Afshar also introduces a new initiative focused on making direct digital payments to tea pluckers—an important step towards paying fair wages.

<https://www.childrights-business.org/news-and-events/listen-to-season-2-of-the-crib-child-rights-in-business-podcast>

https://www.youtube.com/watch?v=a_69XIK8ZOE

<https://thirst.international/2024/08/06/a-reality-check-for-sri-lankas-and-the-worlds-tea-plantation-sector/>



THE CENTRE
FOR CHILD RIGHTS AND BUSINESS

SEASON 2

EP 7 •

CRIB

CHILD RIGHTS IN BUSINESS PODCAST

A Conversation with Ahmad Tea Managing Director,
Dr Ebrahim Afshar, on Ensuring Fair Wages for Tea
Workers

LISTEN NOW

DR EBRAHIM AFSHAR

What is CITC 2024?

The Colombo International Tea Convention is happening from the **24th to the 26th July 2024** in Colombo, Sri Lanka, gathering leaders and decision makers from across the global tea value chain for insightful conversation, inspiring dialogue and fresh perspectives on tea.

Employee Spotlight – Our Team



“Tea is part of so many people’s daily lives and I find it exciting being part of a global operation, helping us do business with customers in the UK and around the world.”

Andy Highley, Warehouse & Site Maintenance



“I am grateful to have worked more than 20 years at Ahmad Tea and I really feel that I’m doing something good for the tea industry and the world in general ”

Maryam Afshar Design Studio Administrator

EMPLOYEE SPOTLIGHTS



“The best things about working for Ahmad Tea are the fantastic product and the great team of people that I work with every day. I feel great pride in being able to help design packaging that will be enjoyed by so many around the world.”

Dan Pond Design Studio Manager

Employee Spotlight – Our Team



“In my time at Ahmad Tea I have gotten to know people from all over the world, with so many different cultures and traditions. It’s one of the things I love about my job.”

Ian Redding Graphics Manager

EMPLOYEE SPOTLIGHTS



“At Ahmad Tea, we really care about personal contact with online customers. We make sure they are heard and they know we are always here to help”

Dagmara Golonka Ecommerce Executive

EMPLOYEE SPOTLIGHTS



“Ahmad Tea has given me a sense of belonging, the opportunity for personal development and discovery, and a reason to smile and be grateful every day.”

Sarah Moulin Tea Room Analyst

EMPLOYEE SPOTLIGHTS

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in a golden-brown color with fine, dark lines indicating veins. They are set against a dark teal or forest green background. The pattern is dense and covers the entire slide area.

OUR VOICE ON SUPPLY CHAIN

OUR SUPPLY CHAIN

Our vision is a more balanced tea chain, where tea growers and workers enjoy a greater share in the value of tea.

Our projects focus on addressing systemic challenges:

- Closing the living wage gap – so workers get more than the minimum needed for a decent standard of living.
- Promoting financial inclusion
- Making tea gardens child-friendly
- Empowering women through targeted health and literacy programs

By collaborating with suppliers, local partners, and global initiatives, we aim to create...**Fairer & Stronger Tea Communities**



In the
Tea Gardens



**Fairer & Stronger
Tea Communities**



Fairer Tea Communities

How does it work?

Working with the tea estates we have developed a digital payment system that enables us to send bonus payments directly to the bank accounts of tea workers in our supply chain.



Profits shared with those working for **6** of our biggest tea suppliers in India, Kenya, and Malawi.

4,323 tea workers received bonuses, over **95%** of them were women.

What's next?

Widening the roll out of the scheme to more workers in key regions.

Developing financial literacy in Assam through Children in Need Institute, who are our key partner in India.

Hand Picked Many tea workers, especially women, earn below a living wage despite their essential role in the industry.

In 2024 we launched our own radical initiative to ensure tea workers share more fairly in the value of the tea they produce.

Our aim is to contribute towards closing their living wage gap and to give them a fairer share in the value of tea.

Profit Shared





Fairer Tea Communities

Collaborating for Change: Ahmad Tea x IDH in Sri Lanka

We are proud member of the sustainability initiative, IDH. Partnering with other tea brands, we are aiming to drive systemic change in the tea industry.

What are we doing?

Accurately measuring and addressing wage gaps and finding ways to close them in order to improve living standards for tea workers.

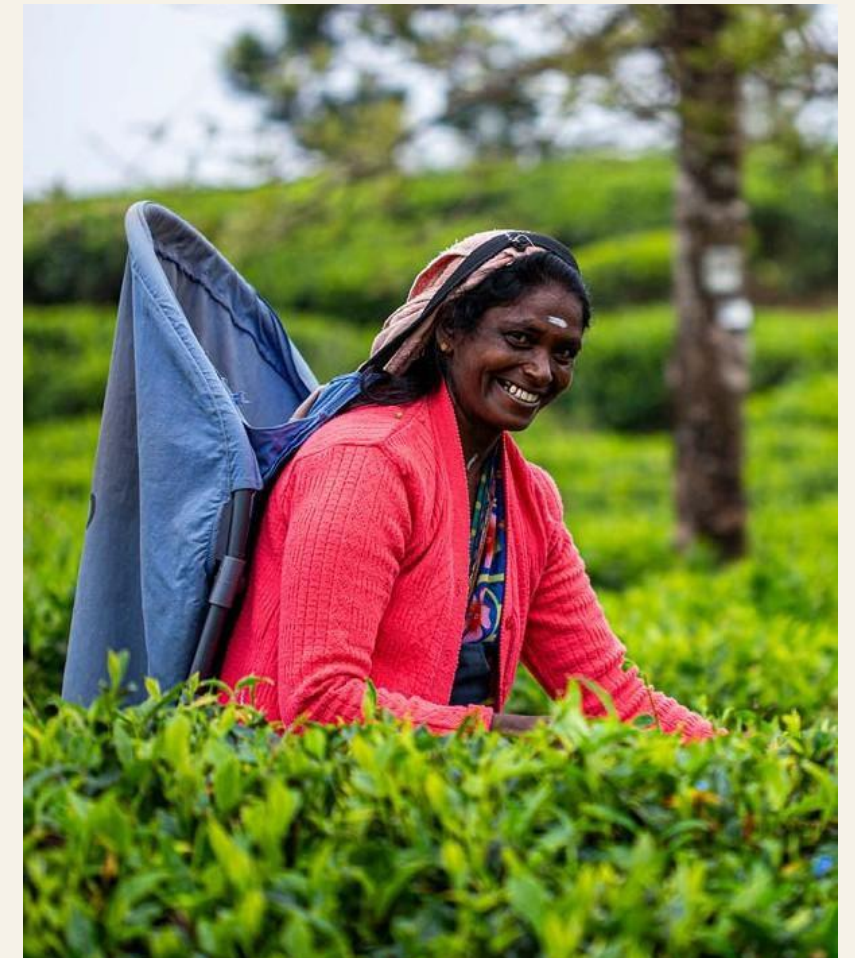
2024 Highlights

- We started rolling out IDH's wage distribution pilot in Sri Lanka
- Paid bonuses to **3,852** tea workers.

What's Next ?

Expanding the adoption of transparent wage measurement and distribution tools across Sri Lanka. Sharing insights and best practices to foster lasting improvements throughout the industry.

Together, our Hand Picked Profit Shared and IDH projects paid bonuses to **8,175** tea workers.



idh
transforming markets





Fairer Tea Communities



A Focus On Women

Women make up **75%** of the workforce in the tea gardens; hand picking our quality leaves.

Empowering Communities in Assam

2024 was our fifth year collaborating with Children in Need Institute (CINI).

What Are We Doing?

- Making tea gardens into child- friendly communities, addressing health, nutrition, education, and child protection.
- Enhancing sanitation and hygiene to improve overall living standards.

2024 Highlights

- 10 tea gardens supported in Assam.
- 117 group sessions for women and adolescents on health, nutrition, hygiene, and life skills.
- 64 mother's group sessions to improve maternal and child health, covering topics like nutrition, breastfeeding, and menstrual hygiene.

Since 2019, the partnership has benefited **1,740** women & **2,600** children

What's Next?

Create a more self-reliant and resilient environment within the tea garden communities.





Fairer Tea Communities

Better Menstrual Health in Tea Gardens of Kenya & Malawi

In the second year of our partnerships with Alstar and RubyCup in Kenya and Ufulu in Malawi we have been continuing to improve menstrual health and livelihoods in tea-growing communities.

The Menstrual Hygiene Project addresses period poverty and improves the livelihoods of women in tea.

What Are We Doing?

- In Kenya, working with Alstar and Rubycup to deliver workshops on menstrual hygiene and distribute reusable menstrual products to women.
- In Malawi, partnering with Ufulu to enhance access to menstrual health education and resources.

Project Highlights

To date we have distributed over

1,450 Rubycups amongst the tea community.

- Held more than **5** training workshops in 2024

What's Next?

Engage male participants to foster greater understanding and support for menstrual health.

Train local community members as trainers to ensure sustainability and reach underserved areas.





Fairer Tea Communities



Breaking Taboos for Women's Health in Sri Lanka

Many workers on tea estates in Sri Lanka lack access and knowledge to menstrual health and hygiene. That's why we're partnering with Horana Plantations, the Centre for Child Rights and Business, and the Plantation Human Development Trust. Together we are addressing cultural taboos, environmental challenges, and access to affordable hygiene products.



What Are We Doing?

- Piloting a reusable sanitary product project, offering low-cost, sustainable solutions.
- Educating communities on menstrual hygiene and reproductive health.

Achievements to date

- Increased access to affordable menstrual products.
- Created employment opportunities for local women.
- Encouraged empowerment and optimism within the community.

What's Next?

Expand health screenings and workshops on reproductive health.

Strengthen access to preventative healthcare, reducing reliance on urban facilities like the Razavi Medical Complex.





Sustainable *Tea Production*



Sustainable tea production is at the heart of our mission to protect the planet while delivering quality tea. In 2024 we made significant achievements in...

- Efficient Production.
- Sustainable Packaging.
- The Green Standard.
- Biodiversity Protection.

These initiatives ensure we are...

Preserving tea quality for future generations.



Biodiversity Protection



Advancing Research for a More Sustainable Tea Industry

Our new Climate Change Resilience Scholarship focuses on building resilience in the tea plant to adapt to climate change, while we continue

to support Royal Botanic Gardens, Kew's critical work to stop biodiversity loss.



Royal Botanic Gardens
Kew



University of
BRISTOL

What Are We Doing?

- Working with University of Bristol and Kew, our PhD researcher, Thamali Kariyawasam is looking into climate change resilience in tea-growing regions.
- Supporting Kew Gardens' biodiversity research through sales of our Beyond the Leaf range.



2024 Highlights

- We launched our PhD scholarship and announced Thamali as our researcher. She began work in Sri Lanka with the University of Peradeniya and the Tea Research Institute.
- Our contributions back to Royal Botanic Gardens, Kew, reached over

\$ 285,000

What's Next?

Share findings from the research to benefit tea producers and the wider industry. Introduce new Beyond the Leaf products and contribute to more back to Kew.



Thamali is researching tea varieties that can thrive under changing climatic conditions...



