

APIC أيبك

Driven by Excellence يقودنا التميز

APIC GROUP'S SUSTAINABILITY REPORT 2023



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INTRODUCTION



Introduction by our CEO

Dear Shareholders, Stakeholders, and Members of the APIC Group Community,

I am pleased to present to you our first sustainability report, a significant milestone in our journey towards a more responsible and sustainable future. This report marks a moment of reflection, transparency, and accountability as we delve into the profound relevance of sustainable development to APIC Group.

In an era defined by unprecedented global challenges and heightened awareness of our environmental and social responsibilities, embracing sustainability is not merely a corporate choice—it is a strategic imperative. As we navigate the complexities of a rapidly changing world, it becomes evident that our success is intrinsically linked to our ability to adapt, innovate, and contribute positively to the broader community.

At the heart of our sustainability endeavours lies a holistic approach that acknowledges the interconnected dynamics between people, the economy, and the environment. Sustainability initiatives establish the foundation for supporting communities and redirecting investments.

The aggression on Gaza has severe social implications, with civilian casualties, displacement, and impact on the overall well-being of the population, including APIC Group employees in the Gaza Strip, where most were displaced, and three employees and their families lost their lives. APIC Group has invested in supporting the reduction of the humanitarian devastation in the Gaza Strip through its Corporate Social Responsibility programme, with around 1 million US dollars, and continues to prioritise our people in Gaza.

Governance aspects are critical in assessing how companies manage their operations in regions affected by conflict. This includes adherence to local and international laws, ethical business practices, and respect for human rights.

While the immediate focus during conflicts is often on social and governance issues, environmental impacts can also be significant. Destruction of infrastructure, pollution, and damage to ecosystems can have long-lasting consequences. APIC Group have lost all their warehouses and facilities in the Gaza Strip that housed food and medical supplies including large amounts intended for donation to the Gaza Strip due to indiscriminate bombing from the Israelis.

In the broader context of sustainable investing, APIC Group is increasingly considering not only financial returns but also the impact of our investments on society and the environment.

The purpose of this report is not solely to showcase our progress and achievements but to communicate the fundamental shifts we are making in our business practices. It is a testament to our acknowledgment that sustainable development is not just an ethical consideration but a core driver of long-term business success. The report encapsulates our commitment to environmental stewardship, social impact, and ethical governance—pillars that form the foundation of our corporate identity.

I extend my gratitude to each member of the APIC Group family—our employees, partners, and stakeholders—for their unwavering commitment to this cause. Your dedication has been instrumental in shaping the narrative of our sustainability journey, and I am confident that together, we will continue to make meaningful strides towards a more sustainable and resilient future.

Sincerely,

Tarek O. Aggad

Chairman and Chief Executive Officer



ABOUT

APIC Group publishes sustainability reporting on an annual basis as part of its Annual Report, gradually including all its subsidiaries and working towards achieving the highest standards in line with the Global Reporting Initiative.

APIC Group's first Sustainability Report covers the Arab Palestinian Investment Company (holding company) and the following subsidiaries: Siniora Food Industries Company (Palestine), Polonez, Medical Supplies and Services Company (Palestine), and National Aluminium and Profile Company.

All data presented in this report is limited to APIC as a holding company and the above subsidiaries only.

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For further information, contact the Sustainable Development and Social Responsibility Manager at APIC: Ms. Mona AlQutob m.alqutob@apic.com.jo

An interactive version of this report can be found at sustainability.apic.ps or by scanning the QR Code.



SUSTAINABILITY APPROACH

APIC has demonstrated a robust and expansive sustainability approach since its inception in 1994. Founded by a group of Arab businessmen, APIC's primary goal is to channel funds and investments into Palestine, fostering the nation's development and generating employment opportunities. APIC's sustainability approach comes from its sense of responsibility, a commitment to leading by example, and extends beyond the mere adherence to international ESG standards. Recognizing the interconnectedness of economic success, environmental preservation, and social well-being, APIC has ingrained sustainability into its core values. The company views itself as a steward of the regions it operates in and endeavours to set a precedent for responsible business practices.

The company has been actively involved in eco-friendly initiatives, focusing on resource efficiency, waste reduction, and incorporating renewable energy sources in its operations. Additionally, APIC places a strong emphasis on social responsibility, not only within its organization but also in the communities it serves. The company invests significantly in its employees, going above and beyond labour law requirements to provide benefits that exceed standard practices in its sectors. Prioritizing fair labour practices, diversity, and community engagement, APIC aims to make a positive impact beyond its financial performance. Governance and ethics are essential, ensuring transparency, accountability, and ethical decision-making at all levels of the organization.



GOVERNANCE



ETHICS AND GOOD GOVERNANCE

Governance and ethics stand as the cornerstones of our organizational culture, embodying an unwavering commitment to the highest standards of conduct. Paramount within our operational framework is the steadfast pursuit of transparency, permeating all facets of our decision-making processes. By prioritizing openness and clarity, we actively foster an environment where stakeholders can trust and rely on the integrity of our actions. This commitment extends to ensuring accountability throughout the Group, holding each individual accountable for their roles and responsibilities. Ethical decision-making is not merely an expectation but an ingrained principle that guides every professional choice

made within our enterprise. We have implemented robust mechanisms and frameworks that meticulously outline ethical standards, delineating the boundaries of acceptable behaviour. These standards are disseminated and reinforced through ongoing training initiatives, ensuring that every member of our team is well-versed in the principles that underpin our ethical foundation. Upholding governance and ethics are not merely a compliance measure for us; it is a proactive stance that underscores our dedication to creating a corporate environment where integrity, fairness, and ethical conduct are not just aspirations but the bedrock of our identity.



CONFLICTS OF INTEREST

Our company maintains a rigorous framework to identify and manage conflicts of interest, ensuring transparency and impartiality in decision-making processes. All Board Members and employees review and sign the Conflict of Interest policy, and receive training on Conflict of Interest, as part of the Group's commitment to upholding the highest standards of transparency and impartiality throughout our decision-making processes. To safeguard against conflicts of interest, we have implemented a proactive system that requires employees and Board Members to disclose any affiliations, financial interests, or relationships that may compromise the objectivity of their decision-making. This disclosure mechanism serves as a foundational element in our commitment to openness, providing a clear avenue for individuals to communicate and address potential conflicts transparently. This proactive stance underscores our dedication to preserving the integrity of our decision-making processes, ensuring that our stakeholders can place unwavering trust in the transparency and impartiality that define our corporate identity.

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ANTI-CORRUPTION

An integral aspect of our governance strategy is the robust anti-corruption measures in place outlined in APIC Group's Anti-Corruption Policy which is communicated to all our employees, in addition to providing training on ethics and corruption prevention to our employees. Our ongoing commitment to transparency involves a systematic assessment of all operations for potential corruption risks, and all board members have formally endorsed the Anti-Corruption Policy, demonstrating APIC's unwavering commitment.

APIC Group's Anti-Corruption Policy and Compliance Training

In 2023, APIC Group developed and embedded a robust Anti-Corruption Policy as a cornerstone of its commitment to ethical business practices. This policy reflects APIC Group's unwavering stance against all forms of corruption, including bribery, extortion, fraud, and other related illegal or unethical activities that could tarnish its reputation or compromise its integrity.

The policy mandates zero tolerance for corruption and applies to all employees, directors, officers, and stakeholders, including suppliers, contractors, and business partners.

