



شركة علي عبدالوهاب المطوع  
التجارية ش.م.ك.م.  
ALI ABDULWAHAB AL MUTAWA  
COMMERCIAL CO. K.S.C.C.

# SUSTAINABILITY REPORT 2024



181-3131



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HIS HIGHNESS PRINCE OF KUWAIT  
**SHEIKH MISHAL AL-AHMAD AL-SABAH**



HIS HIGHNESS THE CROWN PRINCE  
**SHEIKH SABAH AL-KHALED AL-SABAH**

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# OVERVIEW

## About this Report

Ali Abdulwahab Al Mutawa (AAW) demonstrates its commitment to sustainable business practices by reporting on its Environmental, Social, and Governance (ESG) performance for the second consecutive year.

This year's Sustainability Report provides an overview of the organization's sustainability performance for the reporting period of January 1, 2024, to December 31, 2024.

Developed in accordance with the Global Reporting Initiative (GRI) Standards 2021, the report aims to provide a comprehensive understanding of AAW's most significant impacts on the economy, environment, and society, including its human rights implications, and how it manages these impacts.

### Reporting Boundary

The Sustainability Report has been prepared by AAW. The report boundary encompasses operational facilities, including the operations of the following subsidiaries: Ensure-me, Al Mutawa Travel and Tourism (MTT), and AAW for Light Food (Food & Beverage). It also includes the Head Office located in Kuwait. This reporting boundary is exclusively limited to the business lines mentioned in this report and excludes CuraHealth.

### Note

In this document, Ali Abdulwahab Al Mutawa may be referred to as "AAW", "we", "our", and "company".

### Contact Details

If you have any queries about the content of this report, contact our helpful team via: [sustainability@aaw.com](mailto:sustainability@aaw.com)

## Message from the CEO

I'm pleased to welcome all our stakeholders to this year's Sustainability Report—a reflection of our ongoing commitment to transparency and responsible growth. This report goes beyond metrics; it represents our values in action as we align long-term business progress with environmental responsibility, social impact, and sound governance.

Over the past year, we've expanded the scope of our environmental and social efforts, improved coverage of our reporting, integrated efficiency measures across operations, and strengthened employee and community engagement. Our continued emphasis on strong governance and cross-functional collaboration has been essential to these advancements, driven by the trust and partnership of those we serve and work alongside.

We also recognize the challenges ahead. The goals we've set across environmental, social, and governance areas are ambitious by design. Meeting them will require innovation, new alliances, and sustained investment. Your feedback and insight will play a key role as we refine our approach, strengthen our data, and scale what works best.

I invite you to explore the report, challenge our ideas, and partner with us in shaping a more sustainable future. Together, we can build on today's momentum to create lasting value for our communities, our region, and everyone connected to our work.

Thank you for your continued trust and support.

Sincerely,

Faisal A. Al-Mutawa



# HIGHLIGHTS

# Highlights



AAW  
Sustainability  
2026 Targets  
Achieved

**9**



Employees  
Receiving  
Performance  
Evaluation

**832**



Employees  
Trained

**65.78%**



Total GHG  
Emissions

**11,281.80 tCO2e**



Avoided  
Emissions -  
Waste Recycling

**+96.83% tCO2e**



Percentage of  
Women in  
Workforce

**19.66%**



Confirmed  
Incidents of  
Corruption

**0**



Total of Insured  
Workers Within  
the Company

**100%**



CSR Events  
(Including  
Sponsorships and  
Partnerships)

**16**

# INTRODUCING AAW'S ESG ASPIRATIONS



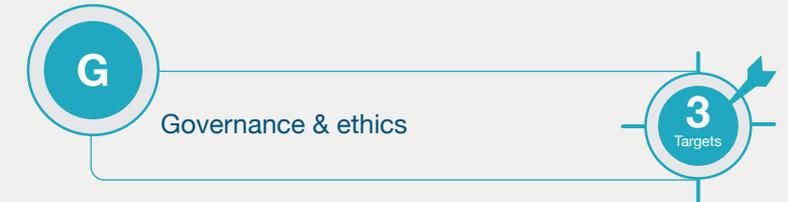
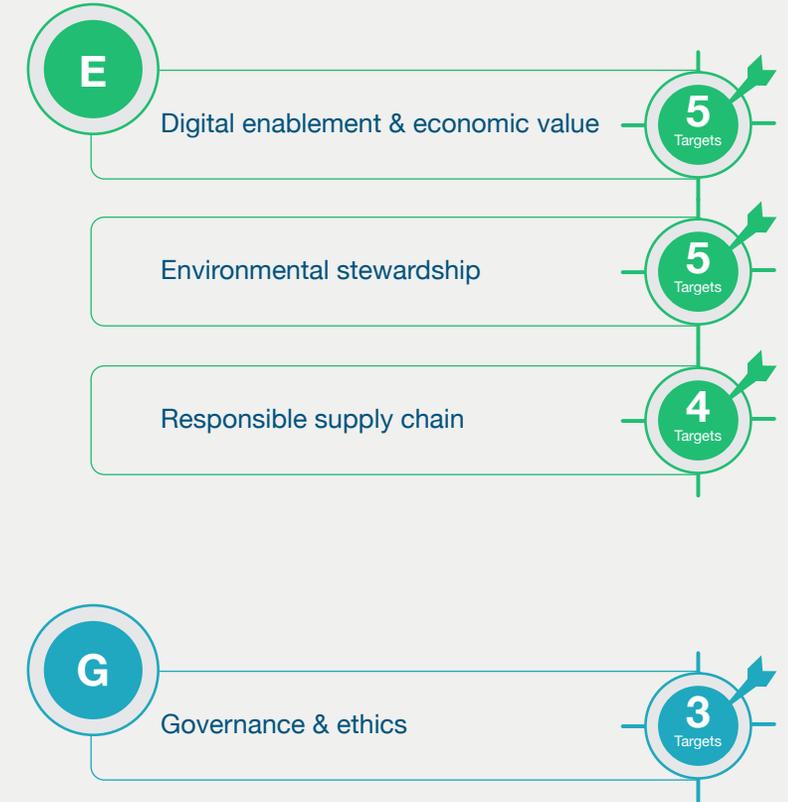
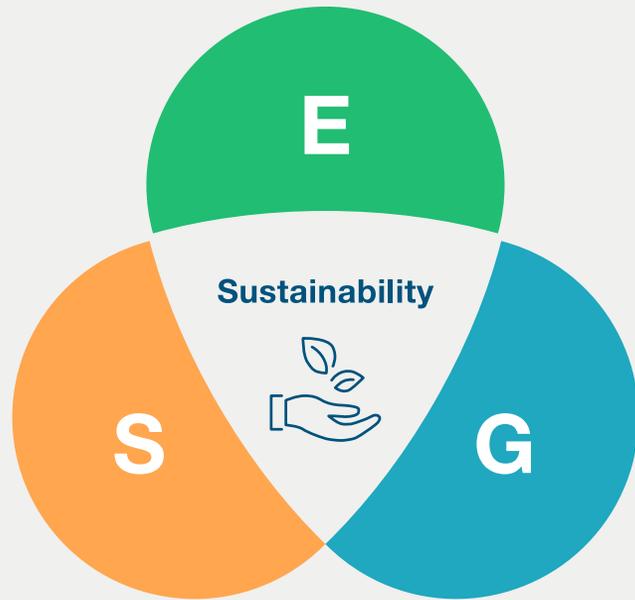
# INTRODUCING AAW'S ESG ASPIRATIONS

Ali Abdulwahab's long-term **Vision** is to be the business partner of choice by providing the best experience to our customers, and its **Mission** is to provide the best products and services that enrich people's lives in a sustainable manner.

Along with the growth and maturity of the company, AAW has embarked on its sustainability journey, integrating responsible practices into its operations. In 2020 the company developed its Sustainability Strategy, which is built on four pillars: marketplace, workplace, community, and environment. Each function in AAW was assigned a number of sustainability targets with a commitment to achieving the said targets by the year 2026. AAW's Sustainability Strategy covered sustainability targets assigned to eight different functions:

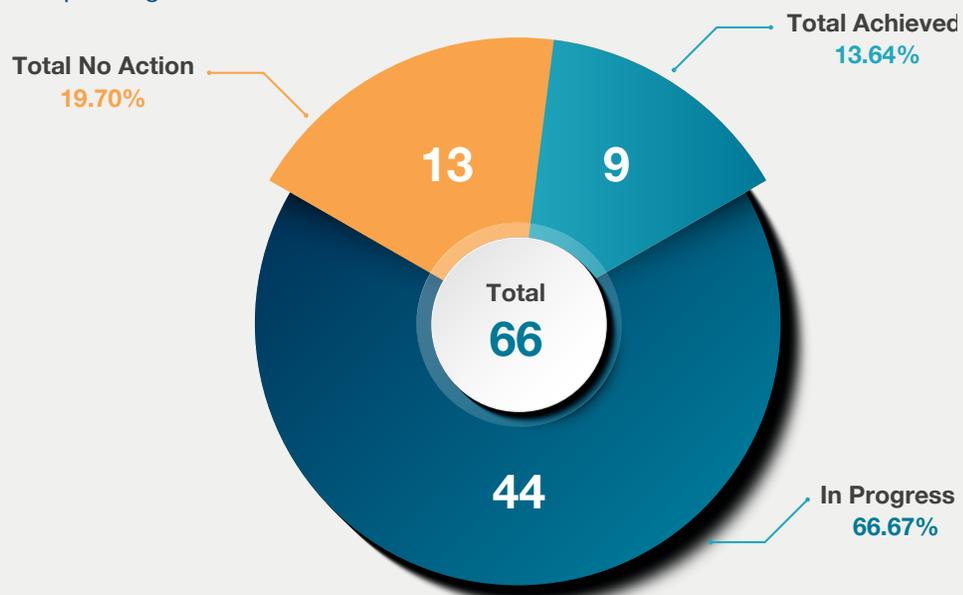


# AAW's Sustainability Strategy Targets



## Sustainability Journey

AAW's commitment to sustainability is governed by a management system built around a consolidated ESG Scorecard first developed in 2020 to ensure a structured target-driven strategy to improve sustainability performance and reviewed every two years. The consolidated scorecard translates our ambitions into measurable 2026 targets and is reviewed every two years to keep the whole organization moving in the same direction. The Scorecard now tracks 66 targets that are set to be delivered by 2026. Each target carries a baseline, an owner, and a quantitative KPI so progress can be verified objectively. Out of the 66 targets, 9 have been "Achieved", while 44 remain "In progress" and 13 are pending action.



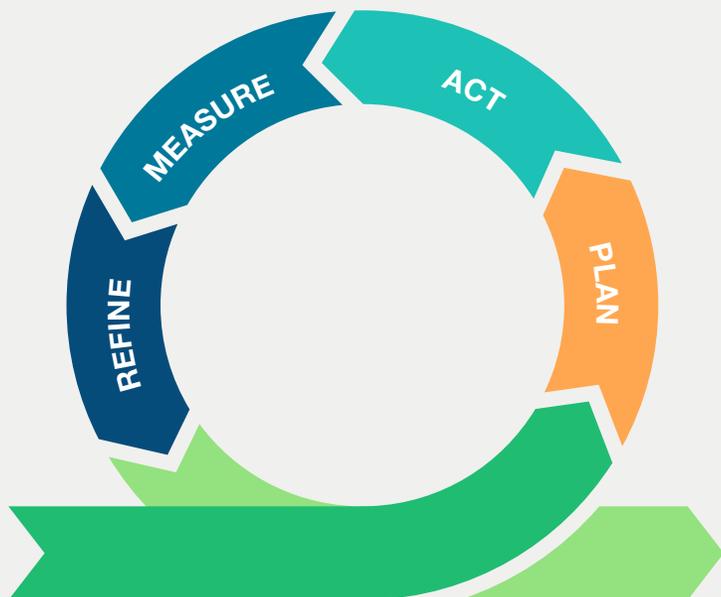
Progress since the 2020 baseline is already reshaping day-to-day work. The share of women in the workforce has increased from 18% to 20%, and structured training now reaches more than two-thirds of employees, up from roughly a third at the start of our sustainability journey. Health, Safety & Security sessions tell a similar story: annual training hours have climbed from just over 100 to well above 2,000, indicating major maturity on our health, safety and security practices across the organization. Digital channels have multiplied too—online orders have grown nearly six-fold—and are opening new ways to serve customers while easing the environmental load that comes with traditional distribution. Meanwhile, the facilities team is developing a plan to trim grid-electricity emissions by 30%.

Good governance underpins all of this work. Core policies such as the Code of Conduct and the AML/CFT framework were refreshed in 2023, and dedicated anti-bribery, data-protection and broader governance documents are scheduled for revamping next.

Furthermore, we prioritized regulatory compliance, adhering strictly to local and international environmental standards, reinforcing ethical practices across our operations. Additionally, significant attention was dedicated to increasing healthcare accessibility for underserved communities, thus reinforcing our commitment to social impact through patient-centric services

Taken together, these initiatives form a simple loop of **plan** → **act** → **measure** → **refine**. The approach is deliberately incremental: celebrate small wins, learn from setbacks, and keep the 2026 finish line in clear sight while delivering reliable products and services every day.

### Sustainability Journey



- 1

  - PLAN** → Set targets for eco-friendly portfolio expansion and responsible sourcing
  - ACT** → Introduce biodegradable packaging, recycle cartons and plastic waste, reuse wooden pellets and reduce damaged goods waste
  - MEASURE** → Track waste recycling and calculate associated greenhouse gas emissions avoided
  - REFINE** → Scale store concept featuring 100% recycled product ranges and on-pack eco-labels
  
- 2

  - PLAN** → Draft Health-Safety-Security & Environment (HSSE) risk-assessment and control plan for all offices, warehouses and projects
  - ACT** → Deliver induction, emergency-response, first-aid and task-specific safety training to all selected staff
  - MEASURE** → Run regular inspections, audits and incident analysis
  - REFINE** → Issue new HSSE procedures (risk evaluation, manual-handling, fire, visitors, etc.) for 2024
  
- 3

  - PLAN** → Map internal and external stakeholders and set clear service-level expectations
  - ACT** → Launch the unified 181-3131 contact-center that channels all queries, complaints and requests
  - MEASURE** → Track Service Level Agreements %, sentiment analytics and forthcoming Customer Satisfaction (CSAT)/Net Promoter Score on the scorecard
  - REFINE** → Feed insights into Standard Operating Procedures (SOP) reviews and marketing/ops updates – “listen-feedback-listen” cycle

# AAW Stakeholders

AAW continues to prioritize stakeholder engagement in its business strategy by actively maintaining consistent stakeholder engagement methods with its diverse group of internal and external stakeholders. Stakeholder engagement remains critical to ensuring alignment with business practices, retaining talent, and enhancing productivity and operational efficiency across the organization.

## Stakeholder Identification

AAW's diverse operations require varying stakeholder identification and engagement processes. The stakeholder identification process depends on the department and business line. However, despite these differences, we follow a common discipline where each unit maps the people or organizations that influence—or are influenced by—its operations, ranks them by strategic importance, and then assigns clear lines of communication.





### Pharmaceutical

Business line layers additional checks—market-need analysis, supplier-reputation screening, compliance reviews, and conflict-of-interest vetting—before locking in principals; engagement is then sustained through regular vendor meetings, automated monthly reports, experience-exchange sessions, and annual audits, a rhythm that underpins strategic alignment and risk management.

### Kitchen Home Appliances

Kitchen Home Appliances groups employees, suppliers, and customers according to their relative impact, maintaining two-way dialogue and formal feedback loops to surface and resolve concerns quickly.



### Food & Beverage

Uses the organization chart to pinpoint employees and approved suppliers, reinforcing ties via orientation days, recurring training, strategic review meetings, and active social media dialogue, all geared toward transparency, innovation, and customer experience.

### Corporate Marketing

Corporate Marketing selects stakeholders who add brand value—media, malls, influencers, banks—and manages them through contractual agreements, annual planning, face-to-face or virtual visits, and continual monitoring of social and traditional media sentiment.



### Consumer Goods

The organization encourages the engagement of all team members both internally and externally with partners to collaborate, build, and execute business plans that drive growth. Consumer Goods secures collaboration with key partners through scheduled Joint Business Plan sessions that set targets and track KPIs

### Sports & Lifestyle

Guided by functional flow-charts, keeps clients, suppliers, vendors, media, and local communities in close contact through various communication channels, and structured feedback to drive Standard Operating Procedure (SOP) updates and service improvements.



### Service center

For example, our Service Center plots stakeholders around flagship brands such as Bosch, Kelvinator, La-Z-Boy, Braun, and Samsung, keeping roles and responsibilities explicit so that parts-ordering E-Systems and email channels run smoothly and support operational efficiency.

### Customer Service

We recognize that our end-users, across all business lines, are critical stakeholders in our long-term success. Their perspectives are actively gathered through multiple engagement channels, including phone support, live chat, social media platforms, Google reviews, applications (e.g., Joe & The Juice, WhatsApp, and emails). Our dedicated team not only responds promptly and effectively to their feedback, but also takes a proactive role in anticipating needs, addressing concerns, and resolving issues before they escalate. Insights from these interactions are systematically analyzed and shared with relevant operating units, enabling continuous improvement in service delivery and reinforcing our commitment to customer satisfaction and sustainable business practices.



## Materiality at Core

AAW's materiality matrix was first developed last year through a two-step process: external benchmarking against sector peers and standards, followed by direct engagement with our key stakeholder groups. That exercise identified the economic, social, environmental, and governance issues most likely to influence our performance and to matter to those who rely on us. Because our business model, footprint, and risk profile have not changed materially during the current reporting period, the set of priority topics—and the way we manage them—remains essentially unchanged. We continue to monitor stakeholder feedback through our established channels and will refresh the assessment whenever significant shifts in operations or expectations arise.



### Board Members

- Meetings • Phone • Email • Letters



### Shareholders

- Meetings • Phone • Email • Letters



### Governmental Entities

- Financial statement reports • Email
- Phone • Meetings • Public announcements



### Employees

- AAW employee portal • Viva Engage
- AAW digital screens • AAWPUB (email group) • AAW newsletter • Short Message Service (SMS) • Phone • Meetings



### Suppliers

- Contractual agreements • Meetings
- Phone • Email.



### Partnered Brands

- Contractual agreements • Letter of Appointment (LoA) • Annual planning meetings • Demand reviews meetings • Business reviews meetings • Real-time distributor connections • Reporting (including online real-time reporting) • Email



### Customers

- All AAW websites • WhatsApp • Social media
- Google Ads • Email • SMS • Calls • AAW applications • In-stores • Live chats
- Location management • Push notifications



### Community

- Social media • Press releases
- Events • Advertisement ads and banners
- Charities • Collaborative partnerships



### Tenants

- Contractual agreements • Meetings • Phone

## Stakeholders' Engagement Channels

After concluding the stakeholder identification process, we employ multiple methods for engaging internal stakeholders, particularly employees. Regular interactions include the use of employee engagement emails, the dedicated Employee Engagement Hotline, internal digital screens, SMS updates, the AAW employee portal, Viva Engage social engagement, and the company newsletter. The frequency of these engagements varies from monthly to weekly, ensuring continuous and effective communication across the company.

# BUSINESS IMPACT AND MARKET PRESENCE

# BUSINESS IMPACT AND MARKET PRESENCE

AAW's diverse business portfolio is strategically positioned to deliver value across multiple market segments, ensuring a strong market presence through targeted brand management, responsible procurement, and exceptional customer experience. Each of our business lines operates with specialized expertise while benefiting from centralized shared service functions, promoting efficiency, consistency, and sustainability throughout our operations. Our commitment to continuous innovation, digital transformation, and rigorous quality standards helps us proactively meet evolving customer needs, maintain competitive advantage, and uphold responsible business practices, ensuring long-term success for AAW and all stakeholders.



# AAW Identity and Brand Overview

Today, AAW is among the oldest, largest, and most diversified trading and commercial entities in Kuwait. We have more than 20 global household and appliances brands, and operating more than 200 product categories. The AAW Service Center manages diverse business lines by offering extraordinary after-sale service, which supports both AAW customers and overall business growth. This growth underscores our longstanding dedication to quality, service, and community engagement. AAW manages diverse business lines and product offerings, each strategically positioned in the market.

## Service Center:

Offers after-sales support, technical assistance, preventive maintenance, spare parts management, quality assurance, and customer support across IT and electronics, with notable service agreements such as with Samsung as an official authorized service center.



## Kitchen Home Appliances (KHA):

Manages sales operations and marketing for major appliances and kitchen brands, ensuring established brand promotion criteria and pursuing sustainable, affordable, and durable brand acquisitions.



## Food & Beverage:

Responsible for strategic growth, operations, finance, marketing, product innovation, and customer experience for brands like Joe & The Juice, emphasizing sustainability, quality, and regulatory compliance.

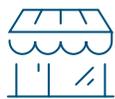
## Pharmaceuticals:

Manages extensive pharmaceutical operations, including retail through Al Mutawa Pharmacies, warehousing, tender processes, medical equipment management, and regulatory compliance. Partners with global pharmaceutical, skincare, and aesthetics brands and continuously adjust organizational structures to enhance operational efficiency.