A detailed illustration of tea leaves and branches. The leaves are depicted in two colors: a vibrant golden-yellow and a deep forest green. They are arranged in a dense, overlapping pattern against a dark teal background. The leaves have a prominent vein structure, with fine lines radiating from the central midrib. Some leaves are whole, while others are partially cut off by the edges of the frame. The overall style is reminiscent of traditional Japanese tea ceremony aesthetics, emphasizing the natural beauty and texture of the tea plant.

GIVING MORE THAN TEA

We're striving to have a positive impact in the communities we touch worldwide, even beyond our supply chain. Through partnerships with distributors, local organisations, and global initiatives, we focus on education, health, the environment and water and sanitation.

Together with our partners we co-fund projects around the world, ensuring...

Our impact goes beyond tea.



Supplying *More Than Tea*



We're striving to have a positive impact in the communities we touch worldwide, even beyond our supply chain. Through partnerships with distributors, local organisations, and global initiatives, we focus on education, health, the environment and water and sanitation.

Together with our partners we co-fund projects around the world, ensuring... Our impact goes beyond tea.

Razavi Medical Complex, Sri Lanka

How Tea Inspired a Gift for Women's Healthcare

In 2023, Tominaga Boeki Kaisha, Ahmad Tea's Japanese distribution partner, celebrated its centenary by making a generous donation to the Razavi Medical Complex in Sri Lanka, originally funded and built by Ahmad Tea.

Their support funded vital renovations to Women's Ward 28, completed in early 2024.

To commemorate the donation, TBK's President, Mr Shohei Tominaga, and Brand Manager, Ms Mikiko Ota, visited Sri Lanka in July for a plaque unveiling ceremony and a tour of the hospital.

Their donation will make a lasting impact on women's healthcare in Sri Lanka.



Oxfam Water Project, Niger

Niger, one of the poorest countries in the world, faces severe challenges due to climate instability, limited clean water access, and inadequate sanitation facilities. Since 2012, we've partnered with Oxfam to improve water access for thousands by drilling and restoring boreholes, creating sustainable water systems.

Our new project for 2024 addresses critical water and sanitation challenges in rural schools. By improving hygiene facilities and menstrual health education, we are supporting students, especially girls, to stay in school and thrive.

2024 Achievements

Built water and sanitation facilities in four rural schools, providing **869** students (524 girls) with their daily clean water.

Enhanced menstrual hygiene support through facilities and education, empowering female students to stay in school.

*Cleaner Water, Brighter Futures.
Transforming Schools in Niger*



Czech Republic

Saving Endangered Plants in Czech Republic

Following our successful partnership with Royal Botanic Gardens, Kew, in the UK, we launched an exciting new gifting range with Prague Botanical Gardens.

From each sale of the Botanica Range, 10 CZK (40 US cents) goes to support the garden's mission to save critically endangered plants like Sand Fescue and Sicky Silene, helping preserve sand dune habitats.



Kazakhstan

Disaster Relief & Supporting Communities

In April 2024, extensive floods hit Kazakhstan. Together with our distribution partner, Green House, we provided food parcels, blankets, and clothing to over 1,000 families affected by the disaster.

In addition, we supported elderly care homes and led a countryside cleanup in the Kegen district of Almaty to protect wildflowers and biodiversity.



Malta

Supporting Soup Kitchen in Valetta

Over the festive period our distribution partner in Malta supported Valetta's large-scale Christmas meal operation, bringing some joy to lonely and disadvantaged people in and around Malta's capital.



Malaysia



Fun Run Fundraiser for Supporting Schools
In 2024 Ahmad Tea supported Ceria Charity Run, raising funds towards breaking down learning and teaching barriers in under-resourced Malaysian schools. We also provided free samples for competitors to take away.

Latvia

Bringing Comfort to Seriously Ill Children

In Latvia, our distribution partner has been donating gifts to children undergoing treatment in hospitals for special occasions like birthdays and holidays. Meanwhile tea corners in hospitals provide herbal and fruity blends, loved by kids, parents, and healthcare staff alike.



Indonesia



Shining a Spotlight on Diabetes

Ahmad Tea's partner in Indonesia provided funds to support an event for World Diabetes Day in Jakarta, spreading awareness of the disease.



Uzbekistan

A Treat for Children with Special Educational Needs

Our team in Uzbekistan had the pleasure of organising a delicious and hearty meal for children at a boarding school which supports children with special educational needs.



UK

Charity of the Year: Alzheimer's Society

In 2023-2024 our UK team raised £11,263.96 for our charity of the year: the Alzheimer's Society, the dementia charity that offers dedicated support to those who need help now as well as fund groundbreaking research.



Cyprus



Aiding Education with Enavsma Foundation

In Cyprus our distribution partner supports Enavsma Foundation to provide scholarships for postgraduate students across the country, prioritising those with financial need and strong academic performance.

Bulgaria ●

Helping the Homeless

Working with Merciful Heart charity, our partner in Bulgaria has been providing food, tea and supplies for poor and homeless people in coastal areas of the country.



USA ●



Building Outdoor Classrooms

Through sales from our USA online shop we have been collecting donations for Out Teach, a nonprofit that develops outdoor spaces into outdoor classrooms – spaces where young minds can flourish. Donations from our generous customers will be matched by Ahmad Tea in addition to a larger donation.

Infused with genuine *impact*

As we close this chapter of Infused with *impact*, we extend our heartfelt thanks to everyone who made 2024 a success – our dedicated team, distribution partners, charity collaborators, suppliers, and most importantly everyone who bought even so little as one pack of Ahmad Tea.



*Together, we've inspired the love of tea while
advancing meaningful change.*

In 2025, we especially look forward to growing the Hand-Picked Profit Shared project, progressing our climate scholarship research, and bringing the Green Standard to life.

Thank you for being part of our journey toward a more sustainable future. Here's to making an even greater impact in the year ahead

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in two colors: a light tan or beige and a dark teal. They are arranged in a way that creates a sense of depth and movement, with some leaves appearing to overlap others. The overall aesthetic is modern and organic.

OUR LEGAL COMMITMENT

Key Statutes, Regulatory Requirements and Standards Complied with (Compliance Framework- environment, financial, health and safety, labour)

Area	Legislation complied (Mandatory)	Voluntary
Environment	Environmental Compliance Certificate - EPDA	ISO14001:2015 (Environment Management System Standard)
	Federal law -UAE	Ecovadis
	RAK Waste Management Agency	Ethical tea partnership
Financial	Registration for Value Added Tax in the United Arab Emirates	Third party accounts audit-BLS Audit firm (BEHL, LAD & AL SAYEGH)
	Trade license	
	Sales license	Kreston Menon Audit firm
	RAK Chamber Of Commerce-Membership	
	RAKEZ-Ras al Khaimah Economic Zone - Registration & Licensing Department	
Quality and Food safety	Public Health Department-Ras al Khaimah Municipality, UAE	ISO9001:2015 (Quality management system)
	Ras al Khaimah Municipality, UAE	FSSC22000 Ver 5.1 (Food safety system certification)
Health and safety	Registration for Precursors & Chemicals End User	HACCP system- Hazard Analysis Critical control Point
		Kosher and HALAL Certified
	Civil defense -UAE law	Ecovadis
	UAE HSE Legislation	ISO45001:2018 (Health and Safety standard)
Labour	Labour law-UAE	Ecovadis
	ILO Conventions	Ethical Tea Partnership
Ethics	Labour law-UAE	Fair Trade foundation
		EcoVadis

KEY PERFORMANCE INDICATORS – CSR ACTIVITIES

S. No	KPI	Year 2023				Year 2024																																																																																						
1	Number of employee welfare meetings conducted	Food Committee- 10 Lead Team - 6 Women’s Committee-05				Food Committee- 12 Lead Team - 5 Women’s Committee-08																																																																																						
2	Number of grievances solved through employee welfare meetings and Grievance procedure	4				4																																																																																						
4	Number of hours of trainings on social accountability (Human rights, ethics, labour practices	510				629																																																																																						
5	Number of hours of trainings on technical skills, personal skills to the employees	1286				2032																																																																																						
6	Number of risk assessments performed related to Social accountability	2				2																																																																																						
7	Number of promotions in the year	10				10																																																																																						
8	Percentage of male present in the organization	197				197																																																																																						
9	percentage of female present in the organization	96				96																																																																																						
10	Total number of new employee hired during the reporting period, by age group, gender and region.	62 21%				78 25.32%																																																																																						
		<table><tr><th>Nationality/ Gender</th><th>Female</th><th>Male</th><th>Grand Total</th></tr><tr><td>Filipino</td><td>20</td><td>5</td><td>25</td></tr><tr><td>African</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Indian</td><td>2</td><td>25</td><td>27</td></tr><tr><td>Nepalese</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Sri Lankan</td><td>3</td><td>5</td><td>8</td></tr><tr><td>Egyptian</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Grand Total</td><td>26</td><td>36</td><td>62</td></tr></table>				Nationality/ Gender	Female	Male	Grand Total	Filipino	20	5	25	African	1	0	1	Indian	2	25	27	Nepalese	0	1	1	Sri Lankan	3	5	8	Egyptian	0	0	0	Grand Total	26	36	62	<table><tr><th>Nationality</th><th>Female</th><th>Male</th><th>Grand Total</th></tr><tr><td>Filipino</td><td>13</td><td>1</td><td>14</td></tr><tr><td>Ghanaian</td><td>1</td><td></td><td>1</td></tr><tr><td>Indian</td><td>2</td><td>33</td><td>35</td></tr><tr><td>Nepalese</td><td>7</td><td>8</td><td>15</td></tr><tr><td>Sri Lankan</td><td>2</td><td>11</td><td>13</td></tr><tr><td>Ugandan</td><td></td><td></td><td>0</td></tr><tr><td>Grand Total</td><td>25</td><td>53</td><td>78</td></tr></table>				Nationality	Female	Male	Grand Total	Filipino	13	1	14	Ghanaian	1		1	Indian	2	33	35	Nepalese	7	8	15	Sri Lankan	2	11	13	Ugandan			0	Grand Total	25	53	78																			
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11	Percentage of employee turnover/attrition during the reporting period, by age group, gender and region.	53				61																																																																																						
12	Number of female employees in either managerial or supervisory position	15				15																																																																																						
13	Diversity of employees by gender, region	<table><tr><th>Nationality/ Gender</th><th>Female</th><th>Male</th><th>Grand Total</th></tr><tr><td>British</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Dominican</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Filipino</td><td>76</td><td>24</td><td>100</td></tr><tr><td>African</td><td>1</td><td>10</td><td>11</td></tr><tr><td>Indian</td><td>3</td><td>88</td><td>91</td></tr><tr><td>Nepalese</td><td>10</td><td>36</td><td>46</td></tr><tr><td>Sri Lankan</td><td>4</td><td>34</td><td>38</td></tr><tr><td>Egyptian</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Grand Total</td><td>94</td><td>195</td><td>289</td></tr></table>				Nationality/ Gender	Female	Male	Grand Total	British	0	1	1	Dominican	0	1	1	Filipino	76	24	100	African	1	10	11	Indian	3	88	91	Nepalese	10	36	46	Sri Lankan	4	34	38	Egyptian	0	1	1	Grand Total	94	195	289	<table><tr><th rowspan="2">NATIONALITY</th><th colspan="2">GENDER</th><th>TOTAL</th></tr><tr><th>Male</th><th>Female</th><th>Total</th></tr><tr><td>British</td><td>1</td><td></td><td>1</td></tr><tr><td>Dominican</td><td>1</td><td></td><td>1</td></tr><tr><td>Filipino</td><td>18</td><td>68</td><td>86</td></tr><tr><td>Indian</td><td>109</td><td>4</td><td>113</td></tr><tr><td>Nepali</td><td>40</td><td>16</td><td>56</td></tr><tr><td>Sri Lankan</td><td>36</td><td>4</td><td>40</td></tr><tr><td>African</td><td>8</td><td>2</td><td>10</td></tr><tr><td>Egyptian</td><td>1</td><td></td><td>1</td></tr><tr><td>TOTAL</td><td>214</td><td>94</td><td>308</td></tr></table>				NATIONALITY	GENDER		TOTAL	Male	Female	Total	British	1		1	Dominican	1		1	Filipino	18	68	86	Indian	109	4	113	Nepali	40	16	56	Sri Lankan	36	4	40	African	8	2	10	Egyptian	1		1	TOTAL	214	94	308
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KEY PERFORMANCE INDICATORS – CSR ACTIVITIES