Key components of APIC Group's Anti-Corruption Policy include:

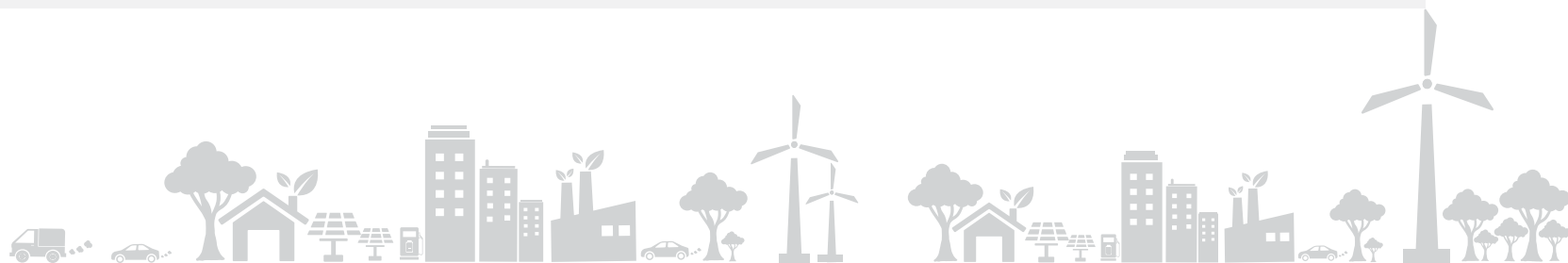
Clear Definitions: The policy begins by clearly defining what constitutes corrupt practices, ensuring that all individuals associated with APIC Group are fully aware of the behaviours and actions that are prohibited.

Reporting Mechanisms: APIC Group encourages a culture of openness and transparency where employees feel safe to report any suspicions of corruption. The policy details the reporting mechanisms available to employees, including the Whistleblowing Platform, to report potential violations without fear of retaliation.

Monitoring and Compliance: The Anti-Corruption Policy establishes strict risk assessment, monitoring, and compliance measures. Regular audits are conducted to ensure adherence to the policy, and any breaches are met with prompt and appropriate disciplinary actions.

Leadership Accountability: APIC Group's leadership takes responsibility for implementing and upholding the Anti-Corruption Policy. Senior management is actively involved in promoting an ethical culture and ensuring that the policy is integrated into all levels of the organization.

The policy was circulated to all staff, ensuring that every employee, regardless of their position or tenure, has access to and understands the firm's stance against corruption.



Also in 2023, APIC Group incorporated virtual training on Anti-Corruption that is mandatory for all employees. This training is part of the company's wider compliance training curriculum and is designed to be interactive, engaging, and informative, enabling employees to recognize potential corruption-related scenarios and respond appropriately.

BOARD OF DIRECTORS CHARTER

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APIC is in the final stages of developing its Board of Directors Charter, which outlines processes for board formation, selection, standards of behaviour, roles and responsibilities – including those of the committees: Internal Audit Committee, Remuneration Committee, Investment Committee, and Sustainable Development and Social Responsibility Committee, in addition to procedures related to appraisals, remuneration policies, organizational structure, and transparency, ensuring adherence to the highest standards of corporate governance. It also includes a minimum of four weeks' notice that is provided to employees prior to the implementation of significant operational changes that could substantially affect them.

REPORTING

Our commitment to accountability, transparency, and responsibility is reflected in our regular reporting mechanisms and governance practices. We provide comprehensive annual reports in addition to quarterly disclosures, detailing our governance practices, financial performance, Corporate Social Responsibility and Sustainability initiatives.

SPEAK-UP CULTURE

APIC Group promotes a speak-up culture so employees can share their ideas, opinions, and concerns. We have an internal communication channel and conduct periodic employee well-being surveys. We also provide confidential mental health guidance to employees which helps them navigate and resolve difficult situations, in addition to our Whistleblowing platform, which allows employees to directly access the highest levels of the company in case there are any issues, all are part of our people-centric approach.

APIC Group provides an environment where employees can report concerns without fear of reprisal, all claims are investigated in a timely manner, and have the option to remain anonymous. A clear Whistleblowing Policy is communicated to all employees and the Whistleblowing Platform can be accessed [here](#).

RISK MANAGEMENT

APIC Group conducts group wide risk assessments every three years, which now includes environmental, social and governance aspects such as evaluating potential environmental impact, assessing social responsibility, and scrutinizing governance practices across its diverse portfolio of investments.





SUSTAINABILITY

Our Sustainable Development and Social Responsibility (SDSR) Committee on the Board of Directors was established in 2022 and plays a pivotal role in overseeing the management of impacts, sustainability reporting, aligning with the highest governance standards. Where senior executives are responsible for developing, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development; the Board of Directors are responsible for guiding and approving all the above.

The SDSR Committee also ensures that the company implements due diligence and other processes to identify and manage impacts on the economy, environment, and people, and receives quarterly updates and considers the outcomes of these processes.

MATERIALITY

In the year 2023, the Board of Directors and Executive Management, fortified by the expertise of an external consultancy firm based in the UK, engaged in a comprehensive review process. This encompassed a meticulous examination of accumulated company data, invaluable insights garnered from stakeholders, and an extensive analysis of prevailing industry practices. Collaboratively, the Board actively participated in a materiality exercise, a strategic process aimed at discerning and prioritising key issues and focus areas crucial for attaining sustainability objectives in the short to medium term. This rigorous assessment, guided by external expertise, not only facilitated a deeper understanding of the multifaceted challenges and opportunities within the business landscape but also laid the groundwork for informed decision-making in steering the company toward a more sustainable and responsible future. The incorporation of diverse perspectives and industry benchmarks through this collaborative effort underlines the commitment to a holistic and forward-thinking approach in advancing the company's sustainability agenda.





Figure 1: Material Topics

MATERIAL TOPICS	CATEGORY	GRI	SDG
Ethical business conduct	Revise policies to include ESG commitments	409 ,408 ,407 ,406	
	Development of Value Chains and responsible sourcing	308	
	Development of Board of Directors Charter including Conflict of Interest Policy	206 ,205	
Economic Performance	Risk assessments include ESG	403	
Customer Privacy	Develop Data Privacy Policy	410,418	
Diversity and equal opportunities	Increase women's employment to 30% by 2030	405	
Health and Safety	Conduct regular air quality testing	416 ,403	
Marketing and Labeling	Develop Marketing and Labeling Policy	417	



MATERIAL TOPICS	CATEGORY	GRI	SDG
Investing in Local Communities	Community Needs Assessment	GRI 416	1 NO POVERTY, 11 SUSTAINABLE CITIES AND COMMUNITIES
Stakeholder Engagement	ESG Communication Plan	GRI 403, 401	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
	Employee internal communication platform		
Emissions	(Collect data on emissions (scope 1, 2, and 3	GRI 305, 302	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION
Water	Increase water efficiency	GRI 303	6 CLEAN WATER AND SANITATION, 14 LIFE BELOW WATER
Waste	Reduction of hazardous waste generation e.g. electronics	GRI 306	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
	Reduction of non-hazardous waste generation e.g., food and domestic waste		
Energy	Increase investment in solar powered energy	GRI 305, 302	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION





أيبك APIC

يقودنا التميز Driven by Excellence

الشركة العربية الفلسطينية للاستثمار أيبك، مساهمة عامة أجنبية

اجتماع الهيئة العامة العادي

الاجتماع الثامن عشر أيار، 2023



POLICY COMMITMENTS

APIC's Environmental, Social, and Governance (ESG) Policy, developed and embedded in 2023, covers environmental responsibility including climate action and resource management; social responsibility including human rights, employee welfare and community engagement; and governance including ethical business conduct, stakeholder engagement, reporting and capacity building. The policy is approved by the SDSR Committee on the Board of Directors, and circulated among management and relevant employees of APIC and its subsidiaries, who have the responsibility to embed and implement the commitments across different levels within APIC and its subsidiaries including integrating the commitments into strategies, operational policies, and operational procedures.

The ESG Policy includes an agreement that is shared with third parties who have business relationships with APIC Group, such as suppliers and distributors, who are encouraged to sign it in compliance with ESG principles.

APIC Board of Directors and employees receive training on sustainable development, including ethical business conduct, environmental practices, and human rights.