## Sports & Lifestyle:

Handles retail operations, brand management, sponsorships, e-commerce, and consumer engagement for international lifestyle brands, maintaining stringent compliance with global brand marketing guidelines and leveraging digital strategies for enhanced sales and customer experiences.



Total number of  
physical stores  
managed

40



Total number of  
employees managed  
within the  
physical stores

388



Total number of  
in-store employees  
trained in stores

100%

## Real Estate (RE):

Oversees implementation, rental, and maintenance of AAW-owned properties, ensuring efficient property management and tenant satisfaction

## Consumer Goods (CG):

Functions as a full-service distributor for leading global fast-moving consumer goods (FMCG) brands like P&G, Nestle, and Hershey's, employing comprehensive market research and competitive analysis for strategic growth.

## Ensure Me:

Provides comprehensive insurance services for AAW and its subsidiaries, covering evaluation, issuance, and after-sales insurance services.

## Travel (MTT):

Facilitates travel-related services globally, including business and leisure travel arrangements, events coordination, hotel accommodations, and transportation logistics.

# Market Presence

AAW's operating business model encompasses eight shared service departments with a diversified portfolio of nine business lines. These central departmental functions—Human Resource & Administration, Customer Service, Supply Chain, Health-Safety-Security & Environment (HSSE), Marketing, Legal, Finance, and ICT & E-Commerce—provide policies, systems, and oversight for the entire organization. Supported by this structure, the company delivers value through a broad mix of products and services. This structure allows each business line to focus on its market while drawing on common standards and resources—an approach that promotes operational efficiency, consistent governance, and scalable sustainability performance across the group.

## Social-media monitoring

a dedicated agency tracks comments and brand mentions, flagging sentiment shifts for immediate action.



## Customer Service insights

the centralized Call Center escalates product or service complaints to marketing for trend analysis and corrective messaging.



## Media scanning

a PR partner reviews press coverage across print and online outlets, alerting the team to emerging risks or opportunities.



## AAW's Digital Presence

AAW has significantly enhanced its market presence through targeted digital marketing, effective social media engagement, and integrated campaigns. The company also actively participates in community and CSR initiatives, such as the Gulf Bank Marathon, NBK Run, and a variety of wellness and youth-focused programs. To maintain consistency in brand value and reputation, AAW's strategic marketing team continuously monitors social media interactions, customer feedback, and media coverage—ensuring cohesive messaging across both corporate and brand-level initiatives. Rather than investing heavily in a single “AAW” consumer brand, the company builds equity through its portfolio of business-line brands. Each brand manager prepares an annual marketing plan and budget.

### Highlights of AAW's Digital Presence

**LinkedIn**  
Ali Abdulwahab Al Mutawa Commercial Co.  
**118,393 Followers | 100 Posts**

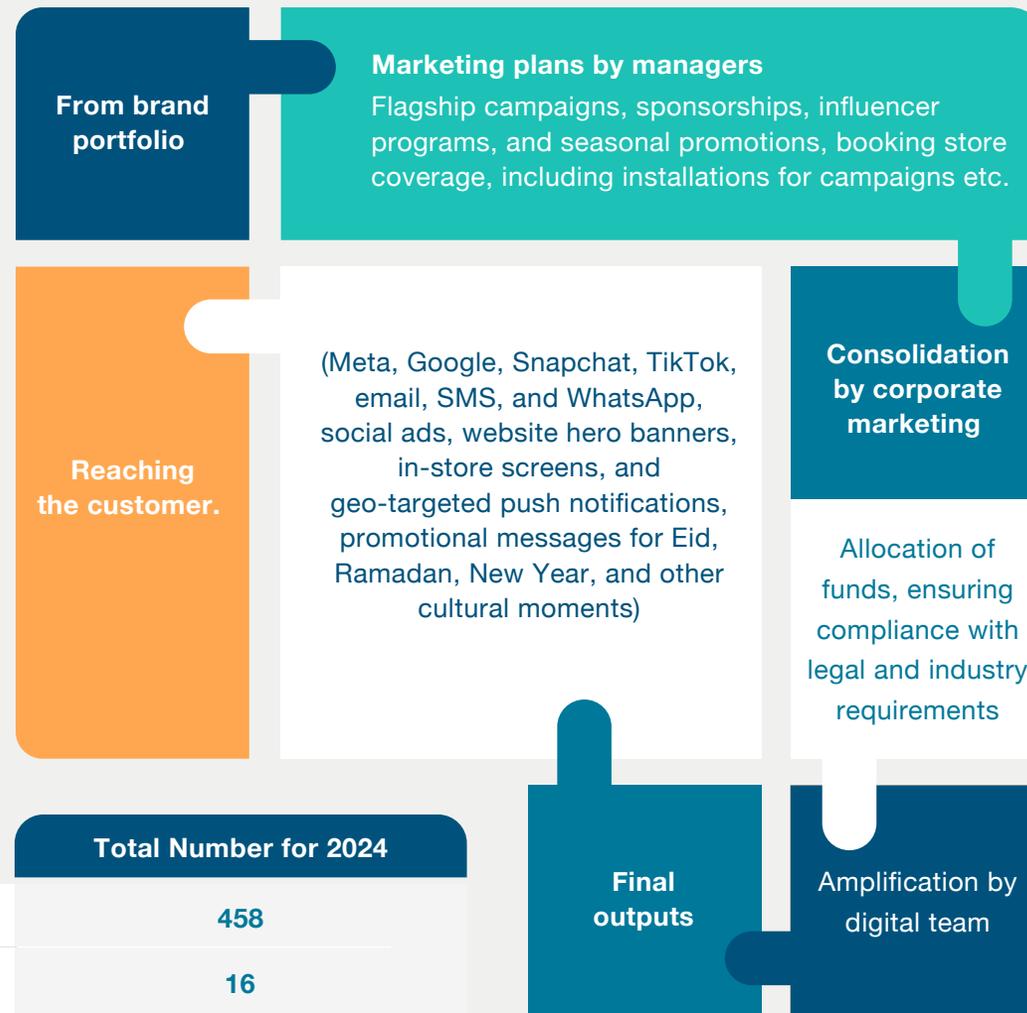
**Facebook**  
Ali Abdulwahab Al Mutawa Commercial Co.  
**15,606 Followers | 88 Posts**

**Instagram**  
aawalmutawa  
**20,039 Followers | 110 Posts**

**YouTube**  
AAW Al Mutawa  
**121 Followers | 31 Videos**

**X**  
aawalmutawa  
**8,595 Followers | 55 Videos**

\*As of June 2024



# Business Impact

## Responsible Supply Chain

AAW remains committed to responsible procurement practices, continually improving the sustainability attributes of products under management. Many product ranges in our Sports & Lifestyle business line now consist of recycled materials and feature clear labeling to enhance customer awareness about eco-friendly options. Our ongoing collaborative efforts with key brands support sustainable packaging and products, highlighted by the anticipated launch of a dedicated store featuring exclusively 100% recycled products.

A leading example is the Food & Beverage business line, where Joe & The Juice has adopted a suite of practical measures that shrink its footprint while improving product quality and customer trust.

### Sustainable Practices in Food & Beverage Operations

AAW's brands prioritize sustainability through:

#### Healthy, Locally Sourced Ingredients:

Encouraging nutritional awareness and prioritizing daily freshness to minimize food waste.



#### Eco-Friendly Packaging Transition:

Brands such as Joe & The Juice are shifting towards biodegradable and recyclable packaging, significantly reducing plastic waste and aligning with our sustainability commitments.



While our general procurement approach emphasizes sustainability and ethical practices, the development of a formal Supplier Code of Conduct to further reinforce these principles is underway. Nonetheless, we currently periodically review supplier contracts and service-level agreements to maintain high procurement standards. As most of our service providers are established entities with solid reputations, comprehensive due diligence is streamlined yet consistently maintained to ensure reliability and quality in procurement practices.



## Procurement and Inventory Management

AAW maintains strong procurement and standardized inventory management systems for our diverse business lines. Led by the procurement team, established management processes allow for diligently tracking, purchasing and logistics practices, adhering to clearly defined practices such as sourcing quality products at optimal costs, tracking and recording orders, and ensuring timely procurement through effective planning and forecasting. Vendors are meticulously sourced, and contracts negotiated to uphold the procurement standards defined by the "5Rs": right quality, quantity, source, price, and timing.

Our logistics strategy leverages advanced Warehouse Management System (WMS) and Transport Management System (TMS) solutions to optimize transportation efficiency and inventory handling. The system is designed to handle the diversity and complexity of AAW operations. The inventory management process is integrated within this system, where stock items received at warehouses are systematically inspected, sorted, and recorded within our Enterprise Resource Planning (ERP) software, JDE, to ensure a centralized database.

Inventory levels are actively monitored to meet retail and e-commerce demands promptly. Customer orders are efficiently processed, packaged, and delivered directly from our warehouse fulfillment centers.





## Case Study - Procurement and Inventory Management

### Pharmaceuticals

In the Pharmaceuticals business line, given the critical nature of pharmaceutical supplies, we employ a dedicated in-house supply chain function, strictly adhering to Good Distribution Practices (GDP). Regular monthly forecast meetings are conducted, involving logistics teams and senior management, to meticulously plan inventory and procurement. Adjustments to purchase orders are regularly reviewed based on rolling forecasts, historical sales data, market potential, shelf-life considerations, and regulatory approval timelines. These planning mechanisms mitigate the risk of medical supply shortages, ensuring continuous product availability.

In 2024, the business line aimed to integrate sustainability throughout its operations and product portfolio. Our primary targets focused on establishing sustainable sourcing and meaningful partnerships. We collaborated with partners committed to sustainable practices in pharmaceuticals, skincare, and medical equipment, ensuring a responsible supply chain. Efforts were also intensified to expand our product range to include eco-friendly and sustainable options, notably products featuring biodegradable packaging and greener formulations.

### Food & Beverage

Due to the different nature of our Food & Beverage business line, it follows a rigorous supply chain process, starting with product sampling and rational evaluation conducted by our procurement team. Local suppliers currently fulfill all our warehousing and internal supply needs, with a total of 11 local suppliers.

We currently do not engage foreign suppliers for these particular services. Quality samples undergo tasting and verification against franchise standards. Selected suppliers must pass stringent food safety audits to confirm adherence to quality standards before products reach our stores through refrigerated transport.

Inventory management systems precisely monitor stock levels and expiration dates to minimize waste. Implementing the FEFO (First-Expired-First-Out) inventory approach ensures optimal use of stock, reducing spoilage risks. Employees receive extensive training via an accessible digital platform to maintain food safety compliance, and monthly random audits are performed to reinforce adherence to Kuwait's health regulations and food safety standards. Products are offered to consumers via our retail stores and online platforms such as V-Thru and Deliveroo.

## Product Quality, Information, and Labeling

AAW treats product quality as a baseline requirement, not an added feature. Our Consumer Goods, Food & Beverage, and Pharmaceuticals business lines all operate under Kuwait's relevant and applicable government regulations, including Ministry of Health registration, municipality food codes and commercial product-safety rules.

**1** Components and origins of materials such as stainless steel and energy-efficient parts.

**2** Comprehensive disposal guidelines for recycling or proper disposal of environmentally sensitive products.

**3** Content disclosures concerning environmentally impactful substances such as, but not limited to, non-toxic coatings, and BPA-free materials.

**4** Detailed safety instructions for product usage.

For instance, at Joe & The Juice, labeling explicitly identifies ingredient origins and highlights allergens. Comprehensive training is provided to employees to prevent allergen cross-contamination, with clearly defined storage and handling guidelines. This is in line with the policies and procedures developed by the Food Safety Department for food handling, storage conditions, cross-contamination, employee education regarding food allergies, and handling high-risk foods based on risk assessments. Additionally, the brand strictly employs environmentally friendly packaging to ensure product sustainability from production to disposal.

Similarly, the Consumer Goods Department ensures sustainable practices by adhering strictly to government regulations, controlling shelf-life rigorously, and conducting physical product inspections to guarantee quality and safety.

In Pharmaceuticals, our rigorous pharmacovigilance compliance processes resulted in zero instances of non-compliance or significant health impacts during 2024. This underlines our commitment to maintaining high-quality standards and safeguarding patient well-being

## Customer Service

AAW places the highest strategic priority on delivering exceptional customer satisfaction, maximizing operational efficiency, and fostering a culture of continuous improvement across every stage of the customer journey. The Customer Service Department works in close coordination to monitor and manage customer interactions, ensuring that responses are timely, accurate, and aligned with AAW's service quality benchmarks. This integrated approach ensures that all customer touchpoints reflect our commitment to excellence. They actively engage with customers—listening to feedback, understanding evolving needs, and delivering swift, high-quality solutions. This customer-first focus strengthens trust, builds loyalty, and creates opportunities for continuous service innovation.

To support this vision, AAW's centralized Customer Service Department operates under a single, easily accessible point of contact—our unified number (181-3131)—complemented by multiple digital channels. This integrated system enables seamless handling of all customer inquiries, from general product information to technical assistance and complaint resolution, ensuring a frictionless and positive experience. By maintaining robust channels of communication and embedding customer insights into operational processes, AAW continuously refines its services, reinforces its market leadership, and delivers value that extends beyond the transaction to long-term customer relationships.



Requests and complaints come through various channels, including live chat, WhatsApp, calls, social media, Google Reviews, Joe & The Juice Application and emails. Our process begins by thoroughly gathering all the necessary information related to the issue, including requesting information from the customer as needed. Once we have all the relevant details, we either resolve the matter on the spot or escalate the case to the appropriate brand or department that can best address the matter.

Complaints are categorized based on priority (low, medium, high), and each complaint follows a structured resolution process within specific Service Level Agreements (SLAs). The designated team then investigates the issue, provides a solution, or gives us an update on their findings. After receiving the final resolution or necessary response, the Customer Service Department takes over to ensure the case is closed in a timely manner within the set SLA. We then communicate the outcome to the customer and confirm their satisfaction with the resolution. This process ensures that all types of inquiries, from complaints to general requests, are handled efficiently, with clear and consistent communication throughout.

Our systematic approach ensures timely resolutions, thorough communication with customers, and ongoing monitoring of satisfaction through regular feedback surveys and reviews.

## Employee related

Number of complaints  
and/or technical issues

**2,287**

Average  
turnaround time  
for resolving issue

**2 Hrs**



## Customer related

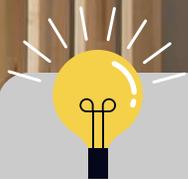
Number of complaints  
and/or technical issues

**16,211**

on all channels

Average  
turnaround time  
for resolving issue

**1 Day**



## Case Study - Samsung Service Contract

In 2024, AAW signed an Authorized Service-Center contract with Samsung, enabling the company to offer certified repairs while continuing its multi-brand service for phones, laptops, home appliances, automotive electronics and selected industrial equipment. The initiative was launched after a market study confirmed strong demand for fast, reliable and competitively priced repairs across multiple brands.

Leveraging advanced diagnostic software, an automated ticketing system and a purpose-built online portal, AAW created a seamless customer journey—from digital booking and doorstep collection to real-time status tracking and transparent invoicing. Partnerships with certified

suppliers secured consistent access to original spare parts, augmented by high-quality refurbished components where original equipment manufacturer (OEM) parts were no longer available; this approach not only reduced e-waste but also kept prices affordable. Within 12 months, the service achieved double-digit monthly growth, lifted repair times down by 40% and generated 7% of divisional revenue, all while maintaining customer satisfaction scores above 90%. Looking ahead, AAW plans to replicate the model through franchising, subscription-based maintenance packages for small businesses, and formal e-waste take-back programs—demonstrating how targeted innovation can enhance customer value, open new revenue streams and advance the company's wider ESG commitments.

# AAW COMMUNITIES

# AAW COMMUNITIES

AAW treats its workforce and its community as the heart of the business. In the following pages, we set out how we manage human capital, track diversity, reward performance, and engage employees through learning, benefits and events—then widen the lens to show our corporate-social-responsibility programs, volunteer hours, youth development schemes and humanitarian contributions. Together, these efforts demonstrate that commercial success and community progress are inseparable parts of the same story at AAW.



## AAW Workforce

AAW's workforce is the cornerstone of our sustained success. We prioritize effective human capital management, targeted learning and development, and comprehensive employee engagement and well-being initiatives. This section outlines our approach, highlighting key practices, initiatives, and outcomes that strengthen our workforce.

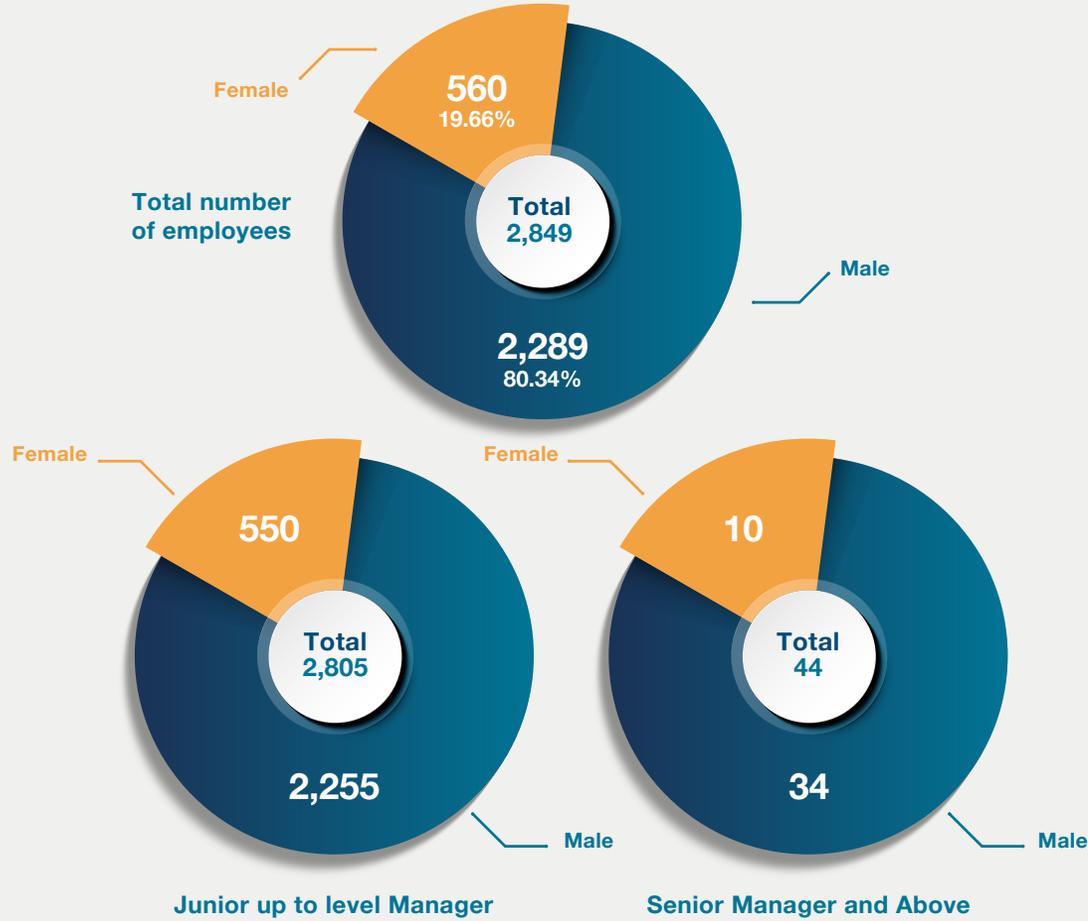
AAW's workforce provides a detailed picture of who we are today and where our journey is headed. While the overall workforce remains male-dominated, the gender gap gradually narrows as roles become more senior. Women are increasingly represented in management and have a strong presence at the highest levels of leadership, including the Board, where near parity has been achieved.

Our team reflects a rich tapestry of backgrounds and cultures, representing a wide range of nationalities. Although expatriates currently form the majority, the presence of Kuwaiti nationals is steadily growing, particularly in leadership roles, reflecting a positive trend toward greater local representation.

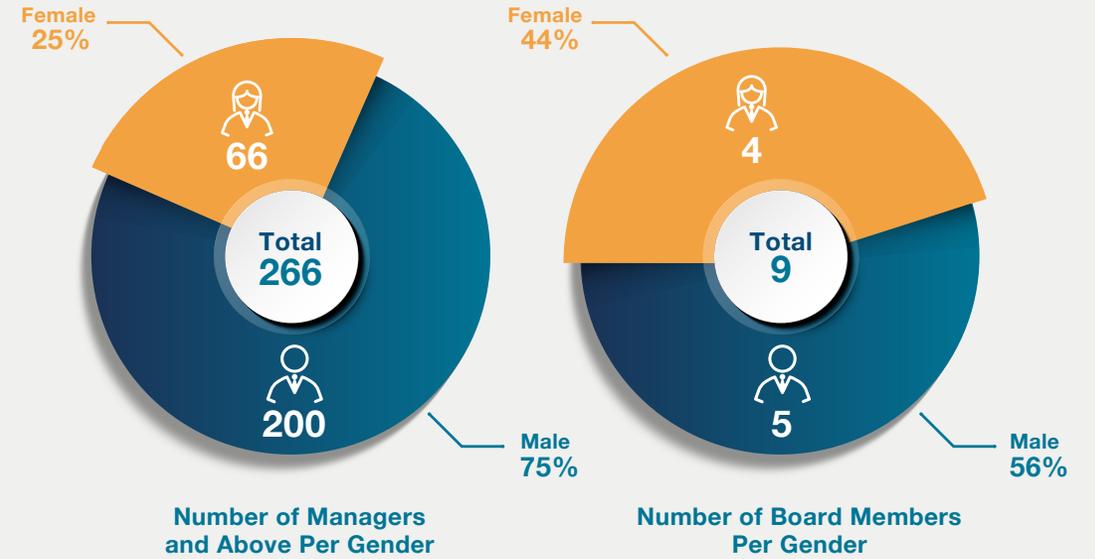
In terms of age, AAW's workforce is rooted in experience, with most employees in their prime working years. A smaller, younger cohort is emerging as a strategically important segment, bringing fresh perspectives and innovation to the organization's future. This is achieved through targeted hiring of fresh graduate newcomers who impart fresh thinking and digital fluency into the business.