<u>S. No</u>	<u>KPI</u>	<u>Year 2023</u>	<u>Year 2024</u>
15	Percentage of employees covered by collective bargaining agreements - Internal Committee	100%	100%
16	Total hours of training per employee per year	4.4	6.60
17	Number of employees covered under health care benefits, social benefits	287	308
18	Average unadjusted gender pay gap	26%	25.75 %
19	Percentage of employees from a minority and/or vulnerable group in the whole organization	3.8	0
20	Number of hours worked by employees in the whole organization	-	876000
21	Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees	-	19:1 (1900%)
22	Percentage of women at top management level		27.27
23	Percentage of women within the organization's board		25

Ethics			
<u>S. No</u>	<u>KPI</u>	<u>Year 2023</u>	<u>Year 2024</u>
1	Number of whistles blowing incidents observed in the company	0	0
2	Percentage of employees trained on business ethics issues	85	85
3	Number of information security breach cases observed in the company	0	0
4	Number of trainings conducted related to Information security	3	2
5	Number of breaches of the Code of Ethics	0	0
6	Number of trainings conducted on Anti-corruption and Anti Bribery practices	2	2

Environment			
<u>S. No</u>	<u>KPI</u>	<u>Year 2023</u>	<u>Year 2024</u>
1	Total water withdrawal from all areas in megaliters	40.99	42
2	Total water discharge to all areas in megaliters.	NA	NA
3	Number of hours of trainings on environment issues	160	100
4	Total water consumption from all areas in megaliters (Reporting period- Jan to Dec 2022)	40.99	42
5	Total energy consumption within the organization, in Megawatt	3521	4410
6	Renewable energy production (Solar)in Megawatts	666	
7	Energy intensity ratio for the organization. (KWH/Ton of Blended tea)	0.220	0.201
8	absolute scope 1 reduction target		
9	absolute scope 2 reduction target		
10	absolute scope 3 reduction target		
11	an intensity reduction target		

KEY PERFORMANCE INDICATORS – CSR

Environment			
S. No	KPI	Year 2023	Year 2024
12	Total Scope 1 GHG emissions in metric tons CO2e (fuel consumption emissions)	119	318.2
13	Total Scope 2 GHG emissions in metric tons CO2e	1692	1782
14	Total Scope 3 GHG emissions in metric tons CO2e	23712	28894
15	Total tCO2e reduced by Environmental initiatives	1197	1075
16	Total weight of non-hazardous waste in ton	313	419
17	Total weight of hazardous waste in ton	0.60	0.80
18	Total waste gone to land fill (All waste disposed through "WMA" Waste management authority)	NIL	NIL
19	Total waste recycled in tons	313	419
20	Environment notice on violations	NIL	NIL
21	Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations	NIL	NIL

Health and Safety			
S. No	KPI	Year 2023	Year 2024
1	Number of hours of trainings on health and safety	624.5	
2	Number of health and safety incidents	4	2
3	Number of LTIFR cases reported (Lost Time Injury Frequency Rate, the number of lost time injuries occurring in a workplace per 1 million hours worked)	0.14	0.22
4	Number of LTISR cases reported (Lost Time Injury Severity Rate (employee productivity measure)	0.46	3.4
5	Number of days lost to work-related injuries, fatalities and ill health	-	2
6	Number of work related accidents		2

Sustainable procurement			
S. No	KPI	Year 2023	Year 2024
1	Percentage of targeted suppliers who have signed the supplier code of conduct	97%	83%
2	Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements	98%	86%
3	Percentage or number of targeted suppliers covered by a CSR assessment	98%	95%
4	Percentage or number of all buyers who received training on sustainable procurement	100%	100%
5	Percentage or number of audited/assessed suppliers engaged in corrective actions or capacity building	100%	100%
6	Number of hours of trainings conducted on sustainable procurement	8hours	8hours
7	Percentage of new suppliers that were screened using social criteria	100%	100%
8	percentage of raw materials purchased that are recycled materials.	36%	26%
9	percentage of materials purchased with an ecolabel-FSC, PEBC, Fair trade etc.,	40%	42%



Ahmad Tea FZ LLC registered with the United Nations Global Compact (UNGC) on December 21, 2024

Ahmad tea is currently listed as an active participant in the UNGC initiative. As part of their commitment, Ahmad Tea FZ LLC is required to submit their next Communication on Progress (COP) by July 31, 2025. This registration demonstrates Ahmad Tea's commitment to aligning their operations and strategies with the UNGC's Ten Principles on human rights, labour, environment, and anti-corruption.

Enhanced Sustainability Framework: The UNGC provides Ahmad Tea with a robust sustainability framework based on Ten Principles covering human rights, labour, environment, and anti-corruption. This aligns well with Ahmad Tea's existing sustainability initiatives, such as reducing carbon emissions and improving packaging sustainability.

Improved Stakeholder Relations: UNGC participation helps meet expectations of consumers, investors, employees, and regulators who demand businesses demonstrate commitment to sustainability. This can enhance Ahmad Tea's reputation and brand value.

Networking and Learning Opportunities: Ahmad Tea gains access to knowledge exchange platforms, events, and programming offerings that enable deeper discussions on important sustainability issues. This can help the company stay informed about best practices and industry trends.

Positive Social Impact: The UNGC guides companies in developing and implementing sustainability strategies that contribute to broader societal goals, including the UN Sustainable Development Goals. This aligns with Ahmad Tea's existing efforts to reduce environmental impact and promote sustainable practices.

Increased Business Performance: Companies participating in the UNGC often experience benefits such as increased financial performance, improved corporate governance, and higher ESG (Environmental, Social, and Governance) ratings.

Global Recognition: Ahmad Tea's UNGC participation provides a platform to communicate its commitment and progress on sustainability, including a company profile on the UNGC website. This global recognition can help strengthen the company's position as a responsible business.




Access to Resources: Ahmad Tea gains access to an extensive digital resource library, self-assessment tools, and capacity-building programs to help achieve its sustainability objectives.

By joining the UNGC, Ahmad Tea demonstrates its commitment to responsible business practices and positions itself to benefit from the growing emphasis on corporate sustainability in the global marketplace.



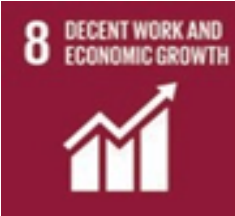
Set a Timeline: The submission period for the 2025 CoP opens on April 1, 2025, and closes on July 31, 2025.






The **United Nations** aims to galvanize global efforts to end poverty, promote prosperity and protect the environment , Governments, Organizations and individuals are expected to collectively contribute the achievement of goals and as an organization the Group has explored the role it could play. In order to drive concerted efforts towards the achievement of these goals, Ahmad Tea has sought to incorporate selected SDG to its Strategic. The info gram depicts the goals that are of great relevance to Ahmad Tea and how it is currently contributing towards achieving the targets.

S.No	SDG		Percentage	Compliance
1	<p><u>1. No poverty</u></p> <p>To end poverty, everyone should have basic healthcare, security and education</p>		35%	<p>Meeting the demand for food for the growing world population – estimated to reach 9 billion by 2050 – will be challenging, as supply is constrained by such factors as climate change, depleted agricultural soils and the distribution of land, water and energy. Today, about 800 million people – one in 11 – are chronically hungry and malnourished. Ahmad Tea has ZERO waste when it comes to our teas. All unused tea or short dated tea is given to local homeless charities, food banks and refugee centres. Ahmad Tea Ltd send all their surplus tea to charities such as Felix (please see newspaper advert). We supply tea to the NHS, to foodbanks and to Calais Kitchen (refugee charities in Calais, France).</p> <p>Ahmad Tea FZ LLC align with Al Rahma Charity to provide food for the needy people living in Ras al Khaimah UAE. Around 3.8 tons of tea is given to Charity organizations -Al Rahma Charity and Red Crescent during the period 2024/2025</p> <p>Ahmad Tea also operates a Match-funding initiative where we ask our exclusive distributors from each country to choose a local charity which is helping to end poverty and we pay for half of the expenses. Please see Strategy Presentation and Distributor Match funding Platform.</p>
2	<p><u>2. Zero hunger</u> Globally, one in nine people are undernourished. This goal aims to end hunger.</p>		25%	<p>Ahmad Tea is investing in food innovations that enable consumer health and well being. Benefit blend tea range launched as a healthier option .</p> <p>Ahmad Tea FZ LLC is trying to align with Al Rahma Charity to provide food for the needy people living in Ras al Khaimah UAE.</p> <p>Over 30 million cups of Ahmad Tea are enjoyed every day around the world.</p> <p><u>FOOD DISTRIBUTION</u></p> <p>The aftermath of the pandemic has left a lot of countries in a fragile state, which means that the fight against world hunger has become an even more onerous task.</p> <p>Through our food distribution network, we have supported struggling families globally, whilst also caring for the elderly, who are often left without a support network. We have also been able to provide emergency relief to war-stricken communities or countries where infrastructure is collapsing under the pressure of the pandemic through our Distributor Platform.</p> <p><u>PARK LIFE</u></p> <p>With access to free food, advice, and wellbeing activities, plus a park cafe that unites people of all abilities, ages, cultures, and backgrounds, Parklife is a UK charity that provides a friendly, affordable, and safe environment at the very heart of the community. With the help of our consumers, Ahmad Tea has supported Parklife since 2020. We provide weekly donations of food and household staples for their food aid service, and a food pantry that is accessed by over 300 people each week. We also provide teas for drop-in events, such as afternoon teas and barbecues that support vulnerable people along with families and individuals from the local area.</p>
3	<p><u>3. Good health and Well being:</u></p> <p>Ensuring people live healthy lives can cut child mortality and raise life expectancy</p>		30%	<p>We work with local people from all countries and of all beliefs. Our charitable initiatives are driven by local leaders and they are the owners of the project from the first day. This direct way of working ensures that we stay committed to sustainability.</p> <p>Ahmad Tea operations promote good health and well being by:</p> <ol style="list-style-type: none"> 1. Stringent quality at every stage of production process . 2. ISO9001:2015, ISO14001:2015, ISO45001:2018 Health and safety practices implementation, FSSC22000, HACCP, EcoVadis compliance . 3. Supplier Assessment for Quality and Food safety requirements . 4. Production distribution of 4.5 tons of tea to charity organizations. Tea is considered to be healthiest beverage considered in the market. 5. Built a Cancer hospital at Colombo Srilanka - Razavi Project. https://www.ahmadtea.com/building-the-razavi-medical-complex-sri-lanka/ 6. Natural Benefit blend tea range launched as a healthier option. <p>Supply Chain: India Assam</p> <p><u>Flagship Project for Reducing rate of child mortality and Maternal Mortality Rates, Assam India - Children In Need India (CINI)</u></p> <p>https://www.ahmadtea.com/world-health-day-spotlight-on-assam/</p> <p>Key Focus</p> <p>To accelerate the achievement of SDGs (Sustainable Development Goals) and the Plantation Labour Act 1951 welfare Schemes provided to the Tea Garden communities in the key areas of Health, Nutrition, Education, Child Protection and Adolescent Development (HNEPA) through the creation of a model Child Friendly and Gender Just Tea gardens in the Tea Belts of Assam by facilitating participatory convergent actions.</p> <p>Intervention Area: Tea Gardens from Ahmad Tea list of Tea Gardens where they have business relationship and five Tea Gardens from CINI intervened Tea gardens in Sonitpur, Golaghat and Jorhat districts of Assam.</p> <p>Child in Need Institute (CINI) is implementing an extensive three-year intervention plan specifically designed to address the needs of the marginalized "Tea Tribes" in Assam, India in support with Ahmad Tea Ltd</p>