Policy commitments are communicated to employees through the internal employee communication platform, and to business partners through the third-party compliance agreement, which allows the partners to commit to sustainability principles.



PROCESSES TO REMEDIATE NEGATIVE IMPACTS

In situations where adverse effects or negative impacts are identified within our operations, our commitment to responsible business practices is underscored by the implementation of structured and proactive processes. These processes are meticulously designed to swiftly and effectively address and remediate any identified issues. Central to this approach is a robust system that enables the prompt identification and reporting of negative impacts, whether they pertain to environmental concerns, social consequences, or governance shortcomings.

Upon the identification of such impacts, a systematic and transparent escalation process is activated, involving key stakeholders and decision-makers at various levels of the organization. This ensures that a comprehensive understanding of the issue is achieved, taking into account diverse perspectives and insights. Simultaneously, a dedicated remediation plan is crafted, outlining specific actions, timelines, and responsibilities to rectify the identified shortcomings.

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Importantly, these processes are not just reactive but are complemented by a commitment to proactive measures aimed at preventing the recurrence of similar issues in the future. Root cause analyses, continuous improvement initiatives, and regular reviews contribute to a dynamic and evolving framework that adapts to emerging challenges and sustains a culture of accountability.

By embedding structured processes for addressing and remediating negative impacts, we exemplify our dedication to not only meeting regulatory requirements but also surpassing them to ensure the sustained well-being of our stakeholders and the broader community. This proactive and diligent approach aligns with our overarching commitment to responsible and sustainable business practices, affirming our role as a conscientious corporate entity within the ever-evolving landscape of environmental, social, and governance considerations.

Siniora Food Industries Company Palestine Compliance Platform

Siniora Food Industries Company in Palestine has recently implemented an innovative automated system designed to monitor and address complaints related to marketing and quality, which ensures the satisfaction of our customers and consumers. This sophisticated system as part of our Customer Relations Management, facilitates the tracking of complaints originating from diverse sources, including direct contact from complainants, input from agents, and all social media channels, filtered as requests, inquiries and complaints. These tickets are seamlessly integrated into the system, directing them to the relevant departments for thorough investigation and the implementation of necessary corrective and preventive actions to avert their recurrence. For complaints regarding quality the system ensures that all complaints, along with their corresponding investigations, are meticulously stored, enabling statistical analysis of complaint trends over time. Management has continuous access to this comprehensive repository, offering a valuable resource for reference at any time.

The effectiveness of this system is evident in its streamlined follow-up process, the ability to measure performance, and the promising prospect of reducing complaint numbers. By addressing issues at their root, the system contributes to problem resolution and the prevention of recurring incidents. It also serves as a checkpoint to ensure the completion of processes.

Noteworthy advantages and benefits of the system include the capability to upload pictures and videos, traceable complaint numbers, automatic reminders, performance management, robust reporting functionalities, streamlined follow-up procedures, reduced paperwork, mobile accessibility, all-time statistics accessible to managers, performance and ticket tracking, seamless integration of multiple departments with a single click, easy communication between teams, assurance that no complaint is overlooked or left unresolved, continuous monitoring of sales and quality team performance, user-friendly interface, audit management, process streamlining with a standardized version of information for all teams, identification of opportunities for process and product/service improvements, and the convenience of email alerts. The implementation of this system represents a significant step forward in enhancing efficiency, transparency, and overall operational effectiveness within Siniora Food Industries Company.



MANAGEMENT CONTROL PRACTICES

Through the meticulous execution of internal audits, compliance departments, external audits, and performance appraisals, we position our company as a trailblazer in sustainable and accountable governance within the business sector. This commitment reflects our pledge to not only meet but exceed the expectations of our stakeholders, contributing to a corporate landscape defined by integrity and responsible leadership.

Compliance Departments - Compliance with Laws and Regulations

Integral to our governance structure is the presence of dedicated compliance departments, strategically positioned to uphold the company's commitment to adhering to all relevant laws and regulations. These specialized departments actively cultivate a culture of legal and ethical compliance, implementing rigorous measures to stay abreast of evolving regulatory landscapes and fostering an environment where ethical conduct is not only encouraged but ingrained in our corporate DNA.

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Internal Auditing

Our commitment to maintaining the highest standards of governance is reinforced by the regular conduct of internal audits, a vital practice designed to meticulously assess and enhance the effectiveness of our governance mechanisms. The Company's internal audit follows the international standards of the Institute of Internal Auditors (IIA) and utilises leading global accounting firms. These internal audits serve as a proactive measure to identify areas of improvement, fortifying our organizational resilience and ensuring that our governance practices consistently align with industry best practices.



External Auditing

As a testament to our unwavering dedication to transparency, independent external audits constitute a pivotal element of our governance practices. These audits, conducted by leading global accounting firms, serve as a robust validation process, thoroughly scrutinizing our financial reporting and governance practices. This external validation not only instils confidence among stakeholders but also underscores our commitment to accountability and the highest standards of financial governance.

Performance Appraisals

In tandem with our governance practices, our management control measures encompass comprehensive performance appraisals. These evaluations serve as a dynamic tool, aligning individual and team objectives with the company's ethical and governance standards. By intertwining performance assessments with our overarching commitment to ethical conduct, we ensure that our workforce is not only skilled and proficient but also aligned with the ethical principles that define our corporate identity.



SOCIAL



HUMAN RIGHTS

APIC and its subsidiaries operate within countries that uphold human rights, and are committed to fostering a workplace environment that aligns with the principles outlined in the Universal Declaration of Human Rights. This robust adherence to human rights standards underscores the Group's dedication to ethical business practices and the well-being of all individuals involved in their value chain.

The commitment to improving human rights oversight is manifested in proactive measures such as regular assessments, audits, and continuous monitoring to ensure that human rights are upheld. APIC and its subsidiaries acknowledge that respecting and promoting human rights are integral to sustainable and responsible business practices.

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PROTECTION FROM HARASSMENT, VIOLENCE AND ABUSE

The policy on preventing and addressing harassment in the workplace was revised in 2023 and represents a significant step forward in fostering a safe and inclusive working environment. Developed through a collaborative effort in partnership with the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women), this policy is rooted in a comprehensive review of existing policies and practices worldwide. It aims to align with global best practices while incorporating the essential components that make a protection from harassment policy robust and effective.

This policy is designed to serve as a guiding tool for preventing and addressing harassment in the workplace. In particular, it adheres to the guidelines set forth by the International Labour Organization (ILO) on Convention 190, which focuses on eliminating violence and harassment in the world of work. By leveraging these global benchmarks, the policy ensures a holistic and nuanced approach to tackling the multifaceted aspects of harassment.



This comprehensive document encompasses the roles of both duty bearers and rights-holders within the organizational structure. It delineates the responsibilities of those in positions of authority, emphasizing their duty to create and maintain a workplace culture free from harassment. Simultaneously, it empowers employees by outlining their rights and avenues for recourse, fostering a sense of agency and accountability across the organization. It also puts in place a committee responsible for receiving complaints, investigating claims, and ensuring implementation of decisions that resolve any complications, while protecting the claimants and maintaining anonymity. Claimants can use the Whistleblowing Platform to reach the committee, the Whistleblowing Platform can be accessed [here](#).

In essence, this compilation of policy provisions stands as a testament to APIC Group's commitment to eradicating harassment from the workplace. It serves as a practical and ethical framework that not only meets international standards but also reflects a dedication to creating a work environment where every individual is treated with dignity, respect, and fairness. As an essential tool, this policy is poised to shape organizational culture positively, ensuring that all stakeholders actively contribute to the prevention and resolution of instances of harassment.