Taken together, the below metrics demonstrate steady movement toward a more gender-balanced leadership, a gradually expanding local talent pool, and a deliberate generational renewal that will keep AAW's workforce resilient and representative of the communities we serve.

### Gender Diversity / Gender Diversity per Grade



### Gender Diversity in Management



### Nationality Breakdown of all Employees

|                                     | Local | Foreign |
|-------------------------------------|-------|---------|
| Number of Employees Per Nationality | 26    | 2,823   |
| Percentage                          | 1%    | 99%     |

### Nationality Breakdown in Management

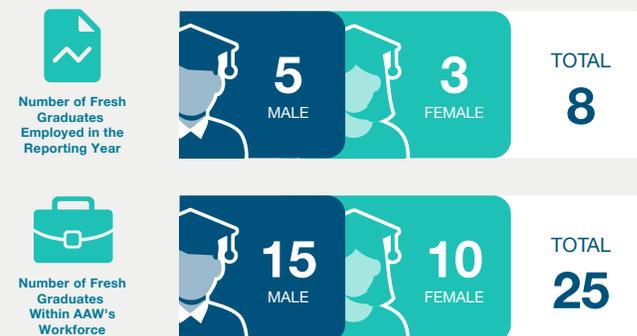
|                                    | Local | Foreign |
|------------------------------------|-------|---------|
| Number of Managers Per Nationality | 16    | 250     |
| Percentage                         | 6%    | 94%     |

|                                     | Local | Foreign | Total |
|-------------------------------------|-------|---------|-------|
| Number of Senior Managers and Above | 7     | 37      | 44    |

### AAW's Managers and Higher Representation per Age Group



### Fresh Graduates



# Human Capital Management

AAW remains committed to providing an inclusive, supportive, and equitable workplace. We continuously enhance our practices for employee management, retention, and performance evaluation, alongside maintaining comprehensive labor-management systems. In practice this means aligning reward structures with market standards, embedding real-time feedback into performance conversations, and using data to guide workforce decisions—all designed to keep employees engaged, motivated, and fully equipped to drive the company’s long-term success.

## Performance Management and Compensation

In 2024, we significantly advanced our performance management processes by:

|   |  |   |
|---|--|---|
|  <p><b>Implementing Continuous Feedback</b></p>   |  <p><b>Strategic KPI Alignment</b></p>  |  <p><b>Dynamic Performance Scorecards</b></p>   |
| <p>Transitioned to real-time performance appraisals supported by ongoing coaching sessions, enabling timely identification of development needs and performance improvements.</p> | <p>Refined departmental KPIs to align directly with organizational objectives, incorporating metrics such as customer retention, transaction value, and cross-selling success.</p> | <p>Introduced comprehensive performance scorecards integrating both quantitative (sales, customer satisfaction) and qualitative metrics (teamwork, innovation, adherence to values) for holistic employee evaluation.</p> |

We further tailored performance evaluation methods, using two distinct evaluation forms for executive and non-executive staff, emphasizing developmental goals, while executive-level evaluations utilized the SAP SuccessFactors PMGM (Performance and Goal Management) system.

AAW’s bi-annual appraisal cycle now reaches every layer of the organization. In 2024, just over a quarter of male employees and more than two-fifths of female employees received documented performance and career-development discussions during the cycle. By capturing outcomes twice a year, the system provides a timely pulse on capability, enables targeted training investment and ensures that advancement conversations are not left to year-end alone.

## Appraisals and Performance Review

|   | MALE         | FEMALE       |
|---|--------------|--------------|
| Employees who received regular performance and career development reviews                           | 26.17%       | 41.61%       |
| Frequency of conducting performance appraisals  | Twice a year | Twice a year |
| Total number of employees who received performance evaluations                                      | 233          | 599          |
| Total number of executive level employees who received feedback on their performance evaluation     | 28           | 12           |
| Total number of non-executive level employees who received feedback on their performance evaluation | 571          | 221          |

In addition to standard minimum wages applying uniformly across all AAW locations, reflecting our commitment to equitable pay irrespective of gender or role, AAW's compensation practices complement our performance evaluation methods. Our comprehensive compensation framework, based on HR services third-party provider includes diverse benefits such as annual bonuses, commissions, schooling allowances, staff discounts, medical insurance, and installment options for purchasing AAW products.

### Male to Female Average Basic Salary Entry Level Wage

|  |    | Male  | Female |
|--|----|-------|--------|
| AAW's Average Standard Salary - Entry Level Wage | KD | 180   | 180    |
| Local Minimum Wage - Entry Level                 | KD | 75    | 75     |
| Ratio of Standard Wage to Minimum Wage           | KD | 2.4:1 | 2.4:1  |

In 2024, AAW experienced an employee turnover of 428, of which 13 were disciplinary terminations. We proactively monitor turnover rates via structured exit interviews and an interactive HR dashboard, enabling timely insights and corrective actions. For terminations due to operational changes, although legal notice period is applied, internal employment opportunities are reviewed thoroughly prior to communicating any layoffs.

### Employee Turnover

|                     | Units Used | Newly Hired Employees | Turnover Employees | Total |
|---------------------|------------|-----------------------|--------------------|-------|
| Number of Employees | Number     | 202                   | 428                | - 226 |

### Turnover Rate (Total & Per Gender Breakdown)

| Male turnover | Female turnover | Workforce turnover |
|---------------|-----------------|--------------------|
| 13%           | 19%             | 14%                |

# Learning and Development

AAW prioritizes ongoing employee development through a blend of classroom sessions, e-learning modules and targeted leadership programs, all anchored in a rigorous Training-Needs-Analysis framework. Managers work with HR to pinpoint individual skill gaps and then select the most relevant courses from a vetted panel of providers—among them Australian University, Inspire and Induction Institute—so every training hour directly supports business goals and career growth.

In 2024, we trained more than double the participants recorded last year. The expansion reflects deeper line-manager ownership of the TNA process, wider roll-out of our Coursera and Udemy licenses, and the launch of a Highfield-accredited leadership curriculum for emerging managers. By pairing digital learning with practical workshops, AAW is building a workforce that not only meets today's operational demands but is also equipped for tomorrow's opportunities.



## Training Indicators

|   |        |
|---|--------|
| Total Number of Employees Receiving Training                      | 1,874  |
| Total Training Hours  | 2,734  |
| Average Training Hours per Employee                               | 2      |
| Average Training Days per Employee                                | 1      |
| Percentage of Employees Receiving Training out of Total Employees | 65.78% |
| Total Hours Invested in Providing Training to Employees           | 35,203 |

\*Note: Assumes an average of 8 work hours per day across AAW.

Our primary e-learning platforms, Coursera and Udemy, provided access to over 700 courses, benefiting 245 registered employees. Positive feedback emphasized significant skill enhancement and effective goal attainment.

Additionally, Atobi LMS was strategically deployed for store-based staff, offering interactive learning focused on customer service, product knowledge, and essential soft skills, improving frontline customer interactions.

When it comes to leadership training, AAW's Highfield International-certified Leadership Development Program fosters critical leadership qualities. Career growth initiatives were complemented by relevant Coursera courses, while financial protection training was consistently delivered via orientations, Code of Conduct sessions, and confidentiality training.

### Training Programs and Associated Details



Training Program



Hours per Employee



Number of Employees Trained



Total Training Hours per Course



Number of Female Employees who Attended



Training Area

| Training Program                                | Hours per Employee | Number of Employees Trained | Total Training Hours per Course | Number of Female Employees who Attended | Training Area  |
|---|--------------------|-----------------------------|---------------------------------|---|--|
| AAWelcome Orientation                           | 6                  | 178                         | 186                             | 47                                      | Onboarding   |
| Performance and Goal Management (PMGM) sessions | 2                  | 78                          | 12                              | 21                                      | Performance management   |
| E-Learning via Coursera                         | 6                  | 192                         | 1,660                           | 76                                      | Specialized training in business, human management, tech, and data |
| E-Learning via Udeemy                           | 4                  | 53                          | 486                             | 9                                       | Specialized training in business, human management, tech, and data |
| Other training                                  | 6                  | 1,373                       | 390                             | 355                                     | Knowledge transfer   |

# Employee Engagement and Well-being

As a testament to our commitment to maintain an equitable workspace, AAW focuses on gender equality through equal employment opportunities, and maternity leave policies, that include 70-calendar days for employees, post-maternity leave work-hour accommodations for up to two years, and targeted women-focused initiatives. Notable events in this respect in 2024 included our annual Breast Cancer Awareness campaigns and exclusive "Ladies Only" sessions, reinforcing our commitment to women's health and empowerment, as well as the Men's Health (Movember) collaboration with Kuwait Urology Association addressing men's wellness.

## Parental Leave



## Employee Events and Engagement Initiatives

AAW promotes a vibrant employee culture by regularly hosting diverse engagement activities aimed at fostering team spirit, enhancing health awareness, and driving community engagement.

Furthermore, our annual employee engagement calendar features a range of carefully curated events, developing mutual trust, wellness, and community spirit:

### AAW Football Tournament

AAW invested KD 3,280 in the tournament, where 300 participants engaged in promoting health and teamwork.

### AAW Gargean

AAW invested KD 265 in the event celebrating local traditions with 100 employees and families.

### World Blood Donor Day

Collaboration with Kuwait Central Blood Bank, involving 500 participants, reinforcing our corporate social responsibility (CSR) commitments.

### World Heart Day Walkathon & Diabetes Awareness Campaigns

Focused on health awareness with interactive events and free medical screenings.

### World Blood Donor Day

Collaboration with Kuwait Central Blood Bank, involving 500 participants, reinforcing our corporate social responsibility (CSR) commitments.

### Bottle Collection Competition

A department-wide competition to collect the most recyclable bottles, aiming to boost our sustainability efforts.

### World Diabetes Day

Free blood pressure and sugar test for all AAW employees across all locations.

## Comprehensive Employee Benefits

We offer extensive benefits exclusively to full-time employees, including life insurance, exceptional medical coverage, annual flight tickets with installment payment options, parental leave, fuel allowances, and substantial staff discounts.

Through initiatives such as flexible installment payment plans for flights and comprehensive travel insurance (issued upon request via Ensure Me), AAW ensures that all employees, irrespective of their financial status, enjoy equitable travel opportunities.

AAW provides employees voluntary access to clinics and medical centers, supplemented by proactive health-driven initiatives organized by our Employee Engagement team to address both occupational and non-occupational health risks comprehensively. For employees facing financial difficulties due to medical expenses, we have specifically designed a Medical Insurance Exception Pool. In 2024, a total of 17 cases have been assisted through this pool.

Additionally, AAW's HR Department regularly reviews grievance mechanisms, policies, and the employee handbook to ensure fairness and effectiveness, using structured employee engagement surveys to track outcomes of our initiatives and continuously improve these processes.



# AAW Local Community

AAW remains committed to positively impacting the local community in Kuwait through strategic Corporate Social Responsibility initiatives, active volunteerism, meaningful partnerships, and targeted community support programs. Our approach emphasizes health, education, sustainability, humanitarian aid, and local empowerment.

Throughout 2024, AAW conducted 16 CSR events and sponsored initiatives in partnership with reputable organizations, contributing significantly to the well-being of the local communities. This is a significant increase from ten community events conducted last year. **105 employees participated in 15 volunteering events**, collectively contributing **420 volunteer hours**, reflecting our workforce's dedication to community contribution and engagement.

## Selected Community Initiatives:

### Humanitarian Support & Global Healthcare

Demonstrating our commitment beyond Kuwait's borders, AAW donated essential medical supplies exceeding USD 150,000 to Lebanon, covering diverse therapeutic areas, significantly impacting communities in critical need.

**USD 150,000**

- Cardiovascular
- Psychiatry
- Endocrinology
- Infectious Diseases
- Emergency treatments

### Supporting Youth & Kuwaiti Talents

**Internship Programs:**  
In 2024, 22 students completed structured internship programs, gaining valuable professional experience.

**AAW Trainee Development Program:**  
Specifically targeting Kuwaiti nationals, this comprehensive six-month training includes structured mentorship and career development opportunities, supported by recruitment advertising, career fair participation, and social media campaigns to attract local talent.

### Sustainability & Environmental

**World Earth Day & Environment Day:** Initiatives to encourage recycling, sustainability awareness, and environmentally friendly practices.

**Bottle Collection Competition:**  
An internal department-wide recycling initiative, creating awareness and engagement among employees.

**International Day of Charity:**  
Encouraged employees to donate essential items to local charitable organizations.

### Sports & Health

**Active Participation in Marathons:**  
AAW continued to support Kuwait's flagship road-running events by fielding employees and providing modest sponsorship. Colleagues took part in the Gulf Bank Marathon, joining runners from across the community in a race organized by Gulf Bank and Suffix, and again laced up for the NBK Run 2024, where our sponsorship helped advance the organizers' wider health-and-fitness agenda.

**World Heart Day Walkathon:**  
Promoted cardiovascular health awareness through an inclusive walkathon at Al Assima Mall.

### Humanitarian

**Blood Donation Campaign:**  
Facilitated employee donations during World Blood Donor Day in partnership with Kuwait's Central Blood Bank.

**Ramadan Iftar Distribution:**  
Provided Iftar meal boxes to local community members during Ramadan, promoting goodwill and community bonding.

### Educational & Awareness Campaigns

**Mental Health Sessions:**  
Conducted interactive stress management sessions with a Life Coach, supported by social media awareness videos.

**Men's Health Sessions:**  
In partnership with Kuwait Urology Association, AAW organized November sessions focusing on diabetes and men's health awareness.

Through these focused CSR initiatives, strategic partnerships, and employee-driven programs, AAW has strengthened its bonds with local communities, promoted health and wellness across diverse demographic groups, and enhanced its visibility and reputation as a socially responsible organization. These efforts have also contributed to supporting educational, environmental, and humanitarian causes, while fostering local Kuwaiti talent and empowering youth.

In addition to AAW's enterprise-wide programs in humanitarian aid, youth empowerment, sports, and health, individual business lines are embedding sustainability directly into day-to-day operations.

# RESPONSIBLE GOVERNANCE

# RESPONSIBLE GOVERNANCE

Effective and transparent governance forms the cornerstone of AAW's sustainability journey, supporting strategic decisions, managing risks responsibly, and embedding ethical conduct across all facets of our operations. Guided by experienced leadership and a clearly defined organizational structure, AAW fosters accountability, agility, and resilience to uphold trust among our stakeholders. This chapter outlines our comprehensive governance mechanisms, ethical commitments, comprehensive risk management strategies, and proactive digital transformation efforts, demonstrating our continuous drive towards responsible business practices and sustainable value creation.

## Corporate Governance Leadership

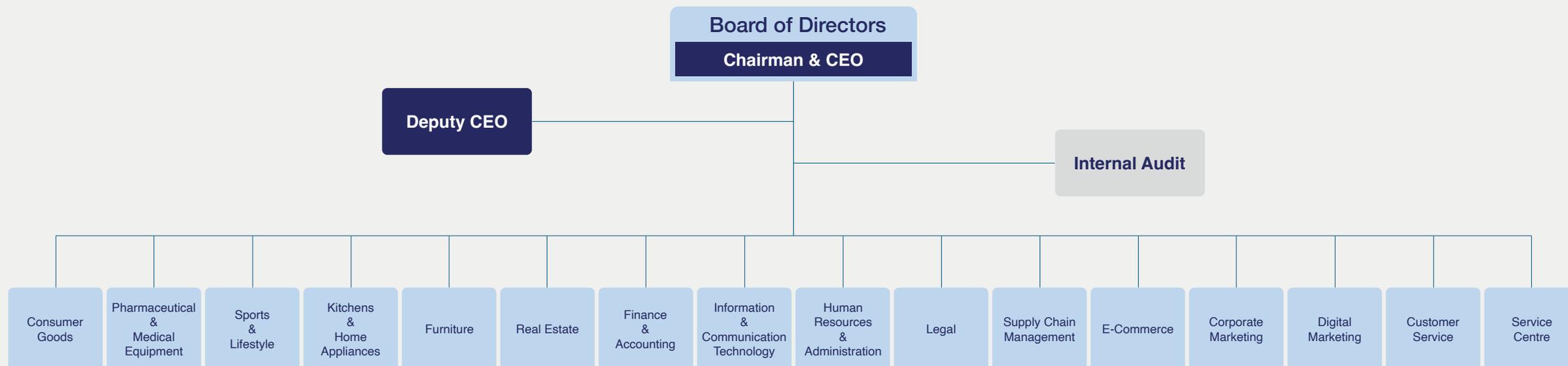
Sound governance is the backbone of AAW's ability to grow responsibly. A family-run company, we rely on a lean but decisive structure. Clear reporting lines, routine dialogue between leadership and departmental heads, and transparent channels for policy communication and grievance handling ensure that strategy, risk management and ethical conduct remain tightly integrated across the organization. The following pages outline our Board and executive structure, shareholder profile, policy-management processes and risk-control framework—demonstrating how accountability and agility work together to protect long-term value for all stakeholders.



# Organizational Structure

As a family-run and owned organization, AAW's governance oversight is primarily centralized to the Chairman/CEO and Deputy CEO, as we do not operate through formal Executive Committees. However, regular engagement with departmental General Managers and heads ensures strategic

alignment and responsive decision-making. The leadership directly discusses objectives, evaluates achievements, and addresses operational impacts case-by-case, fostering an agile management environment.



AAW's Board of Directors remains unchanged from last year, retaining its well-balanced mix of experience and family stewardship. The nine-member board comprises five men and four women, giving a 56%-44% male-to-female ratio. All directors are long-tenured (first appointed between 2012 and 2018) and maintained a perfect 100% attendance record during the 2024 reporting period, underscoring their continued commitment to rigorous oversight and strategic continuity.

## Board Composition

| Board Member             | Independence Status | Gender | Tenure    |
|--------------------------|---------------------|--------|-----------|
| Faisal Al Mutawa         | Elected             | Male   | 2012-2024 |
| Shafeeqa Al Mutawa       | Elected             | Female | 2012-2024 |
| Najeeba Al Mutawa        | Elected             | Female | 2012-2024 |
| Naeema Al Mutawa         | Elected             | Female | 2012-2024 |
| Wasmiya Al Mutawa        | Elected             | Female | 2012-2024 |
| Khalid F Al Mutawa       | Elected             | Male   | 2017-2024 |
| Ali F Al Mutawa          | Elected             | Male   | 2018-2024 |
| Ali Abdulwahab Al Mutawa | Elected             | Male   | 2012-2024 |
| Wael Abduljader          | Elected             | Male   | 2021-2024 |

AAW's executive management team consists of 11 senior leaders who oversee the company's day-to-day performance and long-term strategy. Collectively, the team covers every critical function—from finance, legal, and technology to human resources and administration, pharmaceuticals, consumer goods, real estate, insurance, and travel—ensuring that each business line is steered by specialized expertise and guided by a unified corporate vision.

| Executive Management Member  | Title  | Gender |
|------------------------------|--|--------|
| Faisal A. Al Mutawa          | Chief Executive Officer                              | Male   |
| Khalid F. Al Mutawa          | Deputy Chief Executive Officer                       | Male   |
| Mubarak H M AlAli            | General Manager - Consumer Goods - Admin             | Male   |
| Tamer M. Elsayed Eid         | General Manager - Consumer Goods                     | Male   |
| Ahmed M. Abdelhamid Eldeeb   | General Manager - Pharmaceutical & Medical Equipment | Male   |
| Nader Hisham Hussein Al-Essa | General Manager - Real Estate                        | Male   |
| Ahmed Ali Al-Ghaeb           | Chief Financial Officer                              | Male   |
| Ali Abdulwahab Ali Al-Mutawa | Financial Controller                                 | Male   |
| Ahmad KH M Bourisli          | Chief Human Resources & Administration Officer       | Male   |
| Adib Assad Dib               | Chief Legal Officer                                  | Male   |
| Khaled Walid Al-Kirdasi      | GM - Supply Chain Management                         | Male   |
| Wafi Othman M. Almuhtaseb    | Chief Information Officer                            | Male   |
| Mouna Jamil Zaidan           | GM - Travel and Insurance                            | Female |

# Governance and Oversight

An overarching corporate governance strategy underpins AAW's ability to consistently deliver responsible business practices, comply with regulatory frameworks, and effectively manage organizational impacts. Our governance model facilitates transparency, accountability, and clear oversight, ensuring comprehensive management of risks and impacts across operations.