3	<p><u>3. Good health and Well being:</u> Ensuring people live healthy lives can cut child mortality and raise life expectancy</p>		<p>In 2024, we now focus our project on <u>sanitations in schools</u>. Aligned with our work in the tea gardens, we are supporting girls to stay in school by giving them access to better sanitation in secondary schools and training on menstrual health <u>National Cancer Institute, Sri Lanka</u> •Building a new medical complex to accommodate 250+ cancer patients + Training 300+ oncology nurses + Training 50+ cleaning staff on appropriate hygiene methods + Training 75+ staff on 5S management principles. <u>UK Charity Donations</u> <u>Charity of the Year:</u> over £11,000 raised for each charity of the year - Cancer Research (2022) and Alzheimer's Association (2023) Hares of Hampshire In the summer of 2022, Ahmad Tea sponsored the biggest art event that Winchester has ever seen raising money for the Murray Parish Trust which is a charity dedicated to the advancement of paediatric emergency medicine across the South of England. The charity ensures that children affected by major trauma can receive the best emergency care as close to home as possible. <u>Paediatrics Hospital, Southampton and Southampton Hospital Trust</u> (monthly donation) NHS Trust and local Hospices and terminal homes (monthly donation) Horana Plantations, Centre for Child Rights and Business and the Plantation Human Development Trust Sri Lanka- In our commitment to protecting the most vulnerable within our supply chain, we are also focussing on women plucking our teas and supporting projects that support their real health needs in the tea gardens of Sri Lanka According to the Centre for Child Rights and Business which assessed the impact and have given us recommendations on how to further improve the project: “The menstrual hygiene initiative has contributed to improved access to sanitary products, created employment opportunities, and fostered a sense of optimism and empowerment within the community”.</p>
4	<p><u>4. Education</u> The UN wants everyone to have access to inclusive, equitable quality education</p>		<p>10%</p> <p>Ahmad Tea promotes Quality Education in the following way: 1. Supports Education as CSR initiative. 2. Ahmad Tea FZ LLC -Education tours are provided to the colleges and schools to impart knowledge on the process and best practices. 3. Every one in Ahmad Tea here believes that education has power to change lives. 4. Educating Orphans in Ukraine -Supporting distance learning programs. Refer- CSR 2021 report for details. <u>Distance Learning Scholarship</u> https://www.ahmadtea.com/from-niger-to-loughborough/ Study at Loughborough University + MSc in Water Management + 1 x new student 2021 + 1 x Student in final year (2022) <u>Ukraine Distance Learning</u> Ongoing support providing necessary tools (teachers / equipment) <u>Fully funded Medical Scholarship</u> Study at University of Bristol Fully funded hard-ship scholarship for Medical student from socially/economically difficult situation. <u>Centre of Distance Learning Technologies, Ukraine</u> •Partnered 3 schools and orphanages, with 3 leading Universities + Participation of 8 University lecturers and 40 schoolchildren from high schools.</p>
5	<p><u>5. Gender equality</u> Gender equality is a human right, and is vital for a peaceful, prosperous world</p>		<p>50%</p> <p>Ahmad Tea want to be an organization where diverse talents come together globally to apply fresh perspectives and knowledge to “make the world more resilient”. Once a year, we seek feedback from our employees through the Employee satisfaction Survey (ESS). The ESS is an opportunity to hear from our employees what engages them and what ideas they have to improve their experience at Ahmad Tea 1. Equal opportunity given to all employees.30.5% Female representation. 2. Number of female employees in either managerial or supervisory position- total 15 <u>"Women in Tea" - flagship campaign:</u> Ahmad Tea aim to support 3% more women in the tea gardens every quarter; with an average of 12% more women helped year on year. This is a Company wide KPI and is part of Company Strategy for sustainability. We use our Women in tea campaign to shine a light on champions in the tea industry and to help improve their standards of health, sanitation and welfare. Please see Labour, Human Rights and Supporting Women in our Supply Chain document for more details. <u>women health and hygiene:</u> In Niger women and girls face countless challenges and obstacles in managing their menstruation on a daily basis. Discriminatory cultural perceptions, norms and practices make it difficult to maintain good hygiene, in particular due to poor access to Mensural Hygiene Management information, infrastructure and products, amplified by the lack of concrete integration of these needs into the political and strategic priorities of public authorities. Menstruation is also one of the most common causes of stress for girls in school, which can lead to dropping out. <u>Women in Tea:</u> a big part of the work we are doing with Children in Need India and Ruby cup/Alstar is keeping girls in school through better female sanitation and preventing early childhood marriage. “The menstrual hygiene initiative has contributed to improved access to sanitary products, created employment opportunities, and fostered a sense of optimism and empowerment within the community”.</p>

6	<p><u>6. Clean water and Sanitation:</u> Clean water protects people from disease, yet three in 10 people lack access to it.</p>		25%	<p>1. At Ahmad Tea FZ LLC, Total water consumption 42 megalitres in year 2024. Several initiatives taken to reduce water consumption. Some of the initiatives include-Area Wise Water Target Consumption Calculation and Monitoring of water consumption and conducting Water Awareness campaign to educate residents.</p> <p>2. Improving access to Water in Niger is a country in which safe drinking water can be hard to find, working with Oxfam in recent years we have helped improve the access to safe water.</p> <p>3. Ensuring our operation doesn't affect the local water sources For details refer- Environment objectives 2024</p> <p>Over the last 15 years, Ahmad Tea has drilled water boreholes and supported rural communities to manage their water supply. Our support has led to 500,000 people given access to clean water</p> <p><u>Helping build Climate Resilience in the most vulnerable area of the world, Niger:</u> Total funded over £1 million over 10 years through OXFAM Niger project. Working directly with the team to deliver clean and safe drinking water to 500,000 people.</p> <p>Direct access to clean water: 21,121 people Indirect impact of project: 11% of population of Zinder (475,125 people)</p> <p>6 water points built or rehabilitated 90% of women farmers to improve food security, women owning the farms for the first time in the history of Niger. 100% of households apply prevention measures against COVID19 5 irrigation ponds built to support women to grow crops 90% of target households adopt core hygiene and sanitation practices 12 community water management committees set up to effectively manage water</p> <p><u>Climate Resilience in Niger</u> focussing on keeping girls in schools by providing water, sanitation and female hygiene. Replication of pilot project in a new region More focus on female empowerment 4 year project (2023-2027)</p> <p>Water, Sanitation and Hygiene in Schools and Rural Areas in Niger, 2024- 2027 Project Reach: 1,600 students (directly), 3,000 (indirectly)</p>
7	<p><u>7. Clean energy</u> Targets for 2030 include using more renewable, affordable energy</p>		25%	<p>We believe it is important for a responsible company to minimise its environmental footprint, thus leading by example. Tackling our CO2 emissions and reducing energy consumption are key targets at Ahmad Tea company.</p> <p>1. Ahmad Tea FZ LLC generates electricity from renewable source and contributes to 20% of the total electricity requirement. Several initiatives taken to reduce Energy Consumption.</p> <p>2. Ahmad Tea FZ LLC, Factory that puts earth first. 1075 Tons of Co2 reductions in year 2024. Enhanced capacity of solar plant to additional 30% in year 2025 February For details refer- Environment objectives 2024.</p>
8	<p><u>8. Economic growth</u> The aim is for sustainable economic growth and decent employment for all</p>		60%	<p>Building a work force guided by our values and helping emerging businesses succeed .</p> <p>1. 84.69 % retention rate , 2032 hours of training. approx. 5% Increase in employee payments in year 2023-2024.</p> <p>2. Continuing to build a safe work culture with a long-term goal of Zero safety incidents.</p> <p>3. Ensuring Ahmad Tea FZ LLC facility implements Human Right Principles. Equal opportunity employer.</p> <p>4. Enforcing our responsible sourcing supplier code to identify and eliminate labour violations in supply chain, if any.</p> <p>5. We define sustainability risks as ethical concerns related to potential environmental and socio-economic impacts of our business transactions, and the reputational risks they may entail..</p> <p><u>Community Water Management Project, Niger (Overall helped 500,000 people with access to water for their livelihood)</u></p> <ul style="list-style-type: none"> •Supporting 8,000+ lives through a drilled borehole. •Supporting 15,000+ livestock through access to water. •Providing water for a market garden, to support the work of 500 gardeners. •Training of 60+ market gardeners in new techniques. <p>Profit sharing is the most direct way of bringing balance to the tea industry. These payments ensure those at the beginning of the supply chain; those out there in the tea fields plucking from sunrise to sunset, are recognised. A plucked leaf can be up to 70% of the finished product in your cup of tea; surely that is a sizeable contribution worth rewarding.</p> <p>Closing the Living Wage Gap : Our profit-sharing commitment is only one aspect of tipping the balance. Another is financial accessibility and inclusion. Through our membership of the Ethical Tea Partnership, we have understood the benefits of responsible digital payments and observed the progress made through digitalised tea industry in Rwanda. Researchers and academics like Professor Shankar, go further to explain that digital payments in the tea industry are a key factor for giving female.</p>