STAKEHOLDERS

Conducting a thorough stakeholder analysis is paramount for companies seeking to navigate their operational landscape successfully. This multifaceted analysis, implemented with the support of a specialised external consultancy firm based in the UK, includes a diverse array of stakeholders, each with unique perspectives, interests, and influence. The stakeholders encompass:

Employees:

As integral contributors to the organizational success, employees' perspectives, concerns, and well-being are crucial considerations in stakeholder analysis. Understanding their needs fosters a positive work environment and enhances overall productivity.



Suppliers, Consultants, and Sub-contractors:

These third parties play a vital role in the supply chain, impacting production efficiency and quality, as well as compliance with high environmental, social and governance standards. Establishing strong relationships and effective communication channels with sub-contractors ensures collaborative success.

Board Members:

The board provides governance and strategic oversight. Recognizing their expectations and concerns aids in aligning company objectives with broader governance and fiduciary responsibilities.

Executive Management:

30 | Leadership sets the tone for organizational strategy and culture. Their insights and decisions significantly shape the company's direction, making their engagement and alignment with stakeholder interests pivotal.

Local Community:

Companies have a social responsibility to the communities in which they operate. Recognizing and addressing local concerns helps build positive relationships and fosters community support, especially towards building more sustainable businesses and communities.

Regulators:

Compliance with regulations is essential for sustainability. Regular communication and collaboration with regulatory bodies ensure adherence and improvement to legal standards and industry norms.



Public:

Public perception can significantly impact a company's reputation. Maintaining transparency and addressing public concerns contribute to a positive image and brand integrity.

Development partners:

Collaborating with development foundations and non-governmental organizations aligns with Corporate Social Responsibility (CSR) Policy and Environmental, Social Governance Policy objectives, contributing to sustainable community development.

Professional Bodies/Industry Association:

Active engagement with professional bodies and industry associations helps stay informed about and influence industry trends, best practices, and regulatory updates.

Investors/Business Partners:

Investors and business partners seek returns on investments. Understanding their expectations and fostering transparent communication is essential for sustained partnerships.

Shareholders:

Shareholders' interests revolve around the company's financial performance. Providing clear information and ensuring shareholder value contributes to investor confidence.

Media:

Media plays a critical role in shaping public perception. Establishing positive relationships with the media and managing communication effectively are crucial for reputation management.

Subsidiaries/Portfolio Companies:

For companies with subsidiaries or portfolio companies, understanding the unique dynamics and needs of each entity is vital for holistic management and performance optimization.

A robust stakeholder analysis involves continuous assessment, effective communication, and strategic engagement to ensure that the diverse interests of stakeholders are considered and integrated into the organizational decision-making process. This comprehensive approach contributes to sustainable growth, stakeholder satisfaction, and positive societal impact.

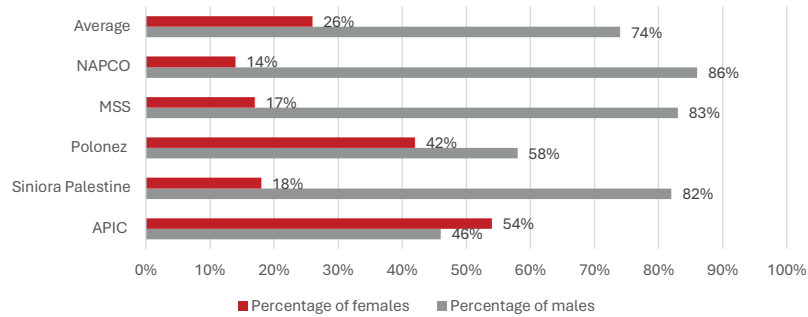
These stakeholders were involved in an assessment survey on Environmental, Social and Governance practices for APIC and subsidiaries in 2023 ahead of the Group's materiality assessment, where decision making, and prioritisation of material topics were informed by the survey results. Additionally, two-way communication plans are developed to address each type of stakeholder, including type of information, platforms for sharing information, and presentation of information, based on their needs and preferences.



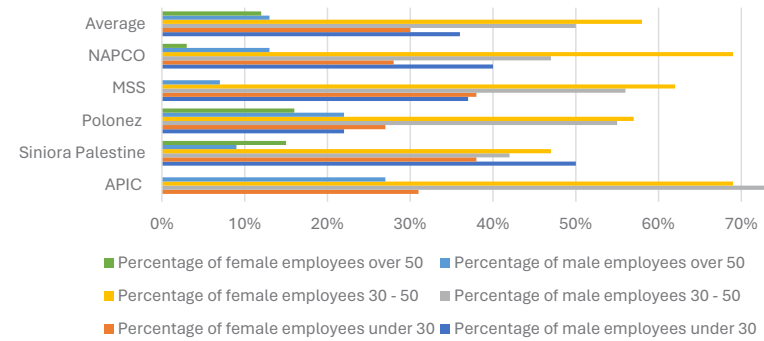
EMPLOYEES

Workforce, by age and gender

Employees by gender

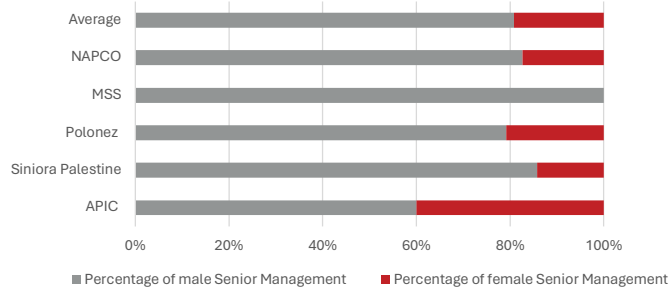


Employees by age

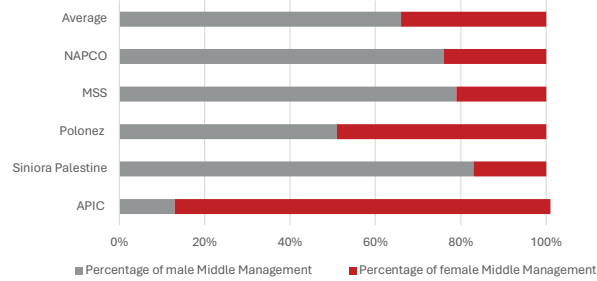


Workforce, by rank and gender

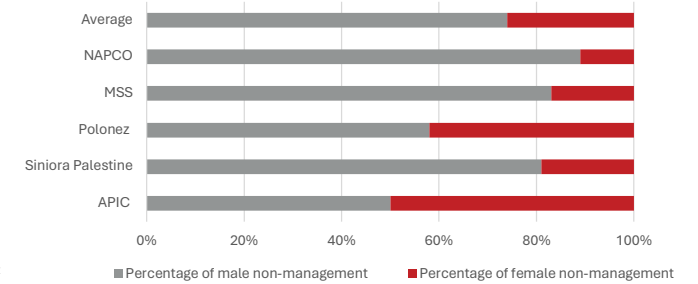
Percentage of Senior Management by gender