## Policy Communication and Implementation

AAW utilizes a broad range of internal channels to communicate corporate policies, including email announcements, internal screens, the Company's Newsletter, AAW Portal, Viva Engage, the Employee Handbook, and structured orientations for new joiners. Policy adherence is monitored through systematic site visits and proactive tracking of reported policy breaches.

AAW has mechanisms in place that ensure policies and procedures are effectively communicated and implemented, AAW's has mechanisms in place that ensure the organization's policies and practices are effectively achieved by employing both internal and external resources. These include, but are not limited to, the following:



### Internal Mechanisms

Regular policy implementation reviews, site inspections, and case monitoring, with periodic revisions ensuring fairness and efficiency.



### External Expertise

Engagement of specialized consultancy services particularly for compensation, benefits, and total reward frameworks.

## Mechanisms for Raising Concerns

AAW ensures transparency through clearly defined grievance and whistleblowing mechanisms. Employees can confidentially raise concerns about business conduct via dedicated channels, including our Whistleblowing Policy, internal email, and the digital reporting platform Transfora. Critical concerns identified through these channels are escalated directly to senior management by departmental Chiefs or General Managers, ensuring swift and effective resolution.

## Oversight of Environmental, Social, and Economic Impacts

Senior executives, particularly the Chairman/CEO and Deputy CEO, take active roles in overseeing and managing AAW's broader impacts. This oversight includes initiating sustainability improvements, such as enhancing recycling programs, reducing carbon footprints, minimizing resource consumption, and promoting employee participation in environmental and community-oriented campaigns. A part of this process is the annual internal review of the sustainability scorecard overseen by the assigned project manager handling the sustainability project at AAW and directly reporting to the CEO. The Deputy CEO oversees all sustainability-related information reported. Following thorough evaluation of information reported by relevant departments, validated and strategically significant information is approved for further action, ensuring accountability and transparency at the highest governance levels.

# Risk Management

Effective risk management is integral to safeguarding AAW's operational resilience, especially regarding the emerging risks and opportunities posed by climate change and other operational hazards. AAW employs structured frameworks and proactive strategies to manage risks systematically and continuously.

## General Risk Monitoring and Management

AAW's comprehensive risk management approach includes regular monitoring, proactive risk communication, and ongoing employee training:



### Semi-Annual Risk Surveys:

Conducted to systematically identify potential risks, assess their impacts, and recommend corrective actions.



### Awareness and Training:

Semi-annual dissemination of risk mitigation recommendations and instructions to all AAW employees, supported by tailored training sessions coordinated through the HR Department to ensure awareness and compliance with safety standards.

## Climate Change Risks and Opportunities

AAW recognizes that climate change concerns have increased in Kuwait, particular around rising temperatures in Kuwait. This presents significant operational risks for AAW, notably in terms of increased electricity consumption, specifically for cooling and refrigeration needs within warehouses, especially those housing pharmaceuticals and consumer goods. Such increased demand poses risks associated with higher electricity expenses and the necessity of supplementary power generation capabilities.



### Risk Impacts & Financial Implications:

#### Operational Costs:

Increased electricity use necessitates higher reliance on generators, raising operational costs significantly.

#### Financial Exposure:

Elevated expenses related to additional generators and higher energy consumption directly affect AAW's financial performance.



### Mitigation Strategies:

#### Energy Efficiency Initiatives:

Utilization of energy-saving practices such as LED lighting and high-efficiency refrigeration units across facilities.

#### Operational Controls:

Strict policies for turning off non-essential equipment during off-hours.

#### Employee and Customer Engagement:

Training employees in energy conservation and encouraging customers toward sustainable shopping practices like opting for digital receipts and eco-friendly packaging alternatives.

# Corporate Stewardship Culture

## Ethics and Compliance

AAW is deeply committed to maintaining rigorous ethical standards and ensuring compliance practices throughout our business operations. This section details how we embed these commitments into our organizational culture, address potential grievances, manage compliance proactively, and maintain ethical relationships with stakeholders and business partners.

### Embedding Ethical Commitments

AAW ensures its ethical policies and responsible business conduct standards permeate every level of the organization. Clear responsibilities and accountability structures are established through our documented policies, explicitly outlining roles and consequences for non-compliance. Line managers have direct accountability to ensure their teams understand and adhere to these policies, supplemented by comprehensive internal communication efforts to maximize awareness among all employees.

To reinforce awareness and understanding of our ethical commitments, AAW employs multiple training and awareness-raising initiatives. These include orientation sessions for new employees, ongoing roll-out training sessions, and accessible resources like the Employee Handbook.

## Grievance Mechanisms and Whistleblower Protection

We recognize the critical importance of providing comprehensive, accessible, and confidential grievance mechanisms. Employees are actively encouraged to raise any concerns or grievances via several dedicated channels, including:



Employee  
Engagement Surveys



SOS Hotline



Employee  
Engagement Hotline



Dedicated Employee  
Engagement email



During one of our proactive  
site visits by the Human  
Resources team

AAW's whistleblower protections are explicitly articulated within Article 5 of our Code of Conduct and further reinforced through our dedicated Bullying, Violence, and Harassment Policy. These documents clearly prohibit retaliation against individuals who report misconduct, creating a safe and supportive working environment.

## Incident Management and Response

In 2024, AAW received a single report of discrimination. This incident was promptly and thoroughly investigated, resulting in appropriate disciplinary action. The incident is considered fully resolved following internal review and disciplinary proceedings, reflecting our stringent internal review process and remedial action commitment.

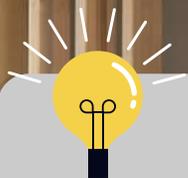
Our structured disciplinary procedures are guided by both Kuwait Labor Law and internal disciplinary policies.

## Ensuring Compliance Across Business Operations

AAW systematically monitors compliance across its business lines and operations. Monthly KPI evaluations are conducted to ensure adherence to marketing criteria for managed brands, supported by documentation practices including Proof of Performance, standard Planogram compliance, and photographic records of execution.

In the Real Estate sector, our business line is committed to full compliance with technical, governmental, and environmental regulations in managing construction and operational projects. The team strives to minimize operational costs without compromising compliance standards or customer satisfaction.





## Case Study - Pharmaceutical Compliance and Ethical Conduct

The Pharmaceuticals Department exemplifies our proactive compliance culture by strictly adhering to local and international regulatory frameworks. These include ISO certifications (ISO 9001:2015 and ISO 13485), Good Distribution Practices (GDP) accreditation from Bureau Veritas, and strict compliance with guidelines issued by Kuwait's Ministry of Health (MoH), Ministry of Commerce and Industry (MOCI), and Municipality. Key regulatory adherence includes recent circulars such as Circular No.1 of 2023 (medical device registration) and MD No.58 (2023) governing allowable profit margins.

Our pharmaceuticals compliance framework is further strengthened by Standard Operating Procedures (SOPs) covering areas from adverse event management and product safety to cold-chain logistics and risk management. Owing to this comprehensive compliance management system, the Pharmaceuticals Department recorded no incidents of non-compliance, fines, or sanctions during the current reporting period.

Medical representatives uphold stringent ethical standards through structured training, continuous coaching, regular field visits, and ongoing assessments managed by our Medical Affairs and Training Manager. These measures ensure ethical interactions with healthcare professionals, promote transparency, and prevent competitive misconduct.



## Legal and Regulatory Compliance

The Legal Department plays a central role in safeguarding AAW's compliance with applicable laws and international standards, particularly relating to anti-bribery, anti-corruption, and trade sanction compliance. All contracts undergo meticulous legal review to mitigate risks, safeguard stakeholder interests, and prevent potential legal disputes or financial liabilities. Proactively managing these risks supports secure, compliant, and predictable business relationships.

AAW rigorously complies with all key governmental regulations, notably from MoH, MOCI, Kuwait Municipality, Consumer Protection, Data Protection, and insurance regulations. During the reporting period, instances of non-significant non-compliance identified were predominantly involving minor regulatory infractions related to store operations and Kuwait Municipality rules. These incidents led to fines totaling KD 59,700, with KD 1,000 settled and the balance under appeal, therefore posing no material financial impact. The significance of non-compliance incidents is assessed through structured internal processes and whistleblower procedures detailed in the Code of Conduct, ensuring comprehensive management oversight and effective resolution.

|  | Answer |
|--|--------|
| Confirmed incidents of corruption                            | 0      |
| Total instances of non-compliance with law and regulations   | 53     |
| The instances for which fines were incurred                  | 44     |
| The instances for which non-monetary sanctions were incurred | 21     |

# Code of Conduct

At AAW, the Code of Conduct serves as a cornerstone of our organizational culture, reflecting our deep-rooted commitment to ethical business practices, legal compliance, and personal integrity. It is a comprehensive document that guides employee behavior across all levels of the company and applies universally, regardless of an individual's role, rank, or function. The Code articulates our expectations and responsibilities, providing clear and actionable guidance to ensure that all team members act in a manner consistent with AAW's values and the trust placed in us by our stakeholders.

The Code of Conduct addresses a wide array of critical areas that shape our workplace culture and business operations. It begins by outlining our core values—social responsibility, leadership, diversity, customer focus, trust, collaboration, integrity, accountability, and loyalty—serving as the foundational principles that inform our behavior and decisions. These values are not only aspirational but are embedded into daily operations through practical guidelines that employees are expected to uphold.

Several fundamental areas are covered in the protection of people and the environment, which includes respect for human and labor rights, promotion of fairness and equal opportunity, and the prevention of harassment, discrimination, defamation, and workplace violence. The Code upholds the dignity of every individual and fosters a culture of inclusivity, mutual respect, and professionalism. It explicitly outlines expectations around personal relationships, attire, health and safety, and the company's zero-tolerance stance toward personal choices that could harm the workplace, such as the use of illegal substances or inappropriate political or religious activism during work hours.

From a business ethics perspective, the Code reinforces integrity in all dealings, emphasizing honesty, transparency, and accountability. It sets clear expectations around avoiding conflicts of interest,

prohibiting bribery and facilitation payments, and ensuring compliance with anti-money laundering and anti-corruption laws. It further guides employees on the responsible acceptance or rejection of gifts and entertainment, aligning with the company's Delegation of Authority Matrix to maintain impartiality and fairness in decision-making.

The Code also addresses the protection of AAW's reputation, information, and assets. This includes proper communication practices, both internally and externally, safeguarding confidential and sensitive information, and upholding data privacy in accordance with Kuwait's Electronic Transactions Law and Data Privacy Protection Regulation. Employees are expected to use social media responsibly, protect intellectual property, and maintain the integrity and security of the company's physical and digital assets.

AAW places significant importance on compliance and enforcement mechanisms. All employees are required to review, understand, and sign the Code, and are held accountable for adhering to its provisions. The Code encourages employees to raise concerns in good faith through accessible and anonymous reporting channels, assuring protection from retaliation. It outlines clear procedures for handling misconduct, including investigations and disciplinary actions, up to and including termination of employment. Misuse of the Code—such as reporting fabricated claims for malicious purposes—is equally addressed with appropriate consequences.

Moreover, the Code mandates regular reviews to ensure it remains aligned with changing regulatory environments, societal expectations, and internal developments. This ensures that AAW continues to foster a workplace built on ethical leadership, transparency, and shared responsibility, reinforcing our long-term commitment to sustainability, integrity, and stakeholder trust.

# Health, Safety, Security and Environment

AAW prioritizes the health, safety, and security (HSS) of its workforce, business partners, and customers as a core operational and ethical responsibility. This commitment is reflected in a comprehensive approach that integrates several key components to ensure a safe and secure environment across all areas of the business. AAW's strategy includes the application of strategic risk management to proactively identify and mitigate potential threats to health and safety. Systematic hazard identification forms a critical part of this process, enabling the organization to assess risks and implement preventive measures before incidents occur.

Central to AAW's efforts is the provision of comprehensive occupational health and safety training. These training initiatives are designed to equip employees with the knowledge and skills necessary to navigate their work environment safely and confidently, thereby reducing the likelihood of accidents or health-related issues. The training is an essential part of AAW's broader culture of safety, which emphasizes awareness, preparedness, and personal responsibility.

In addition, AAW is committed to continuous improvement practices that help to refine and elevate HSS recommended safe practice across its operations. By regularly evaluating safety protocols and integrating lessons learned, AAW ensures that its health and safety practices remain effective and responsive to evolving needs. This ongoing refinement demonstrates the company's dedication to maintaining high standards of protection for all stakeholders, making health, safety, and security a continuous and integral part of its operations.

Our HSSE management system covers key operational locations, including Sharq Head Office, Shuwaikh Head Office, and our warehouse facilities. This system follows recognized international risk management standards and regulatory requirements, emphasizing comprehensive risk assessments, regular safety inspections, and audits. While locations such as the Service Center, Ensure Me offices, MTT offices, retail stores, pharmacies, and restaurants are currently outside the scope of ISO certification audits, they fully implement and comply with all HSSE recommended safe practices.

## Workplace Injuries



## Hierarchy of Controls for Hazard Management

AAW employs a rigorous hazard identification and risk management approach based on an internationally recognized hierarchy of controls, prioritizing:



Hazards are systematically identified through regular inspections, safety tours, audits, and proactive employee reporting using our digital platform. All employees engaged in HSSE roles are NEBOSH IGC-certified, with additional qualifications from IOSH and ISO45001 standards. AAW also collaborates with leading international health, safety and security (HSS) consultancy firms to continually enhance the quality of our processes.

Formal joint management-worker HSSE committees are being established as per the HSSE Meetings, Communication, and Consultation Procedure (AAW-HSSE-P-010). Committee members regularly meet, with responsibilities including compliance monitoring, worker education, workplace inspections, hazard identification, incident investigation participation, and safety training program development. Senior management actively facilitates worker participation, ensuring wide representation and inclusive safety culture.

## HSSE Committee Responsibilities

- ✓ Attending all committee meetings.
- ✓ Promoting the Health and Safety Policy and program.
- ✓ Providing feedback on workers' suggestions.
- ✓ Promoting and monitoring compliance with health and safety regulations.
- ✓ Assisting in the education and training of workers.
- ✓ Participating in or making recommendations about the identification and control of workplace hazards.
- ✓ Participating in assessments or making recommendations towards the development of control programs for hazardous products.
- ✓ Participating in incident investigations, where required or appropriate.
- ✓ Making health and safety recommendations.
- ✓ Making recommendations about personal protective equipment.
- ✓ Making recommendations regarding monitoring the effectiveness of health and safety programs
- ✓ Assisting in the development of organizational health and safety rules.
- ✓ Assisting in the development of safe work procedures.
- ✓ Initiating other activities as indicated by incident experience.

AAW's comprehensive incident investigation process systematically identifies root causes through the Hazards Identification and Job Safety Analysis Procedure (AAW-HSSE-P-001). This procedure is integrated throughout planning, on-site activities, and individual hazard assessments. Accordingly, corrective measures are implemented through a clearly defined hierarchy of controls, and improvements are tracked via routine audits, incident follow-ups, and regular reviews of HSSE performance.



## Occupational Health and Safety Policies and Procedures

AAW maintains a suite of HSS procedures designed to ensure continuous workplace safety and compliance with local and international best practices. Our Warehouse operations strictly adhere to defined safety practices such as safe movement protocols, monitoring of mechanical handling equipment (MHE), first aid readiness, secure storage methods, and strict compliance with work-at-height guidelines. In light of those practices, AAW aims to achieve ISO 45001 Occupational Health and Safety certification warehouse and head offices operations by 2025.

For AAW's Real Estate Department, stringent safety compliance is enforced across all construction projects, whereby dedicated site engineers and supervisors continuously monitor adherence to established security and safety instructions, ensuring ongoing safety compliance and rapid incident response.



## Health Services and Employee Well-being

To proactively manage employee health, AAW provides access to comprehensive occupational health services. This includes regular health screenings, ergonomic assessments, mental health support programs, and preventive health campaigns. Employees have direct access to occupational health professionals for consultations and health risk assessments, with all occupational health services managed by the Human Resources and Administration Department.

Furthermore, employees and visitors benefit from access to non-occupational medical and healthcare services, clearly outlined in our Access Policy and Visitor Safety Procedure. These services ensure authorized individuals receive necessary healthcare support during their engagement with AAW.

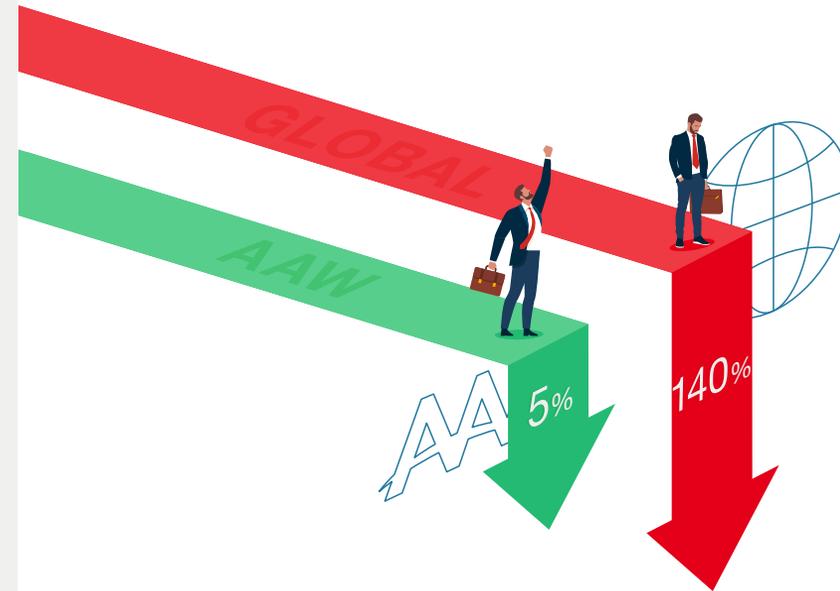
The wide range of life and non-life insurance coverage we provide for our internal and external stakeholders is done through the Ensure Me Department. Internal insurance services include medical and life insurance, as well as property, third-party liability, money, commercial crime, travel, and automotive coverage. External non-AAW clients benefit from group life, group medical, property and casualty insurance, fidelity guarantees, and travel insurance, among others. AAW maintains comprehensive occupational injury-related coverage under life insurance policies for employees.

The Ensure Me Department also maintains active collaboration with our Pharmaceuticals Department to guarantee continuous insurance coverage for medical equipment, pharmaceuticals, and related invoices, ensuring minimal operational disruption due to outstanding insurance claims.



## Cost Efficiency and Insurance Premium Management

In an environment where medical insurance claims generated a high loss rate exceeding 140%, AAW successfully negotiated with insurance providers to limit premium increases to only 5%. This strategic negotiation minimized financial impacts, ensured sustained employee healthcare coverage, improved cost efficiency, and strengthened vendor relationships. Ultimately, these actions resulted in effective cost control, maintained comprehensive coverage, and secured financial sustainability.



### Occupational Health and Safety Training and Engagement

AAW emphasizes the importance of comprehensive training to maintain safety awareness. Employees and contractors regularly participate in mandatory training sessions, including:



### Pharma Certifications and Guidelines

#### ISO 9001: 2015

Quality Management System

Pharma WH

2025

Distribution of Pharmaceutical & Diagnostics Medical Devices

#### EU Guidelines

Good Distribution Practice

Pharma WH

2024

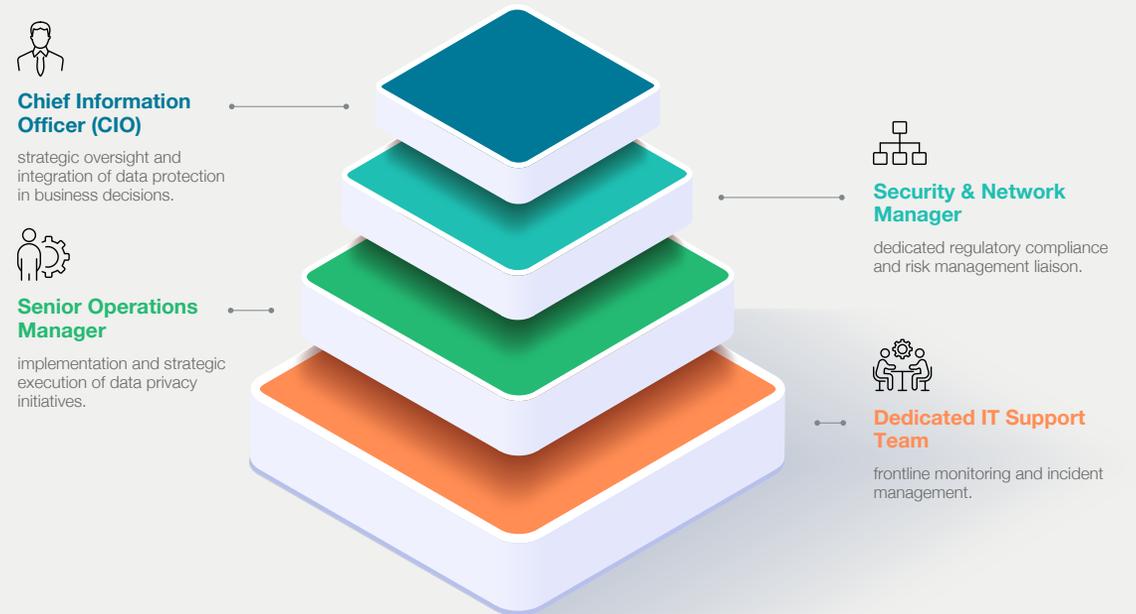
Distribution of Pharma Products

# Digital Transformation

Digital transformation remains central to AAW's strategic vision, enhancing operational efficiency, improving stakeholder engagement, and strengthening information security. This section outlines key digital initiatives, technological advancements, and governance frameworks that underpin our journey toward sustained digital excellence.