9	<u>9. Industry and infrastructure</u> This involves building resilient infrastructure and fostering innovation.		5%	<p>Ahmad Tea has taken several initiatives taken to upgrade the infra structure . Several initiatives taken since inception to promote environmentally friendly practices. <u>Energy conservation in working environment:</u> 1.Installation of Combo roofing system 2. Sterol insulated blocks in building walls 3. Cold K Glass in Production and Office Floors 4. Installation of AIRCO Saver in Air-conditioning units 5. Building Management System for lighting controls 6. Solar Power usage in Production 7. Solar Thermal (water heater) for Accommodation; 8. Compressor VSD 9. Removal of transformer in teabag packing line. 10.Change of port : Jabel Ali to Saqr Port 11. Clubbing imported containers - 2 container in 1 truck</p> <p>Refer-CSR reports 2018-2024 .</p>
10	<u>10. Reduce Inequality</u> The poorest 40 per cent of the population should be able to grow their income faster than average.		100%	<p>Women in Tea Campaign is all around reducing inequalities in the tea value chain. Women are the most underrepresented minority group in the tea industry and yet they make up over 80% of the workforce. We are working with the tea sector and within our own supply chain to reverse this under representation and ensure their voices are heard.</p> <p>Enforcing our Code of business conduct , Ethics and Responsible sourcing supplier code to to identify and eliminate labour violations in supply chain, if any.</p> <p>It is the policy of Ahmad Tea FZLLC to ensure equal employment opportunity to all people capable of performing any position without discrimination or harassment on the basis of race, colour, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.</p> <p>Refer- HR KPI trend report- 2024 and Supplier performance for Social responsibility.</p>
11	<u>11. Sustainability:</u> The UN wants to increase affordable housing and make settlements inclusive, safe and sustainable.		5%	<p>For Ahmad Tea , sustainability is a core business imperative that underpins our strategy to build a more valuable enterprise. We believe that business is a matter of human service and thus our mission is to build value through operational excellence and leading the transition to a sustainable planet and society.</p> <p>By emphasizing sustainable development, both as a concept and in practice, we aim to be a more robust, competitive and a resilient business in the long term. We are working to catalyse systemic changes across our own operations and the wider industry to ensure that we can continue to produce tea in a sustainable manner for many generations to come.</p> <p>1. Sustainability and Environment- Reducing the impact our business is having on the planet. 2. Its all our commitment to minimize the impact of the environment by: cutting out non- recyclable and non-biodegradable packaging, offsetting the environmental impact at plant of product consumption.</p> <p>In year 2022, launched Biodegradable teabags. Exploring different sustainable options in packaging our tea products . initiated lot of automation projects to go paperless operations and taken lot of CSR projects by the CSR team.</p> <p>Ahmad Tea , RAK UAE facility has won first prize in the category of Environmentally distinguished Industrial Establishment conducted by Environmental Protection and Development Authority.</p> <p>Ahmad Tea has been awarded the King's Award for Enterprise in Sustainable Development. This prestigious honor recognizes the company's long-standing commitment to sustainability and charitable initiatives. Ahmad Tea has been actively involved in various global projects, including providing clean water in Niger through a partnership with Oxfam and building a cancer hospital in Sri Lanka.</p>
12	<u>12. Responsible consumption:</u> This goal aims to foster eco-friendly production, reduce waste and boost recycling.		10%	<p>1. several initiatives taken to foster environmental friendly products. 647 MWH of energy generated from renewable source.</p> <p>2. 95 % of the packaging materials we pack is either recyclable or biodegradable. We have a target of achieving 98% green packaging (recyclable or biodegradable) by Year 2027.</p> <p>3. Responsible sourcing- As a member of Ethical Tea partnership, we contribute to activities that ensure we stay true to our second pillar Responsible sourcing.</p> <p>For details refer packaging materials sustainability Report 2024</p> <p>4. Responsible sourcing raw materials and minimizing resource consumption. Minimizing the waste during production.</p>

13	<p><u>13. Climate action:</u> Urgent action is needed, by regulating emissions and promoting renewable energy.</p>		<p>30%</p> <p>Ahmad Tea FZ LLC is combating climate change and its impacts by: Reducing operational Green house gas emissions. Sourcing electricity from renewable sources and advocating for responsible climate policy. Percentage of Electricity generated through Renewable source is around 18% through solar power. Advancing the climate transition In December 2015, nearly 200 governments agreed to strengthen the global response to the threat of climate change in the Paris Agreement. The private sector plays a key role in reaching the goals defined in Paris. Ahmad Tea advances the transition to a low-carbon economy .Advancing sustainable energy solutions is essential to combat global warming. Reducing greenhouse gas emissions while at the same time satisfying the energy needs of a growing population will be one of the great challenges we face in the coming decades.</p> <p>We continuously invest in our renewable energy research and solutions to help our clients and the global community to develop and establish secure energy supplies for the future.</p> <p><u>ELIMINATING EMISSIONS</u> We have invested in the largest privately-owned solar panel array in the RAK Free Zone, a sign of our efforts to enhance our renewable energy portfolio. To make our refrigeration systems more efficient, we have made a commitment to reduce the use of hydrochlorofluorocarbon refrigerants at our facility, that are known to deplete the ozone layer. 6549 tons of CO2 emissions reduced since 2019, Eliminated the usage of 30 tons of plastic pallets in the production process through innovations. 18% of electricity generated through solar panels every year</p>
15	<p><u>15. Life on land:</u> To stop degradation, we must preserve forest, desert and mountain ecosystems</p>		<p>20%</p> <p>1. Several initiatives taken to encourage forestation. All the paper and board suppliers are selected based on the environment guidelines like Forest stewardship council (FSC), Programme for the Endorsement of Forest Certification (PEFC). Our Tea suppliers are aligned with professional bodies like Rain Forest Alliance, which contributes towards nature. 2. Kew Gardens Collaboration: https://www.linkedin.com/posts/ahmad-tea_ahmadtea-tea-beyondtheleaf-activity-7114957463774208000-7e8v/?trk=public_profile_like_view 3. Ahmad Tea is sponsoring a PHD student from Sri Lanka in association with the University of Bristol, building on key tea cultures preservation work developed by Kew Gardens to help protect the tea bush from climate change: https://www.linkedin.com/feed/update/urn:li:activity:7156373709262348289/ 4. Ahmad Tea are active members of Ethical Tea Partnership and sponsoring their work on preservation: https://etp-global.org/our-strategy/environment/ <u>Integrated pest management in tea gardens:</u> The overall aim of this Project is to support the establishment of an Integrated Pest Management (IPM) Taskforce to develop and trial different field treatments for pests and diseases typical to tea plantations in Assam. This is done in a consultative approach with the help of key experts and stakeholders in the sector. Assam is the largest tea-producing region in India, with more than 300,000 hectares under cultivation, producing more than 690 million Kgs in 2022-23 (51% of the total national production1). The sector has always played a pivotal role in state livelihood security, supporting almost 20% of Assam's population. Climate change has severely impacted the sector, particularly pest and disease insurgence, which has resulted in a significant loss of crops (up to 50% in some estates). Tea producers are also faced with increasing restrictions on the use of pesticides from different stakeholders, including India's Plant Protection Code (PPC), global certification standard organizations, and national and international regulations, such as the EU, etc. controlling the residue level in the final product for the export market. With limited options for chemical use and increased pest infestations, pests are building resistance to the indiscriminate use of chemicals, thus resulting in higher input costs for the producers. Due to all the above, there is a growing consensus among all stakeholders to move away from the use of chemicals and inculcate integrated pest management (IPM) practices to improve soil health to provide mid-term and long-term relief to the sector. The Rainforest Alliance is leading the initiative of IPM Taskforce in Assam initiated in August 2022 to develop contextualized guidelines for targeted pests in the region</p>
17	<p><u>17. Partnership:</u> If all countries are to achieve the goals, international cooperation is vital.</p>		<p>50%</p> <p><u>Partnering with internal and external stakeholders to address the major industry challenges.</u> We have associated with several international organizations- UK Tea and Infusions Association , Tea and Herbal Infusions Europe, Ethical Tea partnership, Thirst International Roundtable for Sustainable Tea and Responsible Contracting Project: https://www.responsiblecontracting.org/about <u>Partnership with Ethical tea partnership:</u> Ahmad Tea is working with Ethical tea partnership to develop their membership criteria and ensure we are meeting their requirements on: - Transparent sourcing/ Accountable sourcing/ Responsible contracting/ - Social Impact <u>UNGC Registration:</u> Ahmad Tea FZ LLC is a member of the United Nations Global Compact (UNGC). The company joined the UNGC as an active participant on December 21, 2024. As a UNGC member, Ahmad Tea FZ LLC has committed to supporting the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption. The company's next Communication on Progress (COP) report is due on July 31, 2025 Ahmad Tea contributes to SDG 17 by decreasing the disparities in education and economic spheres and elevating men and women to not only strengthen their families but also the communities. We conduct business in a legal, fair, ethical and transparent way by adhering to best practices at all times, and apply the principles of our Code of Conduct across all company lines and regions</p>

The background of the slide features a repeating pattern of stylized, elongated leaves. The leaves are rendered in a golden-brown color with fine, dark lines indicating veins. They are set against a dark teal or forest green background. The pattern is dense and covers the entire slide area, with some leaves appearing more prominent than others.

GLOBAL REPORTING INITIATIVE

GRI CONTENT INDEX – The following is a summary of the main contents of the Corporate Social Responsibility Report 2022, according to the scheme of “GRI Sustainability Reporting Standards” (2016) integrated with ISO 26000 guidelines. For each disclosure there are: the name of the disclosure, the reference of the report.