Percentage of Middle Management by gender



Percentage of Non-management by gender

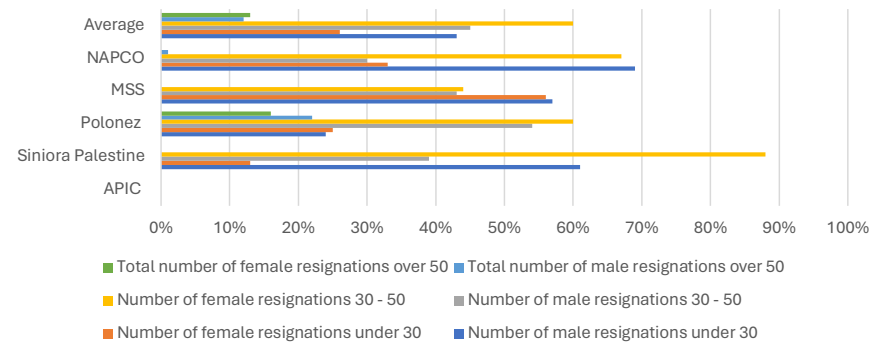


Resignations, by age and gender

Resignations by gender



Resignations by age

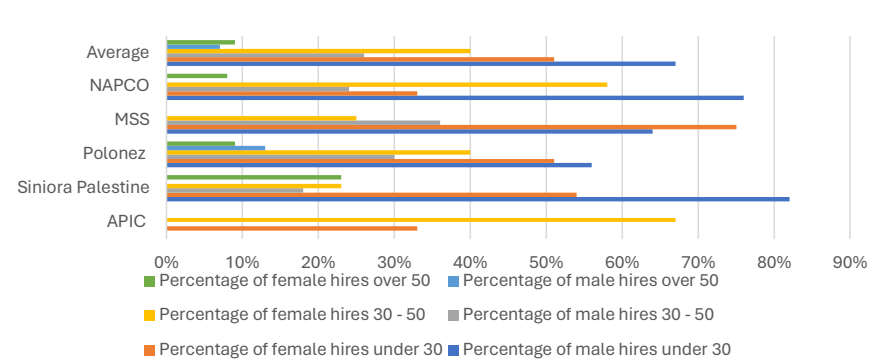


New hires, by age and gender

New hires by gender



New hires by age



BENEFITS

APIC Group is committed to going above and beyond regulatory requirements in providing benefits to its employees. Recognizing the significance of its workforce, the company has implemented a comprehensive set of benefits that surpass the minimum standards outlined by regulations. These enhanced benefits reflect APIC's dedication to prioritizing employee well-being and fostering a positive work environment.

In addition to meeting legal obligations, APIC Group strives to create a workplace where employees feel valued and supported. This commitment is evident in the supplementary benefits offered, which may include extended healthcare coverage, wellness programs, professional development opportunities, and additional leave options. By exceeding regulatory requirements, APIC Group aims to not only attract and retain top talent but also to demonstrate a genuine investment in the overall welfare and satisfaction of its employees.

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Healthcare: A comprehensive health insurance policy covers all employees and their families.

Education: Employee's children can benefit from educational grants to cover the cost of tuition fees.

Liability Insurance: Our employees are automatically covered by work accident insurance.

Retirement/ end of service: Our employees benefit from either retirement or end of service, depending on the applicable local laws.

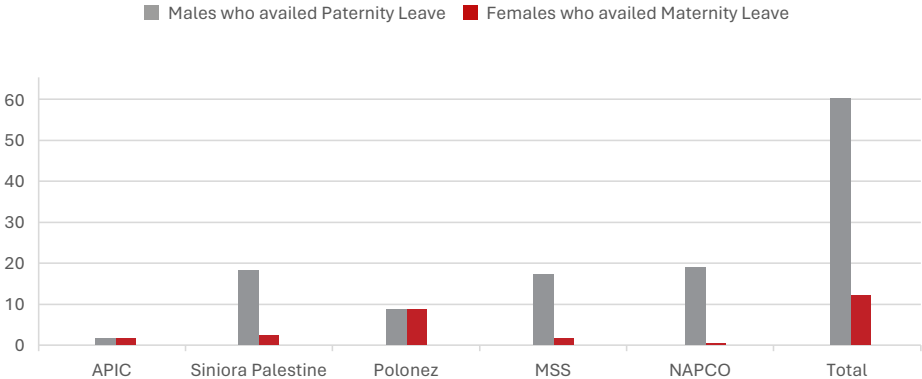
Parental Leave: Paid parental leave for both men and women (120 days for women, and 5 days for men), 100% of employees who took parental leaves returned to work.

Stock Ownership: Senior Management received shares for the first time in 2023

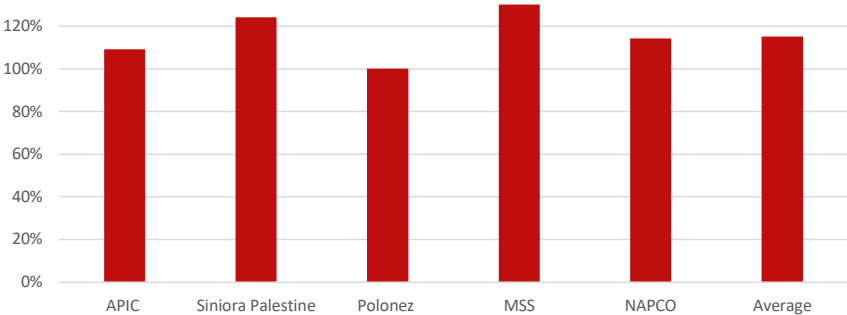
Striving for excellence: CEO Award is held annually and now includes a Sustainability Excellence Award for 2023 initiatives, to recognize and celebrate the most outstanding sustainable projects within APIC Group, showcasing the innovative efforts and commitment of our teams towards environmental conservation, social responsibility, or governance practices.

Other: Company and sector specific benefits include performance-based bonuses, discounted services, and transportation support, allowances, or vehicles.

Number of employees who took paternity and maternity leave in 2023 by gender



Ratios of standard entry level wage by gender compared to local minimum wage

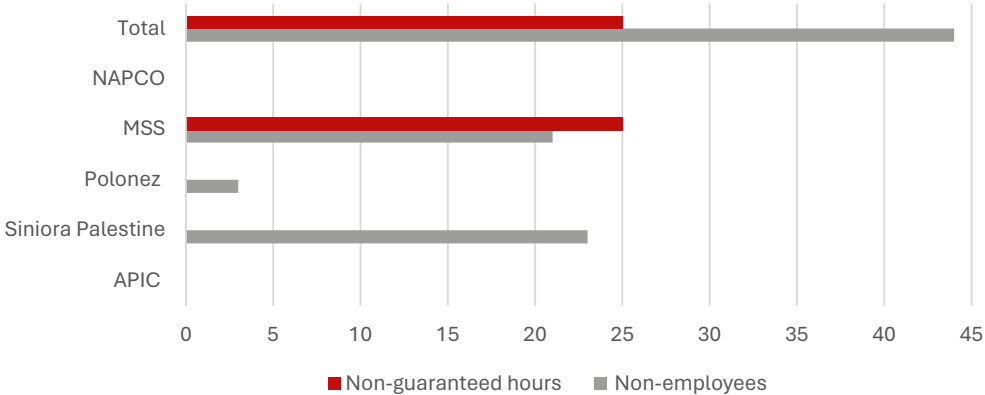


NON-EMPLOYEES AND NON-GUARANTEED HOURS

Due to the nature of the sectors APIC Group works in, individuals who are not formal employees of the company are hired as needed. While they may not be on the formal payroll, their interactions and relationships with the companies are integral to its functioning and success.

The management of relationships with non-employees is crucial for maintaining a positive and productive organizational ecosystem. Effective communication, transparency, and collaboration with this diverse group contribute to the overall success and sustainability of the business. Recognizing the importance of non-employees underscores a holistic approach to organizational dynamics, acknowledging that success extends beyond the boundaries of formal employment relationships.

Number of non-employees and non-guaranteed hours



WELLBEING INITIATIVES

Internal Communication Platform:

APIC Group has a comprehensive platform designed to enhance engagement across all levels that integrates six key dimensions: communication, empowerment, motivation, wellbeing, alignment, and mastery. It is inclusive and enables every employee, including labour-level employees who do not utilise company emails, to engage using their company identification number, and is available in all languages spoken by APIC Group employees.

The platform's role in enhancing awareness is particularly impactful. By serving as a central hub for information dissemination, it keeps every employee well-informed about developments not only within their immediate work environment but also across sister companies within the APIC Group. This ensures that every team member is connected to the broader organizational landscape, fostering a sense of unity and shared purpose.