## Oversight

Executive responsibility for privacy and data security at AAW is structured under senior leadership roles, including:



The approved organizational structure (effective from 2025) will further delineate roles, establishing distinct units for Security and Network Management to enhance operational focus and accountability.

**Operational Excellence**

Implementing digital automation for invoice processing, predictive order fulfillment, and workflow optimization.

**Customer Experience Enhancement**

Providing personalized omnichannel experiences supported by AI-driven platforms.

**Data Analytics**

Advanced analytics for demand forecasting and strategic marketing.

**Intelligent Supply Chains**

Automated logistics and predictive inventory management.

**Innovation Integration**

Utilizing emerging technologies such as AI, IoT, & blockchain to maintain competitive advantage.

**Strategic Approach to Digital Transformation**

Our Information and communication Technology (ICT) Department strategically aligns technology initiatives with AAW's evolving business goals, proactively adopting emerging technologies to enhance agility, competitiveness, and operational efficiency. By leveraging advanced analytics, artificial intelligence (AI), and scalable cloud infrastructure, we enable real-time decision-making and a user-centric digital environment.



### Case Study - Enhancing Employee Insurance Services

In 2024, Ensure Me undertook significant digital enhancements to streamline employee insurance claim processes. Digital tools and automated workflows improved service quality, optimized cost management, and substantially reduced delays. These enhancements achieved controlled insurance premium increases, increased operational efficiency, and significantly enhanced employee satisfaction. The initiative demonstrates our commitment to financial sustainability and long-term value creation.



Controlled premium increases



Increased efficiency



Improved cost management



Enhanced employee satisfaction



Strengthened long-term sustainability

## Technological Infrastructure and Key Platforms

AAW utilizes a comprehensive suite of digital technologies and platforms to support its operations, customer interactions, and cybersecurity initiatives. Our strategic technology landscape comprises:

| Category                      | Technology/Platform   | Purpose & Benefits  |
|-------------------------------|---|---|
| ERP System                    | JDE Edwards Enterprise  | Integrated real-time operations and decision-making   |
| Warehouse Management          | Infor WMS   | Inventory accuracy, operational efficiency, and cost reduction  |
| Paperless Processes           | DocuSign  | Electronic signatures and paperless workflow efficiency   |
| Cybersecurity                 | SecureWorks AI, Fortinet/Azure/AWS WAF, Cisco FirePower & ISE, Kaspersky Endpoint | Advanced threat detection, network security, and endpoint protection  |
| Communication & Collaboration | Office 365 (Exchange, Teams, SharePoint), Viva Engage                             | Enhanced internal collaboration, real-time communication, and employee engagement (1500 Viva Engage users as of 2024) |
| Cloud Infrastructure          | AWS, Azure, VMware vSphere & Cloud Director                                       | Scalable cloud services, virtualization, and disaster recovery solutions  |
| Data Backup & Recovery        | Cohesity, Symantec Veritas  | Data security, recovery, and disaster preparedness  |
| Social Media Management       | Emplifi   | Unified content management, analytics, and strategic insights   |

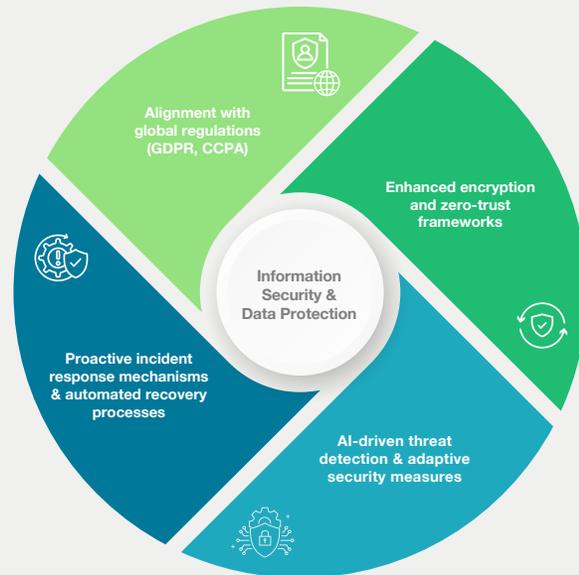
|                                |  |   |
|--------------------------------|--|---|
| Customer Service & Marketing   | SAP Emarsys, MO Engage, Sprinklr                 | Personalized customer communication, marketing automation, Sprinklr unified Customer Experience Management (Unified-CXM) platform |
| Retail Operations              | Cegid POS, Atobi LMS, Traffsys (People Counting) | Enhanced sales processes, employee training, and operational analytics  |
| Process Automation             | Automation Anywhere                              | Reduction of manual processes and enhanced operational efficiency   |
| Security Awareness             | KnowBe4  | Continuous cybersecurity training and employee awareness  |
| Data Analytics & Visualization | IBM Cognos, Microsoft Power BI                   | Dashboard-driven insights and data-driven decision-making   |
| Physical Security              | Hikvision, Dahua CCTV, BioTime (Access Control)  | Facility security, remote monitoring, and access management   |
| Email Security & Compliance    | Proofpoint, Exclaimer                            | Spam/phishing protection and consistent branding  |
| IoT & Energy Management        | Smart Generator GSM System, Smart ATS            | Remote monitoring, predictive maintenance, and seamless power management  |
| E-commerce Security            | Cloudflare, PIM-Vaimo                            | Web security, performance optimization, product information management  |
| Network Security               | Cisco, Ruckus Wireless Networks                  | Secure, scalable wireless connectivity  |

In 2024, our Warehouse Management System (Infor WMS) went live for the Fast-Moving Consumer Goods (FMCG) Department, involving 60 active users. The implementation optimized warehouse space, inventory visibility, real-time traceability, and reduced operational costs, directly enhancing customer service.

## Information Security and Data Protection

While the above section demonstrates our commitment to digitization and automation, we remain cognizant of the data security implications such transformations make us susceptible to. Consequently, AAW maintains rigorous adherence to global best practice for information security: in November 2024 we successfully transitioned our Information-Security Management System certification from **ISO/IEC 27001:2013 to ISO/IEC 27001:2022**, confirming that we meet the latest internationally recognized requirements.

Our updated **Data Protection and Information Security Policy** incorporates:



Our sophisticated incident response plan involves real-time detection (AI-driven), automated containment measures, forensic analysis, and transparent stakeholder communications. Regular annual audits, complemented by continuous real-time monitoring, ensure proactive vulnerability management. The latest comprehensive audit review occurred in November 2024. In 2024, AAW received no complaints concerning breaches of customer privacy from external parties or regulatory bodies, underscoring the effectiveness of our comprehensive data protection measures beyond structural and technological changes and measures, we believe that true change is championed through our workforce. AAW emphasizes continuous employee cybersecurity training using the KnowBe4 platform, promoting interactive learning and streamlined incident reporting. Training effectiveness is continuously monitored and refined through employee feedback and performance metrics. In 2024, 800 AAW employees have received training on phishing foundations, work from home procedures, password strength and incident reporting.

### Selected Stakeholder Training on Data Protection and Cybersecurity



Beyond educating employees on cybersecurity matters, we also proactively educate customers through targeted cybersecurity campaigns, enhanced secure communication channels, updated privacy policies, and promoted adoption of Multi-Factor Authentication (MFA). Our customer support team receives dedicated security training to effectively manage customer security concerns

### Our data protection framework extends to suppliers and business partners



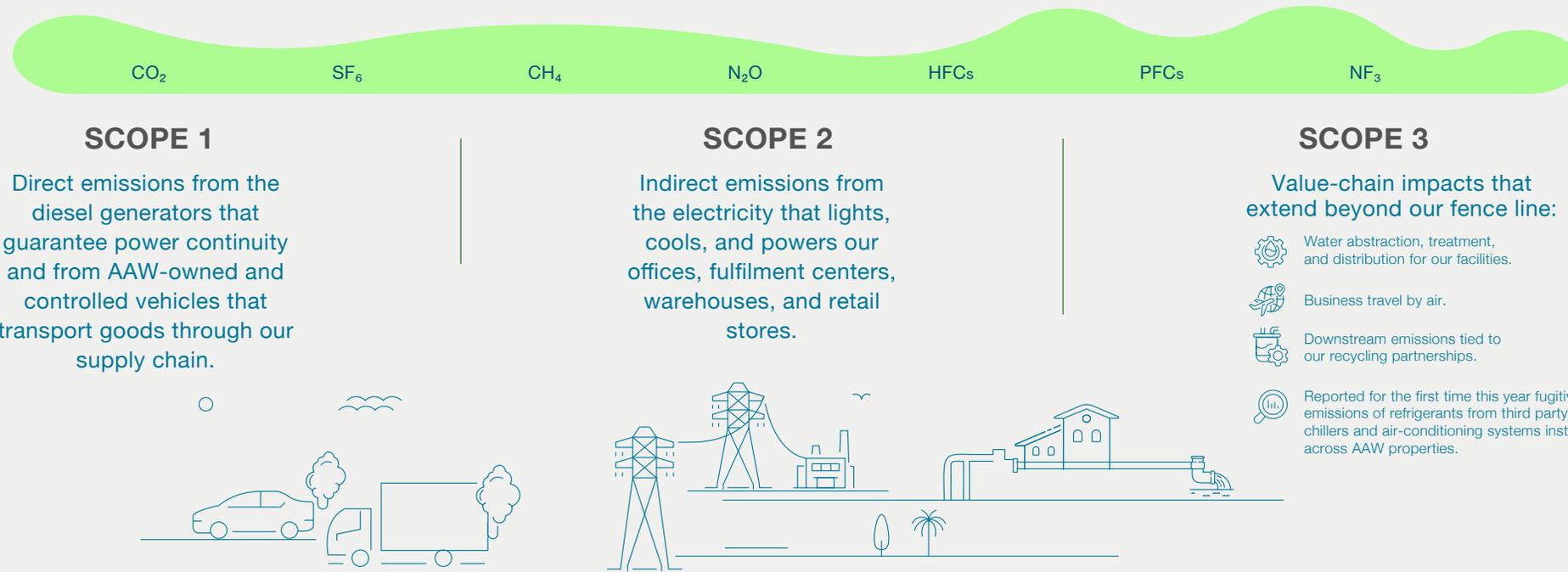
- Comprehensive due diligence and embedded contractual privacy obligations
- Regular compliance audits and real-time monitoring tools
- Collaborative training initiatives and coordinated incident response protocols

# ENVIRONMENTAL FOOTPRINT

# ENVIRONMENTAL FOOTPRINT

At AAW we regard climate change as an ongoing business imperative, not a distant threat. Accordingly, we have embedded a company-wide greenhouse gas (GHG) inventory that now measures all three reporting scopes and provides the foundation for clear reduction targets.

By capturing this broader climate footprint, we can pinpoint hotspots, set targets, and design efficiency projects that cut costs while supporting Kuwait's environmental ambitions. Looking ahead, we will continue to broaden the list of Scope 3 categories so that our major sources of emissions are disclosed and addressed. This step-by-step expansion underlines our long-term commitment to playing a responsible role in the local and global transition to a low-carbon economy.



## Department-led Sustainability Actions

The corporate inventory is underpinned by dozens of day-to-day initiatives rolled out by individual business units:

These tangible, department-level actions reinforce our enterprise-wide GHG program and demonstrate how every corner of AAW is contributing—practically and measurably—to a lower-carbon, resource-efficient future.



### ICT

slashed corporate paper consumption by 50–60% compared with 2023, thanks to a print-management system, default duplex settings, strict print quotas, and the wholesale shift to paperless workflows with DocuSign and cloud archiving—delivering cost savings and measurable carbon-avoidance in equal measure.



### Human Resources and Administration

has similarly prioritized using the digital document signatory system as much as possible to reduce the usage of paper. It ensures all types of paper purchased (bags, paper cups, cutlery, A4) are recyclable and environmentally friendly while also avoiding the purchases of any plastic materials wherever possible.



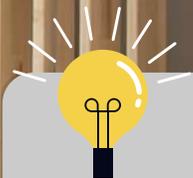
### Kitchen & Home Appliances

has adopted simple but effective office practices—re-using non-confidential paper, defaulting to digital documents and e-signatures, switching off lights and equipment after hours, encouraging recycling, and specifying only energy-efficient appliances and IT hardware.



### Sports & Lifestyle

translated its brand's outdoor ethos into action by organizing our annual two staff-led desert-clean-up drives during 2024, achieving full divisional participation and raising public awareness of litter in Kuwait's open spaces.



## Case Study – Inspiring Sustainable Living with Bosch Appliances

During 2024 the Kitchen & Home Appliances business line took part in a community sustainability fair devoted to “protecting the planet for future generations.” Our stand paired hands-on demonstrations of high-efficiency Bosch refrigerators, dishwashers and induction cooktops with short talks on everyday eco-habits—waste sorting, smart-meter use, and switching to low-energy settings. The aim was to show visitors that choosing well-designed appliances is an immediate, practical way to shrink household carbon footprints and improve indoor health.

Five goals guided the initiative: (1) highlight the environmental risks facing Kuwait and the wider region; (2) explain how Bosch’s water- and power-saving technologies translate into lower emissions; (3) frame sustainable purchasing as a choice every family can make; (4) reinforce the link between a greener home and public health; and (5) motivate attendees to adopt at least one

new eco-friendly habit.

Post-event surveys indicated a marked rise in both brand recall and understanding of appliance-related sustainability. Visitors said the live demonstrations clarified energy-label information they previously found confusing, and many pledged to factor efficiency into their next purchase. For AAW the activation strengthened Bosch’s reputation as a climate-conscious brand and contributed tangible momentum to the company’s broader community-education agenda.

## Utilities Management – Energy and Water

Throughout the business we pursue conscious, resource-efficient operating practices that curb energy use, cut waste and conserve natural resources. Every department contributes to this goal through targeted initiatives that drive efficiency, reduce emissions and make better use of materials.

Over the past year light fittings in our warehouses, showrooms, and head-office floors were replaced with high-efficiency LED luminaires, cutting both electricity demand and maintenance frequency. Building-management settings now keep thermostats on auto-mode at 24 °C during occupied hours before powering down after closing time—an approach that reduces peak load without compromising comfort.

Backup power has not been overlooked. Each standby generator now receives maintenance and a check-up every month. Inside the offices, a shift to digital workflows is yielding further gains; a new print-management platform has already cut paper procurement by 50–60%, reducing both the paper use and the electricity consumed by copiers and printers. Underpinning these technical upgrades is a rigorous maintenance regime through which electro-mechanical systems are inspected daily, with comprehensive asset checks scheduled on a monthly cycle to catch inefficiencies before they escalate—an approach that not only drives down avoidable energy and water losses but also prolongs equipment life, reduces demand for replacement parts, and ultimately curbs the upstream environmental footprint associated with extracting, generating, and delivering those utilities.

Water stewardship follows the same data-led logic. Sensor-activated mixers are being piloted at the Sharq and Shuwaikh administration buildings, and, once performance data are validated, the technology will be rolled out across the estate. Complementing this, leak audits identify any sanitary fittings with abnormal flow rates so that they can be repaired or replaced immediately, preventing hidden losses and wastage of usable water and unnecessary pumping energy.

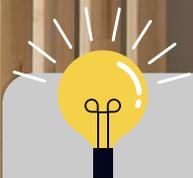
By coupling granular utility data with disciplined engineering interventions, AAW is creating the conditions for absolute reductions in energy, water and associated emissions—even as our reporting boundary widens and the business continues to grow.



\*The 2023 electricity consumption figures cover only eight buildings, whereas the 2024 data set expands the boundary to 16 of the Group's 18 properties.



\*The 2023 water consumption figures cover only eight buildings, whereas the 2024 data set expands the boundary to 15 of the Group's 18 properties.



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# GHG Emissions

In 2024, in line with AAW's commitment to transparency and responsible climate-related reporting, AAW took a decisive step toward expanding coverage of climate disclosure by widening the organizational and operational boundary of our greenhouse gas (GHG) inventory. While last year's report tracked emissions from eight principal properties, this cycles the coverage has doubled to 16 of the Group's 18 buildings (operated by AAW) for Scope 2 emissions and now captures 15 sites for water-related Scope 3 emissions.

The inventory also broadens the list of emission sources. In addition to the diesel used in standby generators and the fuel consumed by our owned delivery fleet (Scope 1), the 2024 boundary incorporates—for the first time—fugitive releases of refrigerant gases from third-party-operated chillers and air-conditioning systems installed across showrooms, warehouses and head-office floors. Apart from including cooling systems in the reporting coverage, the cooling systems have been updated by which newly installed chillers and split units operate with lower-GWP refrigerants. Such refrigerants would trap less heat in the atmosphere when compared to conventional refrigerants, thereby helping us reduce the impact of our operations on global temperature.

All calculations refer to the GHG Protocol (GHGP) Corporate Standard, GHGP fuel emission factors, and region-specific grid-emission factors. Activity data are drawn from utility invoices, fuel gauges and contractor maintenance logs; where direct readings are unavailable (e.g., chillers, refrigerators and AC units), engineering estimates are provided by IPCC Guidelines.

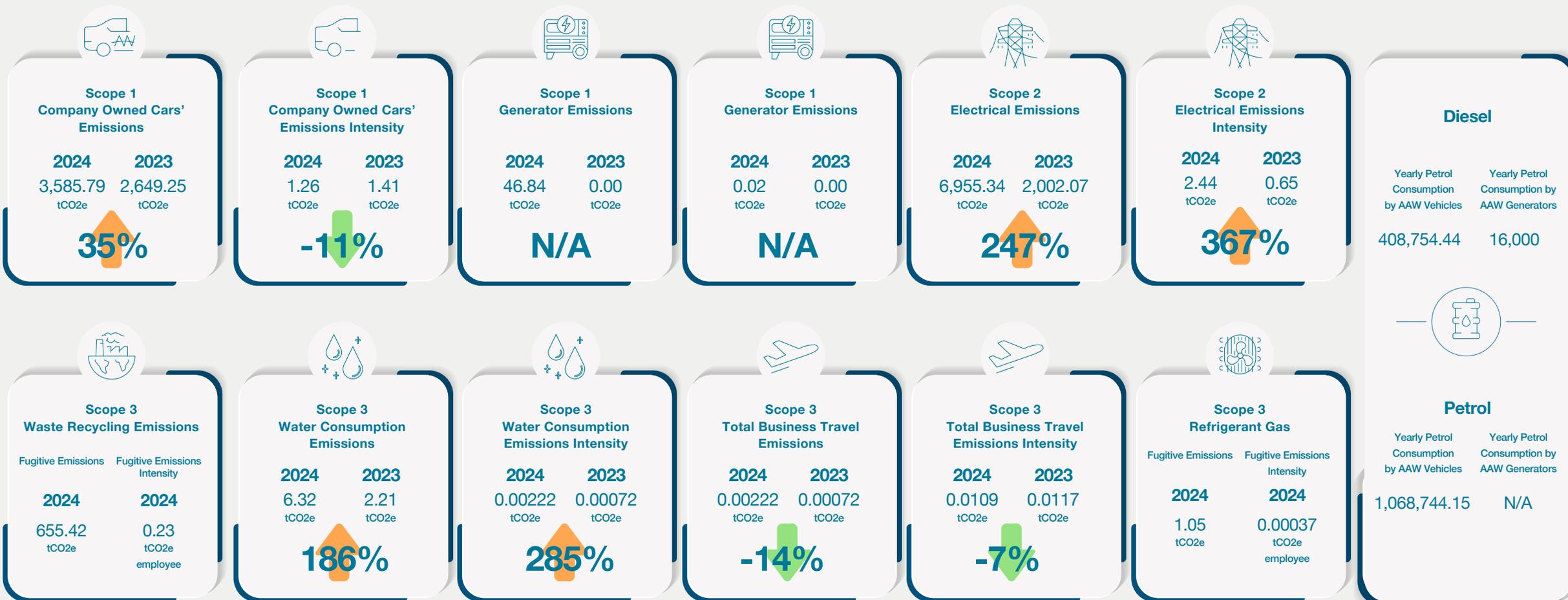
By reporting broader, more granular GHG emissions data, AAW reaffirms that transparency is the foundation of effective decarbonization. Armed with this data, we can channel capital to the buildings, processes and collaborations that deliver the great carbon savings—and share that progress openly with stakeholders.