GRI no	Topic	Compliance
GRI 102: FOUNDATION (2016)		
GRI 102-1	Name of the organization	Corporate governance- Ahmad Tea Corporate Ethical Credentials, Employee hand book.
GRI 102-2	Activities, brands, products, and services	Ahmad Tea- Asset bank site -https://ahmadtea.assetbank-server.com/assetbank-ahmadtea
GRI-102-3	Location of headquarters	United kingdom
GRI-102-4	Location of operations	Corporate presentation on Ahmad Tea group- United Arab Emirates, Russia, Ukraine, Srilanka, Turkey and China
GRI- 102-5	Ownership and legal form	Corporate Governance
GRI- 102-6	Markets served	Corporate presentation on Ahmad Tea group- Around 85+ Countries
GRI- 102-7	Scale of the organization	Corporate presentation on Ahmad Tea group
GRI-102-8	Information on employees and other workers	CSR report 2024 and HR trend report 2024
GRI- 102-9	Supply chain	Ahmad Tea Group – Responsible Supply Chain Management, Human Rights Our Consumers – Our People and Our Community. Responsible sourcing projects - Sustainability Impact strategy. Transparent supply chain which maintains high standards of business dealings across suppliers, partners and affiliates and finds effective and direct ways to give back to tea producing communities
GRI- 102-10	Significant changes to the organization and its supply chain	no major changes in the supply chain
GRI- 102-11	Precautionary Principle or approach	CSR report 2024
GRI- 102-12	External initiatives	CSR report 2024
GRI- 102-13	Membership of associations	CSR report 2024
GRI- 102-14	Statement from senior decision- maker	Letter from Our Chairman. It is from our direct action and sustainable practices that our Inspired Kindness program has organically evolved and we are now witnessing the snowball effect that our genuine drive and commitment has taken us. We believe that the world doesn’t change... People change it!
GRI- 102-15	Key impacts, risks, and opportunities	Letter from Our Chairman1; CSR Goals. Responsible Supply Chain Management, Human Rights
GRI- 102-16	Values, principles, standards, and norms of behavior	CSR report 2024
GRI-102-18	Governance structure	The fourth pillar in our Sustanability strategy is Governance, which supports all partners and distributors as stakeholders in the brand. The unique partnerships we share with our distributors enables us to identify critical needs in their countries. The fourth pillar is Governance, which supports all partners and distributors as stakeholders in the brand, enabling us to identify critical needs in their countries around the world. Through our cooperative partnership, we can go further than simply donating money. Our collaboration allows us to take direct action and work directly with local communities to ensure projects remain in the hands of the people we are supporting.
GRI-102-40	List of stakeholder groups	Stakeholder Mapping done in Risk assessment and mapping of stake holders
GRI-102-41	Collective bargaining agreements	CSR report 2024
GRI-102-42	Identifying and selecting stakeholders	Identifying Stakeholder in the Context of the organization (ISO9001 Quality Management system requirement)
GRI-102-43	Approach to stakeholder engagement	Stakeholder Mapping done in Risk assessment and mapping of stake holders
GRI 200: ECONOMIC SERIES (2016)		
GRI-103-1	Explanation of the material topic and its Boundary	Ahmad Tea is a family owned and run tea company – now with the 4th generation of family in the tea business . It is a global business, sourcing tea from around the world, with tea factories across the world and selling tea to customers in 85 countries. Ahmad Tea is a specialist in tea products that are distinctive because of their superior taste. This is achieved by a commitment to quality at every stage in the production process from selecting the best teas through the skills of the best blenders and the best handling, processing, packaging and distribution of the finished product .The tea sector is facing change driven by technology, changed consumer behaviours and developments in retail distribution. The company has a long history of social responsibility which is embedded in the culture and values of the operation. The coming few years will be something of a watershed for the business as the current generation of senior management begin to cede their roles to the next
GRI-103-2	The management approach and its components	The management approach of Ahmad Tea company focuses on transparency and accountability in handling material topics. Material Topics: Ahmad Tea has identified material topics, explain their boundaries, and disclose the management approaches for each topic.Please refer materiality assessment of Ahmad Tea for more details.
GRI-103-3	Evaluation of the management approach	Each topic is considered for materiality assessment based on its impact and the organization’s involvement. Please refer materiality assessment of Ahmad Tea for more details.
GRI-201: Economic Performance (2016)		
GRI-103-1	Explanation of the material topic and its Boundary	Ahmad Tea is committed to supporting environmental and social initiatives and contributing to the local economy by way of its supply chain. With the help of new investments made in this direction, contribution to the aforementioned areas continued throughout the year.
GRI-103-2	The management approach and its components	Business sustainability, its possession, management and accumulation are carefully monitored. It is used to plan, manage and communicate our financial performance, management actions and financial position to all our stakeholders.
GRI-103-3	Evaluation of the management approach	The internal audit function forms an important unit of the company and the internal auditor carries out a program of financial auditing of various functions and processes. Ahmad tea has a team of ISO trained auditors who carry out regular system audits and report findings to the management. Any non-compliance is discussed and attended to immediately. As required by the certification process, external auditors of ISO and HACCP verify and review the system and procedures of the company and submit their reports.

GRI no	Topic	Compliance
GRI-103	Management approach disclosures -GRI103	Ahmad Tea has adopted several internal practices to promote Ethical business and aligned with all stake holders to follow the international practices on Anti corruption and Anti Bribery practices. Management has defined Anti corruption and Anti Bribery practices and objectives. Monitoring is done by HR team on any violations. Risk assessment is done to identify the risk and sufficient preventive controls are put inplace.
GRI- 201 ECONOMIC PERFORMANCE 2016		
GRI 202-1	market presence	Ahmad Tea Is Enjoyed in Over 85 Countries.
GRI 204	Procurement practices	Procurement of raw materials, packaging materials and engineering items are procured from different locations. Out of total 97 suppliers, around 9% of the purchases are done locally.
GRI 204-1	proportion of spending on local suppliers	Procurement of raw materials, packaging materials and engineering items are procured from different locations. Out of total 97 suppliers, around 9% of the purchases are done locally.
Topic: Market Presence		
GRI-103-1	Explanation of the material topic and its Boundary	Ahmad Tea of London is a member of the UK Tea and Infusions Association (formerly British Tea Council), the British Food Export Council and the International Tea Committee. We are part of the Ethical Tea Partnership and have ISO 9001 certification, as well as ISO 14001 certification, ISO45001:2018 OHSMS the highest level for Quality, Health, Safety and Environmental standard. Our values stem from who we are: a family business, with four generations of trade in tea. Ahmad Tea Is Enjoyed in Over 85 Countries. We pride ourselves in having a very specific approach to entering new markets, with customers in each country having exclusive rights to distribute our products. These relationships are based on trust and healthy guidance in order to help raise awareness of our brand.
GRI-103-2	The management approach and its components	
GRI-103-3	Evaluation of the management approach	
Topic: Market Presence		Ahmad Tea's Digital Asset Management platform - a library of images and other marketing-related materials for Ahmad Tea partners around the world. You can find images and documents by performing a quick or advanced search or by browsing the folder. https://ahmadtea.assetbank-server.com/assetbank-ahmadtea
Topic: Procurement Practices		
GRI-204: Procurement Practices (2016)		
GRI- 204-1	Proportion of spending on local suppliers	Ahmad tea focusses to promote local procurement. All the packaging materials, consumable items, engineering equipments are all procured locally. All outsourced contractor workmen are all procured locally .
GRI-204-1	Percentage of purchased volume from suppliers compliant with company's sourcing policy	CSR- Supplier performance report 2024. Percentage of local purchases around 9 %
GRI-204-1	Percentage of purchased volume which is verified as being in accordance with credible, internationally recognized responsible production standards, broken down by standard	CSR- Supplier performance report 2024. Percentage of local purchases around 9 %
GRI-205 Anti-Corruption		
GRI 205-1	Operations assessed for risks related to corruption	Operations, Suppliers, workmen contractors-risk assessment for corruption, bribery practices. Please refer to Risk assessment for anti-corruption and Bribery.Risk assessment is done for the Supply chain and manufacturing operations with regards to the anti corruption and bribery practices and controls have been established to control the malpractices. Suppliers also aligned to follow the Business code of conduct. 1. Supply chain- total sites covered- 97, percentage of sites covered for corruption is around 86%. 2. No significant risks observed related to corruption and bribery. Refer: Risk assessment of the supply chain for anti corruption and Anti Bribery practices
GRI 205-2	Communication and training about anti-corruption policies and procedures	1.Training on Human rights conducted in 17th August 2024 2.Training organized on ISO26000 Social responsibility requirements and also oriented to all employees down the level to incorporate the requirements in ahmad tea culture. 3. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. 14 (all managers are been trained on anti corruption and anti bribery policy and execution) 4. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region- 97 (suppliers, outsource manpower contractors, tea suppliers)
GRI 205-3	Confirmed incidents of corruption and actions taken	No confirmed incidents of corruption and bribery practices observed in the Ahmad Tea FZ LLC for year 2024
GRI 206-anti-competitive-behavior-2016		Ahmad Tea maintains anti competitive practices by restricting inter-firm competition to maintain or increase their relative market position and profits without necessarily providing goods and services at a lower cost or of higher quality.
GRI 206-1	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions for anti-competitive behavior, anti-trust, and monopoly practices observed at Ahmad Tea FZ LLC for the year 2024

GRI no		Topic	Compliance
GRI 300 – ENVIRONMENTAL SERIES (2016)			
Management approach disclosures -GRI103			<p>Ahmad Tea has adopted several internal practices to promote Environmental practices and aligned with all stake holders to follow the practices. ISO14001:2015 Environment Management system is implemented in the industry. Management has defined policy and objectives. Monitoring is done by EHS team on any violations. Risk assessment is done to identify the risk and sufficient preventive controls are put in place. Suppliers and contractors are also aligned to follow the Environment practices .</p> <p>Environment Assessment- At Ahmad tea we monitor and reduce our direct and indirect impacts on the environment by making our operations more efficient, while being fully compliant with all relevant environmental standards and regulations. As we strongly believe conservation is ultimately about people and the future of the human race that in engaging with the environment we strive to:</p> <ol style="list-style-type: none"> 1. Reduce the environmental impact of our operations 2. Replenish, restore and rejuvenate the environment and educate people <p>Ahmad Tea's environmental management system (EMS) provides the framework for approaching environmental sustainability.</p> <p>Environmental threats and best practices are identified through our stakeholder engagement keeping in mind the obligation to comply with all relevant statutory obligations. Ahmad tea's EMS is ISO 14001 (2015) accredited. Our environment management system is supported by accountable and transparent reporting of our performance. The company has not identified any non-compliance with environmental or health and safety laws and regulations during 2022-2023. Ahmad Tea , RAK UAE facility has won first prize in the category of Environmentally distinguished Industrial Establishment conducted by Environmental Protection and Development.</p> <p><u>UNGC Registration:</u> Ahmad Tea FZ LLC is a member of the United Nations Global Compact (UNGC). The company joined the UNGC as an active participant on December 21, 2024. As a UNGC member, Ahmad Tea FZ LLC has committed to supporting the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption. The company's next Communication on Progress (COP) report is due on July 31, 2025</p>
GRI- 301 MATERIALS 2016			<p>Materials management plays a significant role in the organization and operational efficiency of a supply chain. The supply of quality of materials is essential for manufacturing standard products. The avoidance of material wastage helps in controlling the cost of our production.</p> <p>Effective material management involves planning, organizing, and controlling all activities principally concerned with the flow of materials into an organization. Our approach to material management focuses on six functions;</p> <ul style="list-style-type: none"> • Material planning and production scheduling • Purchasing material that meet stringent quality standards • Transporting of materials from suppliers • Material receiving including unloading of materials, ensuring type and quantities are in conformity to purchasing requirements and determining their quality • Material handling in factory
GRI 301-1	Materials used by weight or volume		<p>Materials used by weight or volume.</p> <ol style="list-style-type: none"> 1. Around 419 Tons of Non-hazardous waste disposed off in responsible manner in year 2024.(Non hazardous material mainly consists of paper waste, plastic waste, wooden pallets, tea dust etc.,) 2. Around 650 kg hazardous waste disposed off in responsible manner in year 2024 (Hazardous material mainly consists of waste oil, and other chemical wastes) <p>Refer- Material consumption sheet</p>
GRI 301-2	Recycled input materials used		<p>95% Recyclable or Biodegradable. Refer- for details CSR report 2024</p>
GRI 301-3	Reclaimed products and their packaging materials		<p>Reclaim Tea and packaging material usage data to be collected . Percentage of tea reclaimed for year 2024 is 2 % Percentage of packaging material reclaimed for year 2024 is <1%</p>
GRI -302	Energy-2016 Energy consumption within the organization		<p>a. Total fuel consumption within the organization from non-renewable sources.Non renewable , - 39920 litres for year 2024 b. Total energy consumption within the organization, in joules or multiples- 4410 MWH for year 2024 Refer- Environment objectives tracking sheet</p>
GRI 302-2	Energy consumption outside of the organization		<p>Not applicable as we don't have any offices outside the organization.</p>
GRI 302-3	Energy intensity		<p>a. Energy intensity - energy per ton of tea produced . b. KWH consumed to produce 1Ton Blended tea- 0.201 KWH/ton of Tea. c. Electricity is included in the intensity ratio. d. Ratio uses energy consumption only within the organization Refer- Environment objectives tracking sheet 2024</p>
GRI 302-4	Reduction of energy consumption		<p>Year 2024- Overall 345MWH saving was identified comparing to year 2023 energy consumption trend. 8.6% reduction is identified comparing to last year Refer- Ahmad Tea -Environment objectives 2024</p>
GRI 302-5	Reductions in energy requirements of products and services		
GRI 303	water-and-effluents Interactions with water as a shared resource		<p>not applicable</p>
GRI 303-3	Water withdrawal		<p>Total water withdrawal from all areas in megaliters, and source.- Source is UTICO water-42 mega litres. Utico, the largest private Utility Provider in UAE, No ground water source Refer- Environment objectives tracking sheet</p>
GRI 303-4	Water discharge		<p>not monitored currently</p>
GRI 303-5	Water consumption		<p>Total water consumption from all areas in megaliters-42 mega litres of water Refer- Environment objectives tracking sheet</p>