The positive outcome of this approach is a unified, engaged, and informed workforce. Employees, regardless of their role or level within the companies, are equipped with the knowledge and context needed to contribute effectively towards common goals. This unified workforce not only enhances collaboration and innovation but also strengthens the overall organizational culture. APIC Group's commitment to creating a platform that goes beyond traditional communication channels underscores its dedication to building a cohesive and empowered workforce, ultimately driving the organization towards collective success and achievement of shared objectives.

Wellbeing Surveys:

Additionally, APIC Group prioritizes the holistic well-being of its workforce through the implementation of periodic well-being surveys. These surveys serve as instrumental tools in assessing and addressing the various facets of employee well-being, encompassing





physical, mental, and emotional dimensions. Conducted at regular intervals, these surveys are designed to gauge the overall satisfaction, engagement, and health of employees within the companies.

The well-being surveys at APIC Group cover a diverse range of topics, including work-life balance, job satisfaction, stress levels, access to resources, and support systems. Employees are encouraged to provide candid feedback, enabling the company to gain valuable insights into the factors that contribute to a positive and thriving workplace environment.

Wellbeing support:

APIC Group is at the forefront of championing employee well-being with its innovative and confidential Mental Wellbeing Therapy. Recognizing the evolving needs of its workforce, APIC Group has implemented an anonymous and accessible online platform that allows employees to seamlessly book confidential therapy sessions after regular working hours.

This forward-thinking service reflects APIC Group's commitment to providing holistic support to its employees, acknowledging that personal and professional challenges may arise beyond the traditional working hours. The online platform ensures the convenience and privacy of booking therapy sessions from the comfort of one's own space, fostering a sense of comfort and accessibility.

TRAINING

Capacity building has always been a top priority at APIC Group, reflecting a steadfast commitment to continuous improvement and growth. The company recognizes that an empowered and skilled workforce is essential for navigating the dynamic business landscape and staying at the forefront of industry developments. As part of this commitment, APIC Group invests extensively in initiatives designed to enhance the knowledge, skills, and capabilities of its employees.

Through a strategic and holistic approach to capacity building, in 2023, APIC Group launched a virtual training platform with



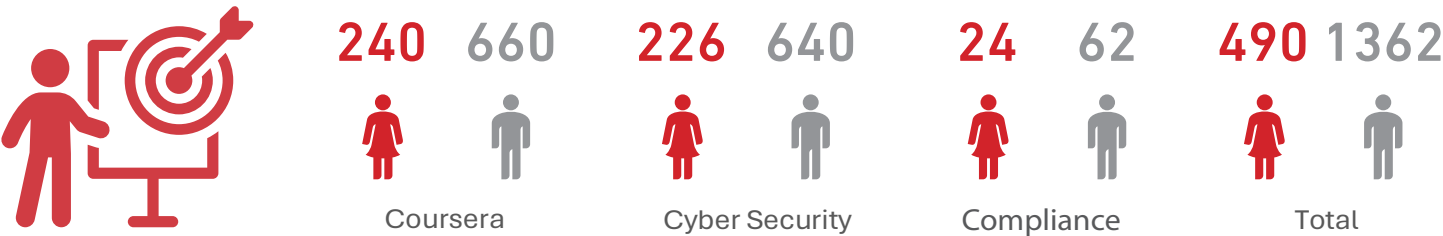


access to over 11,000 courses, to ensure that employees at all levels have access to relevant training programs and certifications that contribute to professional development opportunities. These initiatives cover a spectrum of areas, including technical skills, leadership development, and industry-specific knowledge. The goal is to not only meet current job requirements but also to prepare employees for future challenges and opportunities.

Furthermore, APIC Group fosters a learning culture that encourages employees to pursue continuous education and skill enhancement. The company provides additional support for further education, certifications, and skill-building courses to empower employees to reach their full potential. This commitment to capacity building extends to all functions and departments, creating a workforce that is adaptable, innovative, and capable of driving the company's success.

The outcomes of this dedicated approach to capacity building are evident in the enriched expertise of employees, improved job performance, and a collective sense of empowerment. APIC Group's emphasis on continuous learning and skill development not only benefits individual career trajectories but also contributes to the overall resilience and competitiveness of the companies in the ever-evolving business landscape.

Virtual training hours by gender



Scan the QR Code to view a short video on APIC's support for women's education

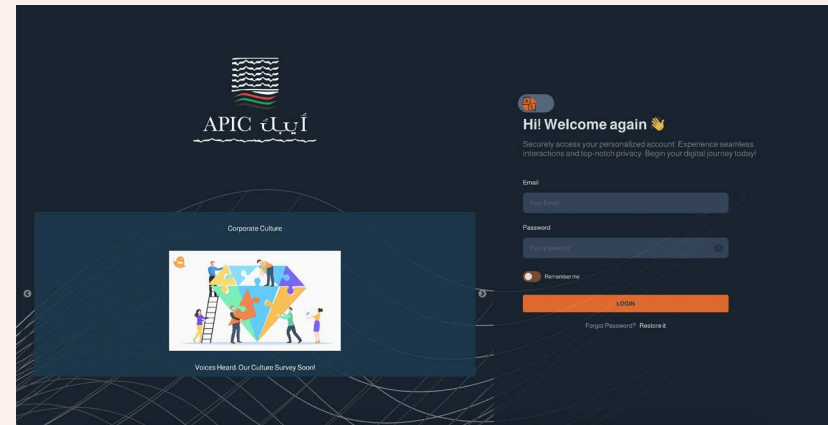
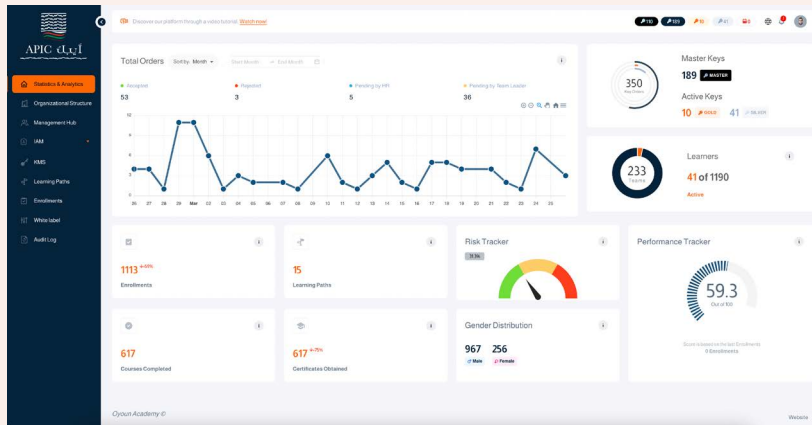


APIC Group training platforms

APIC Group employees have access to two training platforms in addition to the 13,680 hours of training they received in 2023. These virtual training platforms are designed to cater to the diverse learning needs and professional development goals of our staff, ensuring they remain at the forefront of industry standards and best practices.

Coursera virtual learning platform offers a wide array of courses ranging from technical skills and industry-specific knowledge to leadership and management training. This diversity allows employees to tailor their learning journey according to their roles, career aspirations, and the evolving demands of the market.

Knowbe4 virtual learning platform focuses on fostering a culture of continuous learning and innovation. It provides resources for upskilling and reskilling in emerging technologies and trends, including cyber security and compliance training (including on anti-corruption), positioning APIC Group and its employees to lead in a rapidly changing business landscape.





HEALTH AND SAFETY

At APIC Group, the health and safety of our workforce are paramount, and we prioritize a comprehensive approach to occupational health and safety (OHS) practices. Our commitment spans various crucial aspects, emphasizing hazard identification, risk assessment, incident investigation, and proactive measures to safeguard the well-being of our employees, in line with ISO 45001, in which our subsidiaries are certified.

Hazard Identification, Risk Assessment, and Incident Investigation:

We maintain rigorous processes for identifying potential hazards, conducting thorough risk assessments, and promptly investigating incidents. By systematically analysing our work environment, operations, and processes, we ensure that potential risks are identified and mitigated to create a safer workplace.