## Total GHG Emissions

|                | 2024                            | 2023                           |
|----------------|---------------------------------|--------------------------------|
| <b>Scope 1</b> | 3,632.63                        | 2,649.25                       |
| <b>Scope 2</b> | 6,955.34                        | 2,002.07                       |
| <b>Scope 3</b> | 693.84                          | 38.16                          |
| <b>Total</b>   | 11,281.80<br>tCO <sub>2</sub> e | 4,689.48<br>tCO <sub>2</sub> e |

## Total GHG Intensity

|                | 2024                                   | 2023                                   |
|----------------|--|--|
| <b>Scope 1</b> | 1.28                                   | 1.41                                   |
| <b>Scope 2</b> | 2.44                                   | 0.65                                   |
| <b>Scope 3</b> | 0.24                                   | 0.01                                   |
| <b>Total</b>   | 3.96<br>tCO <sub>2</sub> e<br>employee | 2.07<br>tCO <sub>2</sub> e<br>employee |



# Waste Management

AAW’s waste-management strategy is anchored in the waste hierarchy: prevent, reuse, recycle, and dispose only when no other option is feasible.

During 2024 the Consumer Goods business line expanded its closed-loop initiatives, sending 83 tonnes of carton and plastic off-cuts to specialist recyclers—an increase of 109% on the previous year.

### Where reuse is practical, materials are kept in circulation:

- ◆ 100,322 wooden pallets were either redeployed internally or returned to suppliers for a second life, which compares to 91% of last year’s figures.
- ◆ By tightening stock control and improving handling practices the Consumer Goods business line also cut the volume of damaged goods that required scrapping by 27%.

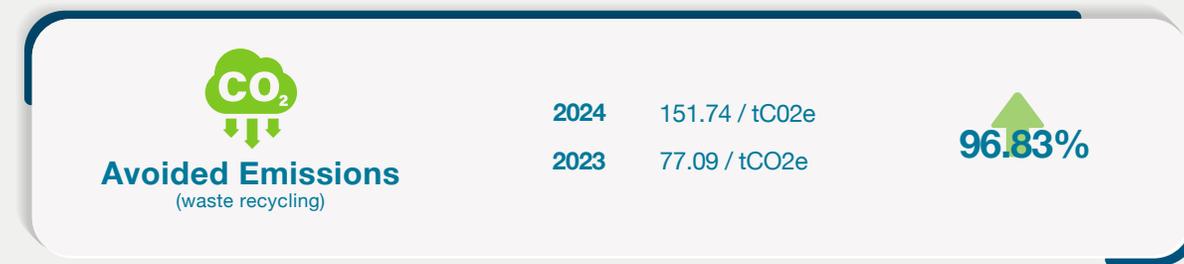


Operational segregation underpins these results. In our main distribution center, separate collection points now capture plastic film, paper and cardboard, wood, and organic waste, raising day-to-day awareness among warehouse staff and ensuring sortable streams for downstream recyclers. Plastics, spent shrink-wraps, empty cartons, and scrap metal are sold to accredited recycling contractors, while broken pallets go to refurbishment workshops and serviceable pallets are traded for reuse.

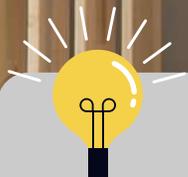
The Sports & Lifestyle retail chain supports the same principles in its stores, having switched entirely to paper carrier bags and recyclable disposables, eliminating conventional single-use plastic at the point of sale. All hazardous or non-recyclable residuals are managed through approved outlets. Expired or irreparably damaged products are transported under AAW quality-assurance supervision to the National Cleaning Company facility in Mina Abdullah—an operator licensed by Kuwait’s Public Authority of Industry—to ensure compliant destruction and traceability. Chain-of-custody documentation is archived digitally for future reference.

Logistics contributes by optimizing delivery routes to cut travel distance and associated CO<sub>2</sub> emissions, further lowering the indirect footprint of waste collections.

Owing to the targeted efforts of all AAW departments, we were able to avoid a total of 152 tonnes of CO<sub>2</sub> equivalent through waste recycling alone, which is double the amount we achieved in 2023.



Collectively these measures demonstrate AAW’s commitment to circularity—keeping materials in productive use for as long as possible, capturing value from unavoidable waste, and assuring full compliance in final disposal.



## Case Study – Mustela Cycle: School-Based Recycling with Omniya

In 2024 AAW's Pharmaceutical business line teamed up with Omniya, Kuwait's licensed plastics recycler, to launch the "Mustela Cycle" program across the country's school network. Special collection bins carrying the Mustela baby-care logo were distributed to classrooms, assemblies and parents' lobbies; pupils were asked to bring in empty bottles, caps and wipes packs, learning how post-consumer plastics can be reused rather than land-filled.

The initiative had a simple goal: embed the habit of recycling in children and their families, while tangibly supporting AAW's circular-economy pledge. Over the academic year – and with lively competitions between classes – students in 80 schools filled the bins. Omniya then shredded, pelletized and fed the plastic back into local manufacturing streams, turning yesterday's baby-lotion bottles into practical household items.

Results were immediate: hundreds of kilograms of single-use plastic diverted from landfill; teachers reporting greater environmental awareness in science and civic-studies lessons; and parents recognizing Mustela as a brand that "gives its packaging a second life." The project now serves as a blueprint for wider school-recycling drives across the Middle East and Africa, firmly anchoring AAW's reputation for hands-on sustainability leadership.

## Conclusion

For AAW, this year's utility results matter less for the absolute numbers than for what they capture. By doubling the building count in our electricity baseline, adding eight more sites for water, and bringing new Scope 3 categories into the greenhouse-gas ledger, we now see a far larger share of AAW's real footprint. A tighter methodology, supported by metered data, lays down a defensible starting point for year-on-year comparisons. With the measurement net widened and the rules clarified, the work ahead can focus on genuine performance improvements while further closing the gaps in coverage.



# APPENDIX

| GRI STANDARD/<br>OTHER SOURCE   | DISCLOSURE   | LOCATION/ Direct Answers  | OMISSION  |        |             | GRI<br>SECTOR<br>STANDARD<br>REF NO. |
|---------------------------------|--|---|---|--------|-------------|--------------------------------------|
|                                 |  |   | REQUIREMENT(S) OMITTED  | REASON | EXPLANATION |                                      |
| <b>General disclosures</b>      |  |   |   |        |             |                                      |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details   | a. Legal name: Ali Abdulwahab Al-Mutawa Commercial Co. K.S.C.C.   | A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available. |        |             |                                      |
|                                 |  | b. Nature of ownership and organization structure is provided in Section 7, subsection "Organizational Structure".                                      |   |        |             |                                      |
|                                 |  | c. AAW is headquartered and located in Kuwait.  |   |        |             |                                      |
|                                 |  | d. AAW operates exclusively in Kuwait.  |   |        |             |                                      |
|                                 | 2-2 Entities included in the organization's sustainability reporting | a. Entities included in sustainability reporting are listed in Section 5, subsection "AAW Identity and Brand Overview", with details of business lines. |   |        |             |                                      |
|                                 |  | b. There are no differences between the list of entities included in its financial reporting and the list included in its sustainability reporting.     |   |        |             |                                      |
|                                 |  | c. Approach for information consolidation is provided in Section 1 "Report Overview".   |   |        |             |                                      |

|                                 |   |   |   |  |  |  |
|---------------------------------|---|---|---|--|--|--|
| GRI 2: General Disclosures 2021 | 2-3 Reporting period, frequency and contact point   | a. Reporting period and frequency is located in Section 1 "Report Overview".                                | A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available. |  |  |  |
|                                 |   | b. Reporting for the financial report is ____   |   |  |  |  |
|                                 |   | c. The publication of the report is during the month of ____  |   |  |  |  |
|                                 |   | d. The contact point for questions about the report or reported information is provided in Report Overview. |   |  |  |  |
|                                 | 2-4 Restatements of information   | There are no restatements of information in this report.  |   |  |  |  |
|                                 | 2-5 External assurance  | a., b. No external assurance was made for this report.  |   |  |  |  |
|                                 | 2-6 Activities, value chain and other business relationships  | a. Section 5.1  |   |  |  |  |
|                                 |   | b. Section 5.1  |   |  |  |  |
|                                 |   | c. Section 5.1  |   |  |  |  |
|                                 |   | d. No significant changes   |   |  |  |  |
| 2-7 Employees                   | a. Total number of employees, and a breakdown of this total by gender, age, and nationality (local vs. foreign), is located in Section 6, subsection AAW Workforce. |   |   |  |  |  |

|  |   |   |  |                      |  |  |
|--|---|---|--|----------------------|--|--|
| GRI 2: General Disclosures 2021          | 2-7 Employees   | b. The breakdown of number of employees per number of: i. permanent employees, and a breakdown by gender and by region are provided in Section 6, subsection AAW Workforce. All employees at AAW are full time. |  |                      |  |  |
|  |   | c (i). Employee data are compiled on a full-time-equivalent (FTE) basis using our centralized master list.  |  |                      |  |  |
|  |   | c (ii). Employee data were compiled as of the end of the reporting period.  |  |                      |  |  |
|  |   | d. All the employment details are fed into the HR employee FTE, Employee Masterlist, which is the source of data that was provided for this report.   |  |                      |  |  |
|  |   | e. There is a 7.3% decrease in the number of employees from the last reporting year.  |  |                      |  |  |
|  | 2-8 Workers who are not employees   | a. There are no reported workers who are not employees at AAW.  | c. Describe significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods. | Not applicable (N/A) | All employees per employment time are full-time employees (FTE). Significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods are not applicable. |  |
|  |   | b. All employees per employment time are full-time employees (FTE).   |  |                      |  |  |
| 2-9 Governance structure and composition | a. Information on the governance structure, including committees of the highest governance body, is provided in Section 7.1.1.  |   |  |                      |  |  |
|  | b. Information on the committees of the highest governance body that are responsible for decision-making on and overseeing the management of the organization's impacts on the economy, environment, and people is provided in Section 7.1.1. |   |  |                      |  |  |

|   |  |  |   |  |   |
|---|--|--|---|--|---|
| GRI 2: General Disclosures 2021   | 2-9 Governance structure and composition   | c. The composition of the highest governance body and its committees is given in Section 7.1.1.  |   |  |   |
|   | 2-10 Nomination and selection of the highest governance body                     | a. AAW is a family-owned business, and therefore the highest governance body is made up of family members.   |   |  |   |
|   |  | b. AAW's BoD solely consists of AAW family members, as a family-owned operating business. Information is provided in Section 7.1.2.                              |   |  |   |
|   | 2-11 Chair of the highest governance body  | a. The Chairman of the Board is also the CEO. b. Information on the role of the Chairman is given in Section 7.1.2.  |   |  |   |
|   | 2-12 Role of the highest governance body in overseeing the management of impacts | a. Refer to Section 7.1.2, under 'Oversight of Environmental, Social and Economic Impacts.'  | c. Describe the role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b, and report the frequency of this review. | Information unavailable  | The internal annual review of the sustainability scorecard is overseen by the assigned project manager handling the sustainability project at AAW and directly reporting to the CEO. However, Information on any review done by the governing body is unavailable at this point due to lack of documentation. |
| b. Refer to Section 7.1.2, under 'Oversight of Environmental, Social and Economic Impacts.' |  |  |   |  |   |
| 2-13 Delegation of responsibility for managing impacts                                      | N/A  | a. Describe how the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people, including: | Information unavailable   | Details on the delegation of responsibility for managing impacts, including those involved and the process for senior executives, are not available for this reporting year. |   |

|   |  |  |  |                         |  |
|---|--|--|--|-------------------------|--|
| GRI 2: General Disclosures 2021                               | 2-13 Delegation of responsibility for managing impacts               | N/A  | <p>i. whether it has appointed any senior executives with responsibility for the management of impacts; ii. whether it has delegated responsibility for the management of impacts to other employees.</p> <p>b. Describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organization's impacts on the economy, environment, and people.</p> | Information unavailable | Details on the delegation of responsibility for managing impacts, including those involved and the process for senior executives, are not available for this reporting year. |
|   | 2-14 Role of the highest governance body in sustainability reporting | a. Refer to Section 7.1.2 under 'Review and Approval Process for Reporting.' | b. If the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.  | N/A                     | The highest governance body is not responsible for reviewing and approving the reported information.   |
|   | 2-15 Conflicts of interest   | N/A  | a. Describe the processes for the highest governance body to ensure that conflicts of interests are prevented and mitigated.   | N/A                     | Information on conflicts of interest disclosure to stakeholders is not available.  |
|   |  |  | b. Report whether conflicts of interest are disclosed to stakeholders, including, at a minimum, conflicts of interest relating to:   |                         |  |
|   |  |  | i. cross-board membership;   |                         |  |
| ii. cross-shareholding with suppliers and other stakeholders; |  |  |  |                         |  |
| iii. existence of controlling shareholders;                   |  |  |  |                         |  |

|                                 |   |   |   |  |  |
|---------------------------------|---|---|---|--|--|
| GRI 2: General Disclosures 2021 | 2-15 Conflicts of interest  | N/A   | iv. related parties, their relationships, transactions, and outstanding balances.   | N/A  | Information on conflicts of interest disclosure to stakeholders is not available.                                |
|                                 | 2-16 Communication of critical concerns                           | a. Refer to Section 7.1.2 under 'Mechanisms for Raising Concerns.'  | b. Report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.   | Information unavailable/incomplete   | Information on concerns communicated to the highest governance body during the reporting period is unavailable.  |
|                                 | 2-17 Collective knowledge of the highest governance body          |   | a. Report measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.   | Information unavailable/incomplete   | No information is available on measures taken to advance the collective knowledge of the highest governance body |
|                                 | 2-18 Evaluation of the performance of the highest governance body |   | a. Describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organization's impacts on the economy, environment, and people. | Information unavailable  | No formalization/documentation of such activities being undertaken by AAW.                                       |
|                                 |   |   | b. Report whether the evaluations are independent or not, and the frequency of the evaluations.   |  |  |
| 2-19 Remuneration policies      |   | c. Describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices. |   |  |  |
|                                 |   | a. Describe the remuneration policies for members of the highest governance body and senior executives, including:<br>i. fixed pay and variable pay;        | Information unavailable   | No formalization/documentation of such activities being undertaken by AAW. |  |

|   |  |  |  |                         |  |
|---|--|--|--|-------------------------|--|
| GRI 2: General Disclosures 2021                           | 2-19 Remuneration policies             |  | ii. sign-on bonuses or recruitment incentive payments;   | Information unavailable | No formalization/documentation of such activities being undertaken by AAW. |
|   |  |  | iii. termination payments;   |                         |  |
|   |  |  | iv. clawbacks;   |                         |  |
|   |  |  | v. retirement benefits.  |                         |  |
|   |  | b. Describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization's impacts on the economy, environment, and people. |  |                         |  |
|   | 2-20 Process to determine remuneration | a. The Board of Directors proposes a single annual remuneration figure for its members, after which the Chairman submits the proposal to the General Assembly (GA) for approval.   | b. Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable. | N/A                     | No formalization/documentation of such activities being undertaken by AAW. |
|   |  | a(i). There is no involvement of an independent remuneration committee or independent members of the highest governance body review or oversee this process.   |  |                         |  |
|   |  | a(ii). Shareholders provide their views by voting on the proposal at the GA. Beyond this vote, no additional mechanisms for gathering or incorporating wider stakeholder feedback on remuneration are reported.  |  |                         |  |
| a(iii). No external remuneration consultants are engaged. |  |  |  |                         |  |

|                                 |  |   |  |                                    |  |
|---------------------------------|--|---|--|------------------------------------|--|
| GRI 2: General Disclosures 2021 | 2-21 Annual total compensation ratio               |   | <p>a. Report the ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).</p> <p>b. Report the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual).</p> <p>c. Report contextual information necessary to understand the data and how the data has been compiled.</p> | Confidentiality constraints        | Salary of the highest paid individual is deemed confidential by the organization.  |
|                                 | 2-22 Statement on sustainable development strategy | Refer to Section 1.2: Message from CEO.   |  |                                    |  |
|                                 | 2-23 Policy commitments                            | a(iv). Section 2.2 of the Code of Conduct stipulates respect and appreciation of dignity, rights, and aspirations of all employees as key fundamentals. | a. Describe your policy commitments for responsible business conduct including:  | Information unavailable/incomplete | AAW Code of Conduct does not currently cite specific inter-governmental standards (such as the UN Guiding Principles or ILO conventions), nor does it explicitly mandate formal due-diligence or precautionary-principle approaches. |

|  |  |   |  |                                    |  |
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| GRI 2: General Disclosures 2021                                    | 2-23 Policy commitments                      | b. AAW has addressed some of the human rights concerns in the Code of Conduct and it is bound by the international standards that our principal companies include in their agreements concluded with AAW. | i. the authoritative intergovernmental instruments that the commitments reference;   | Information unavailable/incomplete | AAW Code of Conduct does not currently cite specific inter-governmental standards (such as the UN Guiding Principles or ILO conventions), nor does it explicitly mandate formal due-diligence or precautionary-principle approaches. |
|  |  | c. No publicly disclosed policies.  | ii. whether the commitments stipulate conducting due diligence;  |                                    |  |
|  |  | d. All policy commitments were approved at the executive-management level.  | iii. whether the commitments stipulate applying the precautionary principle.   |                                    |  |
|  |  | e. Any policy commitments apply to all the employees at AAW.  |  |                                    |  |
|  |  | f. Policy commitments with employees are shared and accessible via communication channels with all employees. Refer to 7.1.2 under "Policy Communication and Implementation".                             |  |                                    |  |
|  | 2-24 Embedding policy commitments            | a. Refer to Section 7.1.2 under "Policy Communication and Implementation".  |  |                                    |  |
|  | 2-25 Processes to remediate negative impacts | b. Refer to Section 7.2.1 under 'Grievance Mechanisms and Whistleblower Protection.'  | a. Describe its commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to. | Information unavailable/incomplete | No formalization/documentation of such activities being undertaken by AAW.   |
| d. Refer to Section 6.1.3 under 'Comprehensive Employee Benefits.' |  | c. Describe other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies it has caused or contributed to.                               |  |                                    |  |

|                                 |   |  |  |                           |  |
|---------------------------------|---|--|--|---------------------------|--|
| GRI 2: General Disclosures 2021 | 2-26 Mechanisms for seeking advice and raising concerns | a. i. Refer to Section 7.2.1 under 'Policy Communication and implementation.'  |  |                           |  |
|                                 |   | a. ii. Refer to Section 7.2.1 under 'Grievance Mechanisms and Whistleblower Protection.'   |  |                           |  |
|                                 | 2-27 Compliance with laws and regulations               | a. Refer Section 7.2.1 under 'Legal and Regulatory Compliance.'  | c. Describe the significant instances of non-compliance. | Information not available | No proper documentation of the description of significant instances of non-compliance. |
|                                 |   | b. Refer to Section 7.2.1 under 'Legal and Regulatory Compliance.'   |  |                           |  |
|                                 |   | d. The Code of Conduct provides for whistleblowing processes; a specific contact number is also dedicated. Each department will assess any such incident and report it to the higher management.   |  |                           |  |
|                                 | 2-28 Membership associations                            | a. AAW's Chairman is the Chairman of the Board of Directors of Union of Consumer Goods Distributors for Wholesale and Retail Trade. AAW is also a member of the Chamber of Commerce and Industry.  |  |                           |  |
|                                 | 2-29 Approach to stakeholder engagement                 | a(i). Refer to Section 4.2 under 'Stakeholder identification.'   |  |                           |  |
|                                 |   | a(ii). Refer to Section 4.2 under 'Stakeholders and Engagement methods.'   |  |                           |  |
|                                 |   | a(iii). AAW departments and business lines have differentiated methods on stakeholder engagement hence the frequency of engagement is not unified across the organization. Refer to Section 4.2 under 'Stakeholders and Engagement Methods.' |  |                           |  |

|                                 |  |   |   |     |   |
|---------------------------------|--|---|---|-----|---|
| GRI 2: General Disclosures 2021 | 2-30 Collective bargaining agreements    |   | a. Report the percentage of total employees covered by collective bargaining agreements.  | N/A | The nature of operations does not require employee collective bargaining agreements |
|                                 |  |   | b. For employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations. |     |   |
| <b>Material topics</b>          |  |   |   |     |   |
| GRI 3: Material Topics 2021     | 3-1 Process to determine material topics | Material topics were benchmarked against the industry best practices, trends, international frameworks. AAW consulted with stakeholders to identify topics last year, and since there is no change in AAW operations or operating environment, those topics have been retained this year. | A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.   |     |   |
|                                 | 3-2 List of material topics              | Product Quality and Safety  |   |     |   |
|                                 |  | Health, Safety, and Security  |   |     |   |
|                                 |  | Business Ethics and Compliance  |   |     |   |
|                                 |  | Supply Chain Management and Responsible Procurement   |   |     |   |
|                                 |  | GHG Emissions and Energy Management   |   |     |   |
|                                 |  | Waste Management  |   |     |   |
|                                 |  | Learning and Development  |   |     |   |