GRI no	Topic	Compliance
GRI-304 Biodiversity (2016)		
304-2	Significant impacts of activities, products, and services on biodiversity	<p>Several initiatives taken to encourage forestation.</p> <p>1. All the paper and board suppliers are selected based on the environment guidelines like Forest strwardship council , Programme for the Endorsement of Forest Certification (PEFC).</p> <p>2.Our Tea suppliers are aligned with professional bodies like Rain Forest Alliance, which contributes towards nature.</p> <p><u>Integrated pest management in tea gardens:</u></p> <p>The overall aim of this Project is to support the establishment of an Integrated Pest Management (IPM) Taskforce to develop and trial different field treatments for pests and diseases typical to tea plantations in Assam. This is done in a consultative approach with the help of key experts and stakeholders in the sector.</p> <p>Assam is the largest tea-producing region in India, with more than 300,000 hectares under cultivation, producing more than 690 million Kgs in 2022-23 (51% of the total national production1). The sector has always played a pivotal role in state livelihood security, supporting almost 20% of Assam’s population. Climate change has severely impacted the sector, particularly pest and disease insurgence, which has resulted in a significant loss of crops (up to 50% in some estates). Tea producers are also faced with increasing restrictions on the use of pesticides from different stakeholders, including India’s Plant Protection Code (PPC), global certification standard organizations, and national and international regulations, such as the EU, etc. controlling the residue level in the final product for the export market. With limited options for chemical use and increased pest infestations, pests are building resistance to the indiscriminate use of chemicals, thus resulting in higher input costs for the producers. Due to all the above, there is a growing consensus among all stakeholders to move away from the use of chemicals and inculcate integrated pest management (IPM) practices to improve soil health to provide mid-term and long-term relief to the sector. The Rainforest Alliance is leading the initiative of IPM Taskforce in Assam initiated in August 2022 to develop contextualized guidelines for targeted pests in the region</p>
GRI-305: Emissions (2016)		<p>Ahmad Tea FZ LLC want to lead by example and work to minimize the environmental impact of our operations. Tracking our CO2 emissions and reducing energy consumption are key targets.</p> <p>Ahmad Tea is going to engage an independent third party in measuring carbon footprint, which is computed based on the GHG (Greenhouse gas) Protocol published by the World Resource Institute and World Business Council for Sustainable Development. The computation represents GHG emissions associated with the production of Ahmad Tea from cradle to gate.</p> <p>Reduction in emissions will be achieved through focus on the three key areas of energy, transport and waste.</p> <p>Comprehensive plans detailing goals, milestones and mitigation strategies are identified in order to reduce emissions. Key initiatives adopted included;</p> <p>1. Energy efficiency in plant operations</p> <p>2. Energy efficiency in transportation</p> <p>3. Substitution of fossil energy with renewable energy</p> <p>4. Substitution of refrigerants of air conditioners in the accommodation</p>
305-1	Direct (Scope 1) GHG emissions	<p>a. Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.-318 tco2 out of that 104 are from fuel consumption and 213 tons are from refrigerant leakages</p> <p>b. Gases included in the calculation; -CO2 and Refrigerants like C2HF5, HFCF22 and CF3CH2F. (R134A, R22, R140A)</p> <p>c. Biogenic CO2 emissions in metric tons of CO2 equivalent.-Not applicable.</p> <p>d. Not applicable.</p> <p>e. Source is GHG Protocol. Global warming potential values, IPCC 5th Assessment Report.</p> <p>f. Consolidation approach for emissions-perational control.</p> <p>g. GHG (Greenhouse gas) Protocol published by the World Resource Institute and World Business Council for Sustainable Development. WRI GHG Emission Factors Compilation</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.: 1782 tCo2</p> <p>b. gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent- Not applicable.</p> <p>c. The gases included in the calculation- CO2 only.</p> <p>d. Base year for the calculation, including:</p> <p>i. the rationale for choosing it- WRI GHG Emission Factors Compilation</p> <p>ii. emissions in the base year- Year 2024</p> <p>iii. the context for any significant changes in emissions that triggered recalculations of base year emissions- No</p> <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source- IPCC 5th assessment report 2014.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control- Operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used- WRI GHG Emission Factors Compilation</p> <p>Refer- Scope 1 & scope 2, scope 3 calculation sheet 2024</p>
305-3	Other indirect (Scope 3) GHG emissions	<p>Ahmad Tea FZ LLC, who has retained the services of SCS Global Services, independent, accredited third-party certification body and an approved thirdparty verifier for GHG Inventory Assessment, to complete the calculation and reporting of 2024</p> <p>Carbon Footprint for Scopes 1, 2 & relevant Scope 3 categories as per ISO 14064-1 using relevant international methodologies and verification according to the GHG Protocol standard.</p> <p>This project was initiated in January 2022.</p>
305-4	GHG emissions intensity	<p>GHG emissions intensity ratio for the organization.</p> <p>GHG Emissions are calculated based on the tons of the tea produced.</p> <p>Total Tea produced in tons = 15110 tons</p> <p>Intensity ratio is tons of tCO2 equivalent per 1 ton of tea produced.</p> <p>30994 Tons of CO2 emmissions of scope1 2 and 3 .</p> <p>Intensity ratio is 0.585 tons of Co2 per 1 ton of tea produced.</p>

GRI no	Topic	Compliance
305-5	Reduction of GHG emissions	<p>a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO2 equivalent.-1197 TCo2</p> <p>b. Gas in Gases included in the calculation; whether CO2 and Refrigerants like C2HF5, HFCF22 and CF3CH2F. (R134A, R22, R140A)</p> <p>c. Base year or base line- GHG Protocol. Global warming potential values, IPCC 5th Assessment Report 2014.</p> <p>d. Scopes in which reductions took place- Scope 1 energy indirect (Scope 2)</p> <p>Refer- Ahmad Tea -Reduction in Carbon foot print at Ahmad Tea 2024</p> <p>Reduced by Technology-475 tCO2</p> <p>Reduced by Planting Trees- 18.16 tCo2</p> <p>Engineering & Process Initiatives-16.4 tCO2.</p> <p>Solar power generation- 366 tCO2.</p>
305-6	Emissions of ozone-depleting substances (ODS)	<p>Making Our Refrigeration Systems More Efficient-</p> <p>In alignment with the Montreal Protocol, Ahmad Tea FZ LLC has made a commitment to reduce the use of hydrochlorofluorocarbon (HCFC) refrigerants, specifically R22, at our facility. HCFCs, such as R22, are known to deplete the ozone layer.</p> <p>At our UAE Facility , we started to phase out our R22 refrigerants by replacing with 410A refrigerant which is environmentally friendly.</p> <p>a. not applicable.</p> <p>b & c. . Source of the emission factors used- GHG Protocol. Global warming potential values, IPCC 5th Assessment Report 2014.</p>
Waste Management- Management approach disclosures -GRI103		<p>Our waste management currently focuses on three categories: packaging waste, production waste & general waste. We constantly aim to reuse or recycle both types of waste with zero going to landfill. We are continuously working to increase the number of our products that are reused or recycled.</p> <p>Ahmad Tea ensures best practicable environmental option for each waste stream while maintaining safe and legal disposal of waste and records of waste details and payment information</p>
GRI 306-2	Waste by type and disposal method	<p>Total weight of hazardous /Non Hazardous waste, with a breakdown by the following disposal methods where applicable.</p> <p>Total weight of hazardous-650 kg (0.650 tons)</p> <p>Total weight of Non Hazardous waste- 419 tons</p>
GRI 306-3	Significant spills	<p>No signifant spills observed in the plant premises.</p> <p>Ahmad Tea doesnt use much of the hazardous chemicals and spill prevention kits are available and spillage incidents are been monitored by HSE Coordinator</p>
GRI 306-4	Transport of hazardous waste	Transportation of hazardous waste done through UAE Ras al khaimah Waste management authority. Refer Waste disposal records
GRI 306-5	Water bodies affected by water discharges and/or runoff	No signifant water discharges into the water bodies due to the nature of industry and also location of the industry.
GRI-307	Environmental-compliance-2016 Non-compliance with environmental laws and regulations	No significant cases of fines/penalty on non-compliance with environmental laws and regulations
GRI 308-1	SUPPLIER ENVIRONMENTAL ASSESSMENT New suppliers that were screened using environmental criteria	<p>Total suppliers assessed -97</p> <p>100% assessment done for year 2024.</p> <p>Refer-Supplier performance assessment Report-2024</p>
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	<p>Supplier questionnaire is taken to assess if any environmnet impact exist at the suppliers.</p> <p>In most of the suppliers , there is no negative impact observed .</p>
GRI 400: SOCIAL SERIES (2016)		
GRI 401 EMPLOYMENT 2016		<p>The human element is our most important business resource. The impact that human capital has on business depends largely on its skills, levels of motivation and level of engagement with the company. To amplify the impact of human capital, we have focused on creating a high-performance culture with improved levels of engagement.</p> <p>Ahmad Tea approach to building employee capital is guided by three areas;</p> <ol style="list-style-type: none"> 1. Employee Health & Safety 2. Capacity Development & Performance Management 3. Employee Satisfaction <p>Understanding employee needs and aspirations, and ensuring transparency in our dealings with employees, are fundamental to maximizing the potential of human resources. The Company has multiple initiatives in place to improve employee engagement, attract, develop and retain talent, and thereby building the capacity and quality of our human capital. We will continue to improve these initiatives and their effectiveness.</p> <p>In 2023-2024 significant effort is made to further facilitate talent development, improve employee engagement and enhance workplace health & safety.</p> <p>Strong relationships between workers and management and effective interactions and negotiations on factory, industry and country level, promote good working conditions and better wages. Good labour relations also support stability and performance in our production markets.</p> <p>Ahmad Tea Code of Business Ethics, drafted with input from guidelines of best practice provides the overarching framework for how we do business.</p> <p>The Code of Ethics contains detailed guidelines on how employees should conduct themselves and engagements with colleagues and engagements with public institutions, business partners and external stakeholders.</p>
GRI 401-1	New employee hires and employee turnover	Organization has taken steps to reduce the attrition.For performance regarding the atrition Refer HR dash board 2024