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Occupational Health Services:

To support the well-being of our employees who may be exposed to health risks, APIC Group provides comprehensive occupational health services. This includes regular health check-ups, wellness programs, and access to medical professionals who specialize in occupational health. These services contribute to the early detection of health issues and the promotion of overall well-being among our workforce.

Worker Participation, Consultation, and Communication on Occupational Health and Safety:

We actively involve our employees in the decision-making process regarding health and safety. Through the formation of employee



health and safety committees that perform regular consultations, have open communication channels, and inclusive participation, we ensure that employees contribute to the development and improvement of OHS policies and procedures.

Worker Training on Occupational Health and Safety:

Continuous learning is integral to our OHS strategy. APIC Group invests in comprehensive training programs to equip employees with the knowledge and skills necessary for maintaining a safe work environment. This includes emergency response training, use of protective equipment, and awareness campaigns on potential workplace hazards.



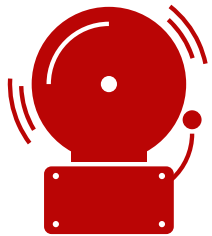
Promotion of Worker Health:

Beyond risk prevention, we prioritize the holistic health of our workforce. Initiatives promoting physical and mental well-being, such as stress management workshops, and mental health resources, are integrated into our workplace culture.

Prevention and mitigation of Occupational Health and Safety impacts linked by business relationships:

Recognizing our interconnected business relationships, APIC Group extends its commitment to OHS throughout the supply chain and for third parties such as consultants and contractors present in its locations. We work collaboratively with business partners, suppliers, and contractors to ensure that shared OHS standards are maintained, promoting a collective responsibility for the health and safety of all individuals involved in our operations.

Safety drills



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Siniora Palestine

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MSS

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NAPCO



Health and Safety upgrade at Medical Supplies and Services Company

In the year 2023, the Medical Equipment department at Medical Supplies and Services Company underwent a revolutionary transformation, signifying a significant departure from rudimentary safety protocols to the establishment of an all-encompassing safety framework. Moving beyond the mere introduction of rules, Medical Supplies and Services Company engineered a holistic system designed to safeguard every individual within the workplace. This resulted in the design and effective implementation of a robust safety system. It stands as a concrete manifestation of APIC Group's unwavering commitment to ensuring the well-being and safety of each and every member of our esteemed team.

Revolutionizing Safety Standards in Biomedical Engineering Operations: Precision Enhancement and Risk Mitigation

The progressive evolution of safety standards within Medical Supplies and Services Company's Mechanical Engineering department is showcased through the comprehensive transformation undertaken in various operational facets. The meticulous restructuring of safety protocols reflects a steadfast commitment to ensuring the well-being of every individual within the workplace.

Lifting and Rigging Standard Operating Procedures:

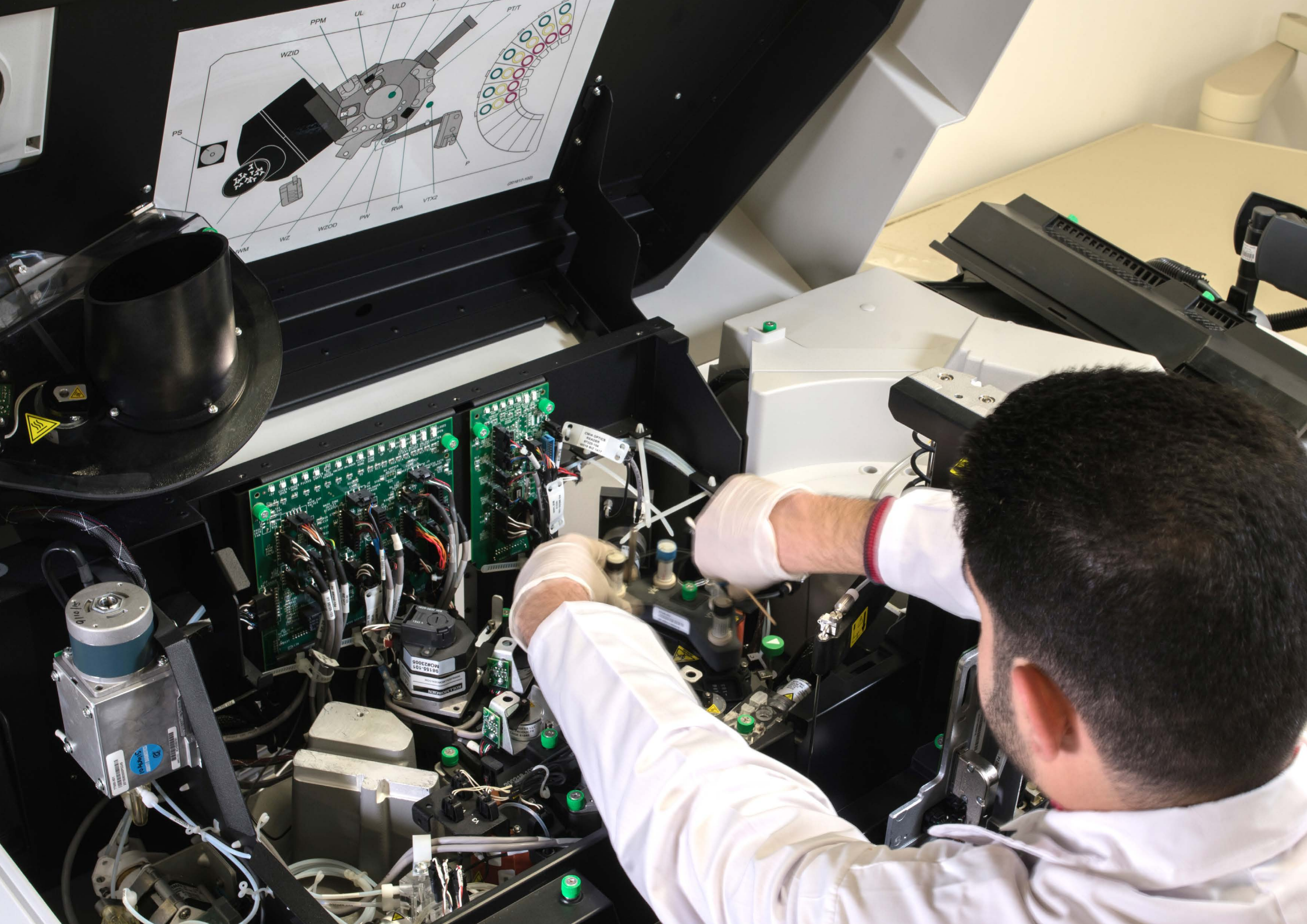
A detailed lifting plan outlines load characteristics and specifies rigging equipment, ensuring a systematic and safe approach to all lifting operations. This minimizes accidents and prioritizes the safety of personnel and equipment.

Radiation Monitoring:

Introduction of personal dosimeters provides real-time monitoring for individuals in radiation-prone areas, enhancing the management and mitigation of radiation risks effectively.

Bloodborne Pathogens:

Detailed Standard Operating Procedures outline procedures for safe handling, disposal, and preventive measures, significantly reducing exposure risks and fostering a safer work environment.



Chemical Storage and Usage:

Introduction of a comprehensive Standard Operating Procedures ensures specific guidelines for chemical storage and use, contributing to a safer workplace and responsible chemical management.

Hot Work:

Specialized Standard Operating Procedures outline stringent safety measures during activities like welding, cutting, and a thorough assessment of the work area, ensuring a safer environment.

Lockout Tagout Procedures:

Standard Operating Procedures ensure systematic isolation of energy sources with visible tags and locks, preventing accidental energization and enhancing overall workplace safety.

Compressed Substances:

Standard Operating Procedures introduce specific measures for the safe storage, handling, and use of compressed substances, contributing to a secure workplace.