| Market presence                            |  |  |   |                             |  |  |
|--|--|--|---|-----------------------------|--|--|
| <b>GRI 3: Material Topics 2021</b>         | 3-3 Management of material topics  |  |   |                             |  |  |
| <b>GRI 202: Market Presence 2016</b>       | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | Refer to Section 6.1.1.  |   |                             |  |  |
|  | 202-2 Proportion of senior management hired from the local community               | Proportion of senior management and above hired from the local community was disclosed at 6% for 2024. Refer to Section 6.1.   |   |                             |  |  |
| Procurement practices                      |  |  |   |                             |  |  |
| <b>GRI 3: Material Topics 2021</b>         | 3-3 Management of material topics  | Section 5.2.2, Material topic: Supply Chain Management and Responsible Procurement   |   |                             |  |  |
| <b>GRI 204: Procurement Practices 2016</b> | 204-1 Proportion of spending on local suppliers                                    | c. AAW currently treats its two main head-office sites – the Sharq Head Office and the Shuwaikh Head Office – as the company's 'significant locations of operation.' | a. Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). | Confidentiality constraints | Proportion of spending on local suppliers is confidential. |  |
|  |  |  | b. The organization's geographical definition of 'local.'   |                             |  |  |

| Anti-corruption                      |  |  |   |                                    |   |  |
|--------------------------------------|--|--|---|------------------------------------|---|--|
| <b>GRI 3: Material Topics 2021</b>   | 3-3 Management of material topics  |  |   |                                    |   |  |
| <b>GRI 205: Anti-corruption 2016</b> | 205-1 Operations assessed for risks related to corruption                      |  | a. Total number and percentage of operations assessed for risks related to corruption.  | Information unavailable            | AAW has not yet identified information on operations assessed for risks related to corruption due to the complexities of operations and diverse business lines. Therefore, information on this matter is not available yet. |  |
|                                      |  |  | b. Significant risks related to corruption identified through the risk assessment.  |                                    |   |  |
|                                      | 205-2 Communication and training about anti-corruption policies and procedures | a. 100%: the organization's anti-corruption policies and procedures have been communicated to all 7 Board Directors. | c. 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. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. | Information unavailable/incomplete | c.,d. Quantitative information on number and percentage of board members who are communicated to or trained on anti-corruption policies and procedures is currently unavailable.  |  |
|                                      |  | b. 100%: the organization's anti-corruption policies and procedures have been communicated to all 2289 employees.    | d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.  |                                    | e. Employee training on ethics and compliance is mentioned in Section 7.2.1. New employees do get some guidance in this regard within the induction process. But no specific anti-corruption training was given.            |  |

|   |   |   |  |                                    |   |  |
|---|---|---|--|------------------------------------|---|--|
| GRI 205: Anti-corruption 2016           | 205-2 Communication and training about anti-corruption policies and procedures        |   | e. Total number and percentage of employees that have received training on anticorruption, broken down by employee category and region.  | Information unavailable/incomplete |   |  |
|   | 205-3 Confirmed incidents of corruption and actions taken                             | a.  | 0  |                                    |   |  |
|   |   | b.  | 0  |                                    |   |  |
|   |   | c.  | 0  |                                    |   |  |
|   |   | d.  | 0  |                                    |   |  |
| <b>Anti-competitive behavior</b>        |   |   |  |                                    |   |  |
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | Section 7.2.1   |  |                                    |   |  |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | a. AAW filed a complaint against CPA and filed a legal case against the Union Coops to prevent anti-competitive behavior, anti-trust, and monopoly practices. Refer to Section 7.2.1 under 'Legal and Regulatory Compliance.' |  |                                    |   |  |
|   |   | b. Ongoing  |  |                                    |   |  |
| <b>Materials</b>                        |   |   |  |                                    |   |  |
| GRI 3: Material Topics 2021             | 3-3 Management of material topics   | Section 8.3, GRI 3-3 Material Topic: Waste Management   |  |                                    |   |  |
| GRI 301: Materials 2016                 | 301-1 Materials used by weight or volume  |   | a. Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: i. non-renewable materials used; ii. renewable materials used. | Information unavailable            | Details on total materials used in weight and volume to produce and package products are unavailable. |  |

|  |  |   |  |  |  |  |
|--|--|---|--|--|--|--|
| GRI 301: Materials 2016                              | 301-2 Recycled input materials used                    | a. Information on some of the recycled materials by AAW is provided in Section 8.3. |  |  |  |  |
|  | 301-3 Reclaimed products and their packaging materials |   | a. Percentage of reclaimed products and their packaging materials for each product category.<br>b. How the data for this disclosure have been collected. | Information unavailable/incomplete   | Information is not available on reclaimed products and their packaging materials at AAW.   |  |
| <b>Energy</b>  |  |   |  |  |  |  |
| GRI 3: Material Topics 2021                          | 3-3 Management of material topics                      |   |  |  |  |  |
| GRI 302: Energy 2016                                 | 302-1 Energy consumption within the organization       | a. Refer to Section 8.1.  | d. In joules, watt-hours or multiples, the total:  | N/A  | d., g. AAW kept track of the amount of fuel consumed; however, we did not calculate the energy consumed. Hence no emission factors were utilized in this aspect. |  |
|  |  | b. Organization does not currently use renewable sources of energy.                 | i. electricity sold  |  |  |  |
|  |  | c. Refer to Section 8.1.  | ii. heating sold   |  |  |  |
|  |  | e. Refer to Section 8.1.  | iii. cooling sold  |  |  |  |
|  |  | f. Measurement methodologies were based on recorded data via invoices and meters.   | iv. steam sold   |  |  |  |
|  |  | g. Source of the conversion factors used  |  |  |  |  |
| 302-2 Energy consumption outside of the organization |  | a. Energy consumption outside of the organization, in joules or multiples.          | Information unavailable  | Several upstream and downstream Scope 3 emissions are estimated; however, the actual amount of energy utilized outside AAWs operations is unavailable. |  |  |

|  |  |  |   |   |  |  |
|--|--|--|---|---|--|--|
| GRI 302: Energy 2016   | 302-2 Energy consumption outside of the organization |  | <p>b. Standards, methodologies, assumptions, and/or calculation tools used.</p> <p>c. Source of the conversion factors used.</p>              | Information unavailable   | Several upstream and downstream Scope 3 emissions are estimated; however, the actual amount of energy utilized outside AAWs operations is unavailable. |  |
|  | 302-3 Energy intensity                               | Refer to Section 8.2.  |   |   |  |  |
|  | 302-4 Reduction of energy consumption                |  | a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples. | N/A   | AAW has not undertaken a project or initiative implemented to specifically reduce energy consumption and/or increase efficiency in the reporting year. |  |
|  |  |  | b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.                                    |   |  |  |
|  |  |  | c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.            |   |  |  |
| d. Standards, methodologies, assumptions, and/or calculation tools used. |  |  |   |   |  |  |
| 302-5 Reductions in energy requirements of products and services         |  | a. Reductions in energy requirements of sold products and services achieved during the reporting period, in joules or multiples. | N/A   | There were no improvement projects implemented specifically for energy performance of the products sold by AAW during the reporting year. |  |  |

|   |  |   |  |  |   |   |  |
|---|--|---|--|--|---|---|--|
| GRI 302: Energy 2016  | 302-5 Reductions in energy requirements of products and services |   | b. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it. | N/A  | There were no improvement projects implemented specifically for energy performance of the products sold by AAW during the reporting year. |   |  |
|   |  |   | c. Standards, methodologies, assumptions, and/or calculation tools used.   |  |   |   |  |
| <b>Water and effluents</b>  |  |   |  |  |   |   |  |
| GRI 3: Material Topics 2021   | 3-3 Management of material topics                                | Section 8.1, GRI 3-3 Material Topic: GHG Emissions and Energy Management  |  |  |   |   |  |
| GRI 303: Water and Effluents 2018                                   | 303-1 Interactions with water as a shared resource               | a. Refer to Section 8.1.  |  |  |   |   |  |
|   |  | b., c. The organization does not have a formal methodology used to identify water-related impacts or information on how they are addressed. |  |  |   |   |  |
|   | 303-2 Management of water discharge-related impacts              |   |  | a. A description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including: | N/A   | Information on management of water discharge-related impacts is not applicable. |  |
|   |  |   |  | i. how standards for facilities operating in locations with no local discharge requirements were determined;                                     |   |   |  |
| ii. any internally developed water quality standards or guidelines; |  |   |  |  |   |   |  |
| iii. any sector-specific standards considered;                      |  |   |  |  |   |   |  |
|   |  |   | iv. whether the profile of the receiving water body was considered.  |  |   |   |  |

|   |                               |  |   |                                |   |  |
|---|-------------------------------|--|---|--------------------------------|---|--|
| <p><b>GRI 303: Water and Effluents 2018</b></p>   | <p>303-3 Water withdrawal</p> |  | <p>a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable:</p>                   | <p>Information unavailable</p> | <p>Information on water withdrawal from all areas is not available because water is mostly supplied through MEW infrastructure network and no water is directly withdrawn by AAW for direct operations.</p> |  |
|   |                               |  | <p>i. surface water;</p>  |                                |   |  |
|   |                               |  | <p>ii. groundwater;</p>   |                                |   |  |
|   |                               |  | <p>iii. seawater;</p>   |                                |   |  |
|   |                               |  | <p>iv. produced water;</p>  |                                |   |  |
|   |                               |  | <p>v. third-party water.</p>  |                                |   |  |
|   |                               |  | <p>b. Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable:</p> |                                |   |  |
|   |                               |  | <p>i. surface water;</p>  |                                |   |  |
|   |                               |  | <p>ii. groundwater;</p>   |                                |   |  |
|   |                               |  | <p>iii. seawater;</p>   |                                |   |  |
| <p>iv. produced water;</p>  |                               |  |   |                                |   |  |
| <p>v. third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv.</p>  |                               |  |   |                                |   |  |
| <p>c. A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories:</p> |                               |  |   |                                |   |  |

|   |                        |  |  |  |  |   |  |
|---|------------------------|--|--|--|--|---|--|
| GRI 303: Water and Effluents 2018                         | 303-3 Water withdrawal |  | i. freshwater ( $\leq 1,000$ mg/L Total Dissolved Solids);   | Information unavailable  | Information on water withdrawal from all areas is not available because water is mostly supplied through MEW infrastructure network and no water is directly withdrawn by AAW for direct operations. |   |  |
|   |                        |  | ii. other water ( $> 1,000$ mg/L Total Dissolved Solids).  |  |  |   |  |
|   |                        |  | d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. |  |  |   |  |
|   | 303-4 Water discharge  |  |  | a. Total water discharge to all areas in megaliters, and a breakdown of this total by the following types of destination, if applicable: | Information unavailable  | Information on water discharge to all areas is not available as AAW exclusively use MEW infrastructure network for water usage and discharge. |  |
|   |                        |  |  | i. surface water;  |  |   |  |
|   |                        |  |  | ii. groundwater;   |  |   |  |
|   |                        |  |  | iii. seawater;   |  |   |  |
|   |                        |  |  | iv. Third-party water, and the volume of this total sent for use to other organizations, if applicable.                                  |  |   |  |
|   |                        |  |  | b. A breakdown of total water discharge to all areas in megaliters by the following categories:  |  |   |  |
|   |                        |  |  | i. freshwater ( $\leq 1,000$ mg/L Total Dissolved Solids);   |  |   |  |
| ii. other water ( $> 1,000$ mg/L Total Dissolved Solids). |                        |  |  |  |  |   |  |

|  |                         |  |  |  |   |  |
|--|-------------------------|--|--|--|---|--|
| GRI 303: Water and Effluents 2018  | 303-4 Water discharge   |  | c. Total water discharge to all areas with water stress in megaliters, and a breakdown of this total by the following categories: i. Freshwater ( $\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ( $> 1,000$ mg/L Total Dissolved Solids). | Information unavailable                          | Information on water discharge to all areas is not available as AAW exclusively use MEW infrastructure network for water usage and discharge. |  |
|  |                         |  | d. Priority substances of concern for which discharges are treated, including:   |  |   |  |
|  |                         |  | i. how priority substances of concern were defined, and any international standard, authoritative list, or criteria used;  |  |   |  |
|  |                         |  | ii. the approach for setting discharge limits for priority substances of concern; iii. number of incidents of non-compliance with discharge limits.  |  |   |  |
|  |                         |  | e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.   |  |   |  |
|  | 303-5 Water consumption | b. There was no water consumption from areas with water stress nor has water storage been identified as having significant water-related impact. | a. Refer to Section 8.1.   | b. Water consumption in areas with water stress. | N/A   |  |
| c. Change in water storage in megaliters, if water storage has been identified as having significant water-related impact. |                         |  |  |  |   |  |
| d. Contextual information necessary to understand how the data have been compiled.   |                         |  |  |  |   |  |

| Emissions                   |   |  |                           |     |   |  |
|-----------------------------|---|--|---------------------------|-----|---|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics             | Section 8, GRI 3-3 Material Topic: GHG Emissions and Energy Management |                           |     |   |  |
| GRI 305: Emissions 2016     | 305-1 Direct (Scope 1) GHG emissions          | a. Refer to Section 8.2.   | c. Biogenic emissions     | N/A | AAW did not use biofuels in the reporting period.   |  |
|                             |   | b. CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O              | d. Base Year              |     | Base year not yet established by the organization.  |  |
|                             |   | e. IPCC 5th assessment report and GHG protocol                         |                           |     |   |  |
|                             |   | f. Operational control   |                           |     |   |  |
|                             |   | g. GHG protocol  |                           |     |   |  |
|                             | 305-2 Energy indirect (Scope 2) GHG emissions | a. Refer to Section 8.2.   | b. Market-based emissions | N/A | The MEW is the sole supplier of power and therefore all main power supply contracts are through them. Hence market-based emissions are not applicable |  |
|                             |   | c. CO <sub>2</sub> e   | d. Base year              |     | The organization is yet to establish a base year.   |  |
|                             |   | f. IPCC 5th assessment report and GHG protocol                         |                           |     |   |  |
|                             |   | g. Operational Control   |                           |     |   |  |
|                             | 305-3 Other indirect (Scope 3) GHG emissions  | a. Refer to Section 8.2.   | c. Biogenic emissions     |     | AAW did not use biofuels in the reporting period.   |  |
|                             |   | b. CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O              | e. Base year              |     |   |  |
|                             |   | d. Refer to Section 8.   |                           |     |   |  |
|                             |   | f. IPCC 5th assessment report and GHG protocol                         |                           |     |   |  |
|                             |   |  | g. GHG protocol           |     |   |  |

|  |   |                          |   |                         |  |  |
|--|---|--------------------------|---|-------------------------|--|--|
| GRI 305: Emissions 2016  | 305-4 GHG emissions intensity                       | a. Refer to Section 8.2. |   |                         |  |  |
|  |   | b. Refer to Section 8.2. |   |                         |  |  |
|  |   | c. Refer to Section 8.2. |   |                         |  |  |
|  |   | d. CO2, CH4 and N2O      |   |                         |  |  |
|  | 305-5 Reduction of GHG emissions                    | N/A                      | a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO2 equivalent.                         | N/A                     |  | The operational boundaries for last year greatly differ from this year, hence reduction calculations or comparisons are rendered irrelevant. |
|  |   |                          | b. Gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.                                      |                         |  |  |
|  |   |                          | c. Base year or baseline, including the rationale for choosing it.  |                         |  |  |
|  |   |                          | d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). |                         |  |  |
|  |   |                          | e. Standards, methodologies, assumptions, and/or calculation tools used.  |                         |  |  |
|  | 305-6 Emissions of ozone-depleting substances (ODS) | Not applicable           | a. Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent.                        | Information unavailable |  | Information is not available on emissions of ozone-depleting substances (ODS).   |
|  |   |                          | b. Substances included in the calculation.  |                         |  |  |
|  |   |                          | c. Source of the emission factors used.   |                         |  |  |
| d. Standards, methodologies, assumptions, and/or calculation tools used. |   |                          |   |                         |  |  |

|  |   |     |   |                                    |  |  |
|--|---|-----|---|------------------------------------|--|--|
| GRI 305: Emissions 2016  | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | N/A | a. Significant air emissions, in kilograms or multiples, for each of the following:   | Information unavailable            | Information is not available on nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions. |  |
|  |   |     | i. NOx  |                                    |  |  |
|  |   |     | ii. SOx   |                                    |  |  |
|  |   |     | iii. Persistent organic pollutants (POP)  |                                    |  |  |
|  |   |     | iv. Volatile organic compounds (VOC)  |                                    |  |  |
|  |   |     | v. Hazardous air pollutants (HAP)   |                                    |  |  |
|  |   |     | vi. Particulate matter (PM)   |                                    |  |  |
|  |   |     | vii. Other standard categories of air emissions identified in relevant regulations  |                                    |  |  |
|  |   |     | b. Source of the emission factors used.   |                                    |  |  |
| c. Standards, methodologies, assumptions, and/or calculation tools used. |   |     |   |                                    |  |  |
| <b>Waste</b>   |   |     |   |                                    |  |  |
| GRI 3: Material Topics 2021  | 3-3 Management of material topics   |     |   |                                    |  |  |
| GRI 306: Waste 2020  | 306-1 Waste generation and significant waste-related impacts                          |     | a. For the organization's significant actual and potential waste-related impacts, a description of:   | Information unavailable/incomplete | AAW has not conducted an assessment regarding Waste related impacts as of the reporting year.                    |  |
|  |   |     | i. the inputs, activities, and outputs that lead or could lead to these impacts;  |                                    |  |  |
|  |   |     | ii. whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain. |                                    |  |  |

|                                 |   |                         |   |                        |   |
|---------------------------------|---|-------------------------|---|------------------------|---|
| GRI 306: Waste 2020             | 306-2 Management of significant waste-related impacts | a. Refer to section 8.3 |   |                        |   |
|                                 |   | b. Refer to section 8.3 |   |                        |   |
|                                 |   | c. Refer to section 8.3 |   |                        |   |
|                                 | 306-3 Waste generated                                 |                         | a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.                                     | Information incomplete | Methods and systems to track waste generated are still under development. |
|                                 |   |                         | b. Contextual information necessary to understand the data and how the data has been compiled.  |                        |   |
|                                 | 306-4 Waste diverted from disposal                    | a. Refer to section 8.3 | b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:     | Information incomplete | Methods and systems to track waste generated are still under development. |
|                                 |   |                         | i. preparation for reuse;   |                        |   |
|                                 |   |                         | ii. recycling;  |                        |   |
|                                 |   |                         | iii. other recovery operations.   |                        |   |
|                                 |   |                         | c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: |                        |   |
| i. preparation for reuse;       |   |                         |   |                        |   |
| ii. recycling;                  |   |                         |   |                        |   |
| iii. other recovery operations. |   |                         |   |                        |   |

|                     |                                    |                         |   |                        |   |
|---------------------|------------------------------------|-------------------------|---|------------------------|---|
| GRI 306: Waste 2020 | 306-4 Waste diverted from disposal | a. Refer to section 8.3 | <p>d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal: i. onsite; ii. offsite.</p> <p>e. Contextual information necessary to understand the data and how the data has been compiled.</p>   | Information incomplete | Methods and systems to track waste generated are still under development. |
|                     | 306-5 Waste directed to disposal   |                         | <p>a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. incineration (with energy recovery);</p> <p>ii. incineration (without energy recovery);</p> <p>iii. landfilling;</p> <p>iv. other disposal operations.</p> <p>c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. incineration (with energy recovery);</p> <p>ii. incineration (without energy recovery);</p> <p>iii. landfilling;</p> | Information incomplete | Methods and systems to track waste generated are still under development. |

|  |   |   |  |                         |  |  |
|--|---|---|--|-------------------------|--|--|
| GRI 306: Waste 2020  | 306-5 Waste directed to disposal                                    |   | iv. other disposal operations.   | Information incomplete  | Methods and systems to track waste generated are still under development.                  |  |
|  |   |   | d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal: |                         |  |  |
|  |   |   | i. onsite  |                         |  |  |
|  |   |   | ii. offsite  |                         |  |  |
| e. Contextual information necessary to understand the data and how the data has been compiled. |   |   |  |                         |  |  |
| <b>Supplier environmental assessment</b>   |   |   |  |                         |  |  |
| GRI 3: Material Topics 2021  | 3-3 Management of material topics                                   | Section 8.3, GRI 3-3 Material Topic: Waste Management |  |                         |  |  |
| GRI 308: Supplier Environmental Assessment 2016  | 308-1 New suppliers that were screened using environmental criteria | Not available   | a. For the organization's significant actual and potential waste-related impacts, a description of:  | Information unavailable | Information regarding input and output activities leading to waste impacts is unavailable. |  |
|  |   |   | i. the inputs, activities, and outputs that lead or could lead to these impacts;   |                         |  |  |
|  |   |   | ii. whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain.                                    |                         |  |  |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| <b>GRI 308: Supplier Environmental Assessment 2016</b> | 308-2 Negative environmental impacts in the supply chain and actions taken                               | a. Refer to Section 8.3.   |  |  |  |  |
|  |  | b. Refer to Section 8.3.   |  |  |  |  |
|  |  | c. Refer to Section 8.3.   |  |  |  |  |
| <b>Employment</b>                                      |  |  |  |  |  |  |
| <b>GRI 3: Material Topics 2021</b>                     | 3-3 Management of material topics  | Section 6.1  |  |  |  |  |
| <b>GRI 401: Employment 2016</b>                        | 401-1 New employee hires and employee turnover   | a. Refer to Section 6.1.1.   |  |  |  |  |
|  |  | b. Refer to Section 6.1.1.   |  |  |  |  |
|  | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Refer to Section 6.1.3 under 'Compensation and Employee Benefits.'   |  |  |  |  |
|  | 401-3 Parental leave   | Refer to Section 6.1.3 under 'Compensation and Employee Benefits.'   |  |  |  |  |
| <b>Labor/management relations</b>                      |  |  |  |  |  |  |
| <b>GRI 3: Material Topics 2021</b>                     | 3-3 Management of material topics  | Section 6.1  |  |  |  |  |
| <b>GRI 402: Labor/Management Relations 2016</b>        | 402-1 Minimum notice periods regarding operational changes   | a. No defined notice period for notifications. However, if this would result in layoffs, internal opportunities are reviewed prior to official notice period commencement. Refer to Section 6.1.1. |  |  |  |  |