GRI no	Topic	Compliance
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Ahmad Tea Employee Health & Wellness program. <u>Benefits offered to employees:</u> À Production Incentives À Medical Leave À Sports facility À Staff Transport À Accommodation Facility for Male/Female Employees À Local trips to Dubai À Laundry Service À Hospitalization Insurance À Annual health camp À Sports tournament and socialization programs like birthday celebrations etc.
GRI 401-3	Parental leave	women employee in Ahmad Tea is entitled to take 45 days of full pay leave before and after giving birth to a child. Parental leave of 5 days is granted to male and female employees to take care of their babies. 1. no female employees took maternity leave 2.no female employees took paternity leave.
GRI-402: Labor-Management Relations (2016)		Our success is driven by passionate people. We are committed to creating a high- performance culture with improved levels of engagement and environmental awareness. In the present operating environment, attracting and retaining the right talent is a persistent challenge. In response to this, we brand the Company positively as an employer of first choice. Working at Ahmad Tea means working in an inspiring, exciting environment with career opportunities. The company encourages the organic growth of its human resources and provides training for our employees to grow and enhance their careers. Our talent acquisition process is transparent and unbiased and we aim to attract and retain the best by providing them with opportunities to grow as individuals and members of the Ahmad Tea Family
GRI 402-1	Minimum notice periods regarding operational changes	Employees are informed of any changes in the policies/procedures that will affect the performance of the employees and affect the social, economic and environment. A. Minimum of 4 weeks notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, notice period of 1 month given.
GRI-403: Occupational Health and Safety (2016)		
GRI 403-1	Occupational health and safety management system	All the health and safety practices as per ISO45001:2018 and Health and Safety management system is implemented and certified in July 2021.
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety Risk assessment is covered and controls established at each step of the process to avoid any safety incidents.
GRI 403-3	Occupational health services	Health and welfare activities in a document . All employees health information is kept confidential.
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	refer- Health Safety and Environment meeting 2024
GRI 403-5	Worker training on occupational health and safety	Several trainings conducted on Health and safety for the employees and outsourced personnel. All visitor or AMC contractors are also given proper orientation about the safety practices to be followed in the organization. PPE program is in place.
GRI 403-6	Promotion of worker health	Health and welfare activities in a document . All employees health information is kept confidential. Health and wellness program is followed in the company where there is a provision of compulsory medical health checkup done to all employees and employees can avail health services from any govt/private hospitals free of cost.
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Ahmad Tea - EMPLOYEE HEALTH AND WELLNESS POLICY, Ahmad Tea Employee Health & Wellness program, Employee welfare meetings 2024
GRI 403-8	Workers covered by an occupational health and safety management system	90 contract workmen also considered in occupational health and safety management system. Risk assessment done to identify the safety and occupational health concerns. Periodic review of health and safety checklist is done on quarterly basis.
GRI 403-9	Work-related injuries	1. Employees- 2 injuries reported in year 2024 Refer- Loss time Injury data .LTIFR/SR data . 2. Contract work men- No injuries reported in year 2024 3. Fork lift operation and work from height constitute high risk in our operations.
GRI 403-10	Work-related ill health	
GRI-404: Training and Education (2016)		
GRI 404-1	Average hours of training per year per employee	The organization reporting system have the following information: a. Average hours of training that the organization's employees have undertaken during the reporting period, 6.5 hours of training/employee /Year.

GRI no	Topic	Compliance
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	a. Type and scope of programs implemented and assistance provided to upgrade employee skills- competency matrix, external training consultants to cover specific technical trainings and soft skills development. refer- Training calender for year 2024 b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment- Career development plan initiated and executed to alleviate or promote employees based on the skills. refer- Promotions list-2024. Ahmad Tea - CAREER PATHING AND DEVELOPMENT POLICY
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	All the employees working in the Ahmad Tea (308 EMPLOYEES) are involved in yearly appraisals and KPI's are evaluated.
GRI-405: Diversity and Equal Opportunity (2016)		
GRI 405-1	Disclosure 405-1 Diversity of governance bodies and employees	Ahmad Tea want to be an organization where diverse talents come together globally to apply fresh perspectives and knowledge to “make the world more resilient”. Once a year, we seek feedback from our employees through the Employee satisfaction Survey (ESS). The ESS is an opportunity to hear from our employees what engages them and what ideas they have to improve their experience at Ahmad Tea 1. Equal opportunity given to all employees.30.5 % Female representation. 2. Some of the female employees are given supervisory and managemnet role. For details refer HR metrics-2024 Refer- Human Resource trend report 2024 for details
GRI 406- NON-DISCRIMINATION 2016		Ahmad Tea FZ LLC is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Ahmad Tea FZ LLC expects that all relationships amongst its workers will be business-like and free of explicit bias, prejudice and harassment
GRI 406	Incidents of discrimination and corrective actions taken	1. No incidents reported in the operations and suppliers for discrimination. 2. Suppliers are aligned to sign the code of conduct on social accountability and Bunisess ethics. Supplier Asessment is done to chcek the compliance.
GRI 407- FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016		
GRI 407	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	No incidents reported in the operations and suppliers for freedomof association and collective bargaining issues. some of the UAE suppliers are not allowed to form unions as per UAE law, however some suppliers has welfare teams to take care of employee health and well being. At Ahmad Tea welfare committee is formed and General assembly conducted once in quarter to discuss the grievance mechanisms and to discuss the concerns.
GRI- 408 CHILD LABOR 2016		Ahmad Tea ensures compliance with the principles set out in International Labour Organization (ILO) Agreement no. 182 as of 19.11.2000, United Nations Convention on the Rights of Child (UNCRC), UAE Labour Law Article No. 20, and The Children’s Right and Business Principle. And in the conduct of its business, Ahmad Tea FZ LLC. Ahmad Tea FZ LLC is committed to provide a conducive working environment that is characterized by equality and mutual respect. The company endeavors to respecting human and subsequently, children’s rights. Ahmad Tea acknowledges that every child has the rights, among others, to a healthy and safe environment with access to education, play and recreation, and an adequate standard of living and to be protected from abuse and harm
GRI 408	Operations and suppliers at significant risk for incidents of child labor	No incidents reported in the operations and suppliers for child labour issues. Suppliers are aligned to sign the code of conduct on social accountability and Bunisess ethics. Supplier Asessment is done to check the compliance.
GRI 409 FORCED OR COMPULSORY LABOR 2016		
GRI 409	: Operations and suppliers at significant risk for incidents of forced or compulsory labor	No incidents reported in the operations and suppliers for forced labour issues. Suppliers are aligned to sign the code of conduct on social accountability and Bunisess t=ethics. Supplier Asessment is done to chcek the compliance.
GRI 410-1	Security personnel trained in human rights policies or procedures	Ten security personnel are been trained on Human right policies and procedures.

GRI no	Topic	Compliance
GRI-411: Rights of Indigenous Peoples (2016)		
GRI 411-1	Disclosure 411-1 Incidents of violations involving rights of indigenous peoples	No cases reported on incidents of violations involving the rights of indigenous peoples
Human-rights-assessment-2016		
Management approach GRI-103		
GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	Assessment conducted in all the operations, covered in the risk assessment. Completed. Refer Risk assessment for details
GRI 412-2	Employee training on human rights policies or procedures	Training on Human rights conducted in october 2024- Total hours of training done on human right policies- 72 Training organized on ISO26000 Social responsibility requirements and also oriented to all employees down the level to incorporate the requirements in ahmad tea culture.
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	86% of the Suppliers and contractors agreements are included with human right clauses and screening done to assess the compliance and implementation.
GRI-413: Local Communities (2016)		<p>1. Ahmad Tea FZ LLC ,UAE facility has implemented local community engagements and taken as a CSR initiatives every year. Local community activities like -Educational tours, blood camps, Terry fox marathon, Red crescent Charity etc.,</p> <p>2. Ahmad Tea corporate is also involved in many charity activities. please refer to CSR report 2024 for details .</p> <p>3.. Donating Tea to the local charity organizations of at least 1 ton.</p> <p>4.. Engaging with charitable organizations for charity activities.</p> <p>Risk assessment is done to supply chain to assess the impacts and necesaary steps are initiated to control and align social reponsibility practices across the supply chain.</p>
GRI-413-1	Operations with local community engagement, impact assessments, and development programs	<p>Ahmad Tea has not reported as per the GRI requirements , but have conducted few local community engagement activities.</p> <p>1. Ahmad Tea FZ LLC ,UAE facility has implemented local community engagements and taken as a CSR initiatives every year. Local community activities like -Educational tours, blood camps, Terry fox marathon, Red crescent Charity etc.,</p> <p>2. Ahmad Tea corporate is also involved in many charity activities. please refer to CSR report 2024 for details .</p> <p>3.. Donating Tea to the local charity organizations of 3 ton in year 2024.</p> <p>4.. Engaging with charitable organizations for charity activities.</p> <p>Risk assessment is done to supply chain to assess the impacts and necesaary steps are initiated to control and align social reponsibility practices across the supply chain.</p>
GRI-413	Operations with significant actual and potential negative impacts on local communities	No significant negative impact of the operations on local community.
GRI-414: Supplier Social Assessment (2016)		
GRI-414-1	New suppliers that were screened using social criteria.	Social assessment done for new packaging suppliers and flavour suppliers in year 2024 . Percentage of new suppliers that were screened using social criteria:100% refer-Supplier Performance for Social Accountability
GRI 414-2	Negative social impacts in the supply chain and actions taken	<p>a. Number of suppliers assessed for social impacts-97</p> <p>b. Number of suppliers identified as having significant actual and potential negative social impacts- 2</p> <p>c. Significant actual and potential negative social impacts identified in the supply chain- only 2 contractors found to have some social impacts.</p> <p>d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment- 0.9 % (2 case identified)</p> <p>e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why- none</p>
GRI -415-Public-policy-2016		
Customer-health-and-safety-2016		
GRI-416-1	Assessment of the health and safety impacts of product and service categories	HACCP & FSSC22000 Certified. Risk assessment done to identify the food safety hazards and control food safety hazards. All the teas and herbals we produce is a healthy beverage. No significant products that needs improvement.
GRI-416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance with the regulations resulting in fine or penalty. There is only 3 complaint related to Foreign body contamination issue, for which corrective action plan is already taken.

GRI no		Topic	Compliance
GRI-417 Marketing-and-labeling-2016			
GRI-417-1		Requirements for product and service information and labeling	Ahmad Tea Tea and Herbal products comply to all labeling requirements of the exporting countries. It basically complies with UAE GSO labeling requirement, EU Regulations, US FDA labeling regulations. HACCP System and FSSC 22000 Food safety management system standards ensure all the customer and legal requirements are complied.
GRI-417-2		Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance with the Labeling regulations resulting in fine or penalty.
GRI- 418-customer-privacy-2016			
GRI-418-1	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Ahmad Tea doesn't handle much of the customer data. All the company information is handled by Information security management system. Information security breaches are monitored and mitigated. No substantiated complaints concerning breaches of customer privacy and losses of customer data Refer- Information security policy and procedures
GRI-419-socioeconomic-compliance-2016			No incidents of non-compliance with the regulations resulting in fine or penalty.





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