## Occupational health and safety

| GRI 3: Material Topics 2021                         | 3-3 Management of material topics   | Section 7.2.3, GRI 3-3 Material Topic: Health, Safety, Security, and Environment       |  |  |  |  |
|---|---|--|--|--|--|--|
| <b>GRI 403: Occupational Health and Safety 2018</b> | 403-1 Occupational health and safety management system  | a. Refer to Section 7.2.3 under 'HSSE Management System.'                              |  |  |  |  |
|   | 403-2 Hazard identification, risk assessment, and incident investigation  | Refer to Section 7.2.3 under 'Hazard Management.'                                      |  |  |  |  |
|   | 403-3 Occupational health services  | Refer to Section 7.2.3 under 'Occupational Health and Safety Policies and Procedures.' |  |  |  |  |
|   | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | Refer to Section 7.2.3 under 'Hierarchy of Controls for Hazard Management.'            |  |  |  |  |
|   | 403-5 Worker training on occupational health and safety   | Refer to Section 7.2.3 under 'Occupational Health and Safety Training and Engagement.' |  |  |  |  |
|   | 403-6 Promotion of worker health  | Refer to Section 7.2.3 under 'Health Services and Employee Wellbeing.'                 |  |  |  |  |
|   | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Refer to Section 7.2.3 under 'Occupational Health and Safety Policies and Procedures.' |  |  |  |  |

|  |  |  |  |   |                         |                              |  |
|--|--|--|--|---|-------------------------|------------------------------|--|
| GRI 403:<br>Occupational Health and Safety 2018                        | 403-8 Workers covered by an occupational health and safety management system | Refer to Section 7.2.3 under 'Occupational Health and Safety Policies and Procedures.' |  |   |                         |                              |  |
|  | 403-9 Work-related injuries  | Refer to Section 7.2.3 under 'HSSE Management System.'                                 |  |   |                         |                              |  |
|  | 403-10 Work-related ill health   |  |  | a. For all employees:   | Information unavailable | Procedure not developed yet. |  |
|  |  |  |  | i. the number of fatalities as a result of work-related ill health;   |                         |                              |  |
|  |  |  |  | ii. the number of cases of recordable work-related ill health;  |                         |                              |  |
|  |  |  |  | iii. the main types of work-related ill health.   |                         |                              |  |
|  |  |  |  | b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: |                         |                              |  |
|  |  |  |  | i. the number of fatalities as a result of work-related ill health;   |                         |                              |  |
|  |  |  |  | ii. the number of cases of recordable work-related ill health;  |                         |                              |  |
|  |  |  |  | iii. the main types of work-related ill health.   |                         |                              |  |
| c. The work-related hazards that pose a risk of ill health, including: |  |  |  |   |                         |                              |  |
| i. how these hazards have been determined;                             |  |  |  |   |                         |                              |  |

|   |   |                           |  |                         |                              |  |
|---|---|---------------------------|--|-------------------------|------------------------------|--|
| GRI 403:<br>Occupational Health and Safety 2018 | 403-10 Work-related ill health                        |                           | ii. which of these hazards have caused or contributed to cases of ill health during the reporting period;  | Information unavailable | Procedure not developed yet. |  |
|   |   |                           | iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.                                      |                         |                              |  |
|   |   |                           | d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.                            |                         |                              |  |
|   |   |                           | e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. |                         |                              |  |
| <b>Training and education</b>                   |   |                           |  |                         |                              |  |
| GRI 3: Material Topics 2021                     | 3-3 Management of material topics                     |                           |  |                         |                              |  |
| GRI 404: Training and Education 2016            | 404-1 Average hours of training per year per employee | a. Refer to Section 6.1.2 |  |                         |                              |  |

|                                      |   |   |   |                                      |   |  |
|--------------------------------------|---|---|---|--------------------------------------|---|--|
| GRI 404: Training and Education 2016 | 404-2 Programs for upgrading employee skills and transition assistance programs             | a. Refer to Section 6.1.2   | b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment. | Information unavailable / incomplete | AAW's current people-development framework focuses on in-service learning (e-learning platforms, leadership programmes and on-the-job coaching). Formal out-placement or pre-retirement transition programs have not yet been instituted. |  |
|                                      | 404-3 Percentage of employees receiving regular performance and career development reviews  | Refer to section 6.1.1 under "Appraisals and Performance Review". |   |                                      |   |  |
| <b>Training and Development</b>      |   |   |   |                                      |   |  |
| GRI 3: Material Topics 2021          | 3-3 Management of material topics   | Section 6.1.2, GRI 3-3 Material Topic: Learning and Development   |   |                                      |   |  |
|                                      | 404-1 Average hours of training per year per employee                                       | Refer to Section 6.1.2.   |   |                                      |   |  |
|                                      | 404-2 Programs for upgrading employee skills and transition assistance programs             | Refer to Section 6.1.2.   |   |                                      |   |  |
|                                      | 404-3 Percentage of employees receiving regular performance and career development reviews. | Refer to Section 6.1.2.   |   |                                      |   |  |

| Diversity and equal opportunity                      |   |   |   |                         |  |  |
|--|---|---|---|-------------------------|--|--|
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Section 6.1   |   |                         |  |  |
| <b>GRI 405: Diversity and Equal Opportunity 2016</b> | 405-1 Diversity of governance bodies and employees                              | Refer to Section 7.1.1.   |   |                         |  |  |
|  | 405-2 Ratio of basic salary and remuneration of women to men                    | 1:1. Refer to Section 6.1.1   |   |                         |  |  |
| Non-discrimination                                   |   |   |   |                         |  |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   |   |   |                         |  |  |
| <b>GRI 406: Non-discrimination 2016</b>              | 406-1 Incidents of discrimination and corrective actions taken                  | a. 1  |   |                         |  |  |
|  |   | b. 1  |   |                         |  |  |
|  |   | c. 1  |   |                         |  |  |
|  |   | d. 0  |   |                         |  |  |
| Child labor  |   |   |   |                         |  |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   |   |   |                         |  |  |
| <b>GRI 408: Child Labor 2016</b>                     | 408-1 Operations and suppliers at significant risk for incidents of child labor | a., b. Operations and suppliers at significant risk for incidents of child labor were none and, other forms of incidents were not applicable. | c. Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor. | Information unavailable | Details on the measures taken by the organization in the reporting period to contribute to the elimination of child labor are unavailable for this year. |  |

| Forced or compulsory labor                      |  |   |   |                           |  |  |
|---|--|---|---|---------------------------|--|--|
| <b>GRI 3: Material Topics 2021</b>              | 3-3 Management of material topics  |   |   |                           |  |  |
| <b>GRI 409: Forced or Compulsory Labor 2016</b> | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Not Available   | a. Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor, including:                             | Information not available | No information available from the organization on forced labor |  |
|   |  |   | i. type of operation (such as manufacturing plant) and supplier.  |                           |  |  |
|   |  |   | ii. countries or geographic areas with operations and suppliers considered at risk.   |                           |  |  |
|   |  |   | b. Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labor. |                           |  |  |
| Security practices                              |  |   |   |                           |  |  |
| <b>GRI 3: Material Topics 2021</b>              | 3-3 Management of material topics  | Section 7.2.3, GRI 3-3 Material Topic: Health, Safety, Security, and Environment  |   |                           |  |  |
| <b>GRI 410: Security Practices 2016</b>         | 410-1 Security personnel trained in human rights policies or procedures                        | 791 Security personnel receive training on human rights policies; however, the information on proportion of security personnel receiving training is unavailable. |   |                           |  |  |

| Rights of indigenous peoples                      |  |                              |   |     |   |  |
|---|--|------------------------------|---|-----|---|--|
| <b>GRI 3: Material Topics 2021</b>                | 3-3 Management of material topics  | N/A                          |   |     |   |  |
| <b>GRI 411: Rights of Indigenous Peoples 2016</b> | 411-1 Incidents of violations involving rights of indigenous peoples                           | N/A                          | a. Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period.                   | N/A | a. Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period. b. Status of the incidents and actions taken with reference to the following: i. incident reviewed by the organization; ii. remediation plans being implemented; iii. remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. incident no longer subject to action. |  |
|   |  |                              | b. Status of the incidents and actions taken with reference to the following:   |     |   |  |
|   |  |                              | i. incident reviewed by the organization;   |     |   |  |
|   |  |                              | ii. remediation plans being implemented;  |     |   |  |
|   |  |                              | iii. remediation plans that have been implemented, with results reviewed through routine internal management review processes;                  |     |   |  |
| iv. incident no longer subject to action.         |  |                              |   |     |   |  |
| Local communities                                 |  |                              |   |     |   |  |
| <b>GRI 3: Material Topics 2021</b>                | 3-3 Management of material topics  | Section 6.2                  |   |     |   |  |
| <b>GRI 413: Local Communities 2016</b>            | 413-1 Operations with local community engagement, impact assessments, and development programs | a. iv. Refer to Section 6.2. | a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: | N/A | No impact assessments have been conducted by the organization.  |  |

|                                 |  |  |  |                |  |  |
|---------------------------------|--|--|--|----------------|--|--|
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | a. iv. Refer to Section 6.2.   | <ul style="list-style-type: none"> <li>i. social impact assessments, including gender impact assessments, based on participatory processes;</li> <li>ii. environmental impact assessments and ongoing monitoring;</li> <li>iii. public disclosure of results of environmental and social impact assessments;</li> <li>v. stakeholder engagement plans based on stakeholder mapping;</li> <li>vi. broad based local community consultation committees and processes that include vulnerable groups;</li> <li>vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts;</li> <li>viii. formal local community grievance processes</li> </ul> | Not applicable | No impact assessments have been conducted by the organization. |  |
|                                 | 413-2 Operations with significant actual and potential negative impacts on local communities   | AAW has not yet assessed or identified the operations with significant actual and potential negative impacts on local communities. | <ul style="list-style-type: none"> <li>a. Operations with significant actual and potential negative impacts on local communities, including: <ul style="list-style-type: none"> <li>i. the location of the operations;</li> <li>ii. the significant actual and potential negative impacts of operations.</li> </ul> </li> </ul>  |                |  |  |

| Supplier social assessment                      |   |   |  |   |                         |  |
|---|---|---|--|---|-------------------------|--|
| <b>GRI 3: Material Topics 2021</b>              | 3-3 Management of material topics                                   | N/A   |  |   |                         |  |
| <b>GRI 414: Supplier Social Assessment 2016</b> | 414-1 New suppliers that were screened using social criteria        | N/A   |  | a. Percentage of new suppliers that were screened using social criteria.  | Information unavailable |  |
|   | 414-2 Negative social impacts in the supply chain and actions taken | a. AAW has not yet incorporated new screening processes that include social criteria. Therefore, no detailed data is available on the negative social impacts in the supply chain related to AAW. |  | b. Number of suppliers identified as having significant actual and potential negative social impacts.   | N/A                     | AAW has not yet incorporated new screening processes that include social criteria. |
|   |   |   |  | c. Significant actual and potential negative social impacts identified in the supply chain.   |                         |  |
|   |   |   |  | 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.          |                         |  |
|   |   |   |  | 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. |                         |  |

| Customer health and safety                      |   |   |   |                         |   |  |
|---|---|---|---|-------------------------|---|--|
| <b>GRI 3: Material Topics 2021</b>              | 3-3 Management of material topics   | Section 5.2.4, GRI 3-3 Material Topic: Customer Experience                                  |   |                         |   |  |
| <b>GRI 416: Customer Health and Safety 2016</b> | 416-1 Assessment of the health and safety impacts of product and service categories                 | N/A   | a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.                   | Information unavailable | Information on the percentage of significant product and service categories for which health and safety impacts are assessed for improvement are not identified at this time. |  |
|   | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | Organization has not identified any non-compliance with regulations and/or voluntary codes. |   |                         |   |  |
| Marketing and labeling                          |   |   |   |                         |   |  |
| <b>GRI 3: Material Topics 2021</b>              | 3-3 Management of material topics   | N/A   |   |                         |   |  |
| <b>GRI 417: Marketing and Labeling 2016</b>     | 417-1 Requirements for product and service information and labeling                                 | Refer to Section 5.2.3.   |   |                         |   |  |
|   | 417-2 Incidents of non-compliance concerning product and service information and labeling           | N/A   | a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling. | Information unavailable | AAW has not identified total incidents of non-compliance with regulations, and therefore data is not available on this matter.  |  |

|                                      |  |   |   |                         |  |  |
|--------------------------------------|--|---|---|-------------------------|--|--|
| GRI 417: Marketing and Labeling 2016 | 417-2 Incidents of non-compliance concerning product and service information and labeling          | N/A   | b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.   | Information unavailable | AAW has not identified total incidents of non-compliance with regulations, and therefore data is not available on this matter.                                     |  |
|                                      | 417-3 Incidents of non-compliance concerning marketing communications                              | N/A   | a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.<br>b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient. | Information unavailable | AAW has not identified total incidents of non-compliance with regulations concerning marketing communications, and therefore data is not available on this matter. |  |
| <b>Customer privacy</b>              |  |   |   |                         |  |  |
| GRI 3: Material Topics 2021          | 3-3 Management of material topics  | Section 7.3   |   |                         |  |  |
| GRI 418: Customer Privacy 2016       | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | a. There were no substantiated complaints received concerning breaches of customer privacy. |   |                         |  |  |
|                                      |  | b. There were no identified leaks, thefts, or losses of customer data.                      |   |                         |  |  |

GRI 3-3

| Material Topics                     | Describe the actual and potential negative and positive impacts on the economy, environment, and people, including impacts on your human rights  | Is your organization involved with the negative impacts through its activities or as a result of its business relationships? If yes, describe the activities or business relationship | Describe your policies or commitments regarding the material topic   | Describe actions taken to prevent or mitigate potential negative impacts   | Describe actions taken to address actual negative impacts, including actions to provide for or cooperate in their remediation | Describe actions taken to manage actual and potential positive impacts  | Describe the processes used to track the effectiveness of the aforementioned actions  | Describe goals, targets, and indicators used to evaluate progress of the aforementioned actions  | Describe the effectiveness of the actions, including progress toward the goals and targets | And how these have been incorporated into your organization's operational policies and procedures                                    |
|-------------------------------------|--|---|--|--|---|---|---|--|--|--|
| <b>Product Quality &amp; Safety</b> | In the Pharmaceutical business, strict compliance safeguards customer trust and averts costly recalls, while in the Food and Beverage segment, monthly audits—reflected in fewer customer complaints—demonstrate an equally positive impact. | N/A   | Across its Consumer Goods operations, AAW follows stringent QA and safety-standards guidance, complies with all relevant governmental regulations, and monitors every employee; in the Pharmaceutical segment, efficient quality-control policies and internal standard operating procedures (SOPs) safeguard customer safety; and within Food and Beverage, comprehensive food-safety policies—reinforced by training on handling, allergens, and preparation—ensure product integrity. | Regular partner and internal audits generate action plans; internal and external audits are conducted; and audit reports, accompanied by corrective actions, address non-conformities. | Compliance checks and recall procedures are in place.   | Knowledge exchange occurs through training courses and ongoing sessions; training and staff certifications are provided; and a full traceability system is being developed. | Compliance with partners' audit protocols is continuously monitored; complaint and defect-rate logs are systematically used; and random monthly audits ensure compliance. | Key performance indicators include customer complaints and defect rates; goals target responding to 90% of complaints within 24 hours and achieving 100% audit compliance. | N/A  | Employee monitoring and audit requirements are embedded in all functions; advanced quality-monitoring systems are being implemented. |

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|--|---|---|---|---|-----|--|--|---|--|---|
| <b>GHG Emissions &amp; Energy Management</b> | Delivery vehicles burn diesel and gasoline, producing direct (Scope 1) CO <sub>2</sub> and other tail-pipe pollutants; meanwhile our warehouses, showrooms, kitchens and offices draw grid electricity (and back-up-generator diesel) for air-conditioning, refrigeration, lighting and IT, creating emissions. | Negative impacts arise from AAW vehicles and purchased electricity. | An environmental policy is being developed.   | Routes are planned to cut fuel use, and power is switched off when not in use.  | N/A | Eco-friendly delivery alternatives are being explored.       | CO <sub>2</sub> -emission measurements are taken.  | Indicators: CO <sub>2</sub> -e, fuel consumption, power consumption.  | Policies are still in development; effectiveness not yet assessed. | N/A   |
| <b>Learning &amp; Development</b>            | Enhances employee capabilities; lack of training hinders growth   | N/A   | N/A   | Skill gaps are identified through frequent screening.   | N/A | Upskilling and leadership workshops are delivered.           | Training-completion rates are monitored.   | Personalized target lists per individual                              | High completion rates indicate effectiveness.                      | Digital learning platforms are being expanded.  |
| <b>Health, Safety &amp; Security</b>         | Forklift use, driving, working at heights, and prolonged sitting all pose safety risks; protecting employees is essential, as unsafe conditions can lead to accidents.  | Risks stem directly from AAW activities.                            | A no-harm Health and Safety Policy is supported by detailed procedures, and medical insurance, fire-safety equipment, and security systems comply with regulations. | HSSE training, inspections, and consultation meetings raise awareness; daily cleaning, inspections, and fire-safety training are implemented. | N/A | Risk assessments and safety training aim to reduce injuries. | Planned metrics include inspections, incidents, sickness ratio, turnover, training hours, lost-time hours, restricted hours, and near-misses; and risk assessments and training hours are tracked. | Targets include injury-rate reduction and improved compliance scores. | N/A  | Lessons learned and procedure reviews are shared and updated periodically, and safety-culture promotion is ongoing. |

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|---|--|--|--|--|---|---|---|--|---|------------|
| <p><b>Supply-Chain Management &amp; Responsible Procurement</b></p> | <p>Imports generate GHG emissions, waste, energy use, and resource demand, while also creating jobs and helping keep inflation down; meanwhile, working with approved suppliers and increasing local sourcing delivers positive impacts.</p>   | <p>AAW is involved through its own import, warehousing, and delivery activities; it is also involved through supplier selection and audits.</p>  | <p>Specification sheets and annual audits</p>  | <p>Orders are consolidated and delivery-vehicle activity is monitored for efficiency; deliveries without specification sheets are rejected and internal ordering controls are used.</p>  | <p>Non-compliant suppliers face corrective action or de-listing.</p>  | <p>Recycling awareness and output have been increased, and local-sourcing percentages are being raised.</p>   | <p>Vehicle-activity monitoring supports route planning, while an on-time delivery tracker monitors performance.</p>   | <p>Goal: ≥ 95% on-time delivery within one year.</p>   | <p>Current on-time rate is 90%.</p>                   | <p>N/A</p> |
| <p><b>Waste Management</b></p>                                      | <p>Bulky shipments generate large volumes of plastic, paper, wood pallets, and general waste; reducing the environmental footprint is beneficial, yet mishandling can still cause pollution; and while waste reduction is positive, over-preparation and inventory issues create negative impacts.</p> | <p>Waste arises via supplier packaging and AAW facilities; direct and indirect involvement occurs through regulated disposal; and further involvement is through store operations.</p> | <p>An environmental policy covering reduce-reuse-recycle is being drafted; clear policies and an MOH-authorized waste-management system govern disposal.</p> | <p>Reduce-reuse-recycle practices are applied to cut landfill volumes; (Pharma) waste-manifest forms enable immediate destruction of non-restricted products, whereas restricted products require MOH approval and sealing; and daily preparation alongside inventory controls prevents over-stocking.</p> | <p>Re-using and reselling recycled materials helps address existing waste; certified destruction scheduled with the municipality ensures hazardous waste is safely managed.</p> | <p>Participation in environmental events offsets negative impacts; waste-reduction and recycling programs are ongoing; and re-usable ceramic mugs are used in stores.</p> | <p>Monthly measurements of recycled pallets, plastic, and wood are recorded; monthly stock reconciliations are shared with partners; and a weekly inventory tracker monitors waste.</p> | <p>Goals include adding new recycling categories each year, maintaining zero tolerance for expired goods alongside specific waste-reduction targets, and keeping store-level waste below 2.5%.</p> | <p>77 tonnes of CO2 eq avoided through recycling.</p> | <p>N/A</p> |



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