Incident Investigation:

Detailed Standard Operating Procedures for incident investigation ensure thorough root cause analysis, promoting a continuous learning process and reducing the likelihood of recurring incidents.

Annual Medical Testing:

Institution of an annual medical testing program ensures regular health assessments for employees, prioritizing overall well-being.

Training for Awareness:

Implementation of comprehensive training programs enhance safety awareness, empowering employees with the knowledge and skills necessary to navigate potential risks confidently.

Personal Protective Equipment (PPE):

Equipping the workforce with essential PPE, including safety helmets, hearing protection, goggles, electrical gloves, protective gloves, safety shoes, cryogenic gloves, lockout tagout kits, and arc flash kits, ensures comprehensive protection across diverse workplace scenarios. This commitment to PPE underscores MSS's dedication to employee safety and well-being.





DIVERSITY AND INCLUSION

Persons with Disabilities:

APIC Group is committed to fostering an inclusive and diverse workplace, and this commitment extends to the incorporation of Persons with Disabilities (PwDs) in the organization's workforce. Recognizing the unique skills, talents, and perspectives that individuals with disabilities bring to the table, APIC Group strives to create an environment where everyone, regardless of ability, can thrive and contribute meaningfully to the company's success.

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Women's Empowerment Principles:

Women's Empowerment Principles (WEPs) are a set of Principles offering guidance to business on how to advance gender equality and women's empowerment in the workplace, marketplace and community. Established by UN Women and UN Global Compact, the WEPs are informed by international labour and human rights standards and grounded in the recognition that businesses have a stake in, and a responsibility for, gender equality and women's empowerment. APIC proudly stands among the first 15 Palestinian companies to sign the WEPs back in 2021. This commitment not only showcases our leadership in promoting gender equality but also reflects our dedication to creating an inclusive and empowering workplace environment.

Data disaggregation by gender and age:

APIC Group's commitment to women's empowerment is exemplified by the incorporation of data disaggregation by gender and age in all its data. Recognizing the importance of inclusivity and diversity, APIC Group has embraced a strategic approach to dissecting



data based on gender and age categories. This intentional disaggregation allows the companies to gain nuanced insights into the unique experiences and challenges faced by different demographic groups within the workforce.

By meticulously examining data through the lenses of gender and age, APIC Group aims to foster a workplace environment that is not only inclusive but also responsive to the distinct needs of employees at various life stages and across diverse gender identities. This commitment aligns with the Group's broader goals outlined in its Environmental, Social, and Governance Policy, ensuring that social considerations are embedded in decision-making processes and initiatives.

Women's Empowerment Initiative:

APIC Group's unwavering commitment to women's empowerment is exemplified through the establishment of the Women's Empowerment Initiative, under the guidance of the Sustainable Development and Social Responsibility Committee on the Board of Directors and steered by the Gender Taskforce. This taskforce is entrusted with driving transformative change within the companies, working towards ambitious goals that underscore APIC Group's commitment to fostering an inclusive and supportive workplace.

One of the key objectives set by the Gender Taskforce is to ensure that women constitute 30% of the workforce by the year 2030. This ambitious target reflects APIC Group's dedication to achieving a balanced and diverse representation, acknowledging the invaluable contributions of women in various roles and sectors.

The initiative also prioritizes supporting a whole-life balance for women within the companies. Recognizing the multifaceted responsibilities that individuals, especially mothers, often juggle, APIC Group is committed to implementing policies and practices that facilitate a harmonious integration of professional and personal life.

Engaging women in decision-making processes is another critical aspect of the initiative. APIC Group believes in creating a culture where diverse perspectives are embraced, and women actively contribute to shaping the APIC Group's strategies and direction. By fostering an inclusive decision-making environment, the company aims to harness the collective intelligence and creativity of its diverse workforce. This is reflected by the number of female members on the Board of Directors reaching 30%, and marked by an annual event where all women employees have the chance to engage with APIC Group's CEO and Gender Taskforce.

Addressing the Gender Pay Gap is a paramount goal for APIC Group's Women's Empowerment Initiative. The organization is resolute

in ensuring that remuneration is equitable across all genders, underscoring its commitment to fairness and equal opportunities within the workplace.

Supporting gender diversity at National Aluminum and Profile Company

National Aluminum and Profile Company is at the forefront of progressive workplace practices by actively promoting gender diversity and inclusivity. In a groundbreaking move, the company has established a women-only production line – the first in the Palestinian aluminium production sector, breaking away from traditional norms in industrial settings. This innovative initiative challenges stereotypes and fosters an environment where women can thrive in roles traditionally considered non-traditional.

By creating a dedicated production line exclusively for women in the aluminium production sector, National Aluminum and Profile Company aims to empower and provide equal opportunities for women in the workforce. This initiative represents a strategic commitment to gender equality, recognizing and valuing the unique skills and perspectives that women bring to the field.

Involving women in aluminium production not only contributes to dismantling gender stereotypes but also serves as an inspirational model for other industries. It demonstrates National Aluminum and Profile Company's commitment to breaking down barriers and ensuring that women have the opportunity to excel in roles that were historically dominated by men.

Scan the QR Code to view a motivational video from one of APIC group's women leaders



Scan the QR Code to view a short video on NAPCO's women in non-traditional roles



CUSTOMER HEALTH AND SAFETY

Health and safety impacts of products and services

The health and safety impacts of products and services are paramount considerations for APIC Group, and are managed with utmost care.

Consumer Protection Regulations:

Governments around the world have implemented stringent regulations to ensure the safety of products and services. These regulations govern various aspects such as manufacturing processes, ingredient disclosure, labelling requirements, and product testing. Compliance with these regulations is essential for businesses to operate legally and to safeguard consumers from potential harm.

Food Safety:

The food industry is subject to rigorous safety standards to prevent contamination, foodborne illnesses, and allergic reactions. From farm to table, each stage of food production, processing, packaging, and distribution is closely monitored to uphold safety standards. Regular inspections, quality control measures, and traceability systems are implemented to identify and mitigate risks to public health. For more information on related certifications, please visit www.apic.ps.

Pharmaceuticals and Healthcare Products:

Pharmaceuticals and healthcare products undergo extensive testing and clinical trials to ensure efficacy and safety before they reach the market. Adverse effects and interactions with other medications are thoroughly researched and documented to provide healthcare professionals and consumers with accurate information for informed decision-making.

Environmental Impact:

APIC Group monitors the production and disposal of products and services that can have environmental consequences, as in turn may impact human health. For example, APIC Group manages certain chemicals in manufacturing processes and the disposal of electronic waste through proper certified third-parties, to avoid the pollution of air, water, and soil, which pose health risks to both humans and ecosystems.

Product Innovation and Design:

APIC Group reviews products and services with safety in mind, this is essential for preventing accidents and minimizing risks to consumers. Innovations such as childproof packaging, ergonomic design features, and built-in safety mechanisms significantly reduce the likelihood of injuries and adverse health effects.

Consumer Awareness and Education:

APIC Group empowers consumers with knowledge about the health and safety implications of products and services enables them to make informed choices. Education campaigns, product labelling, and access to reliable information play crucial roles in raising awareness about potential risks and promoting responsible consumption.



Supply Chains:

In an interconnected global economy, products and services often traverse complex supply chains involving multiple countries and jurisdictions. APIC Group ensures consistent safety standards throughout these supply chains is essential for preventing the importation of unsafe products and maintaining consumer confidence in global trade.

In conclusion, the health and safety impacts of products and services are multifaceted and require a comprehensive approach involving government regulation, industry standards, consumer awareness, and corporate responsibility. By prioritizing safety at every stage of the product lifecycle, we can minimize risks, protect public health, and build a safer and more sustainable future for all.

Food safety at Siniora Food Industries Company

Siniora Food Industries Company team specialized team in Palestine since its establishment continues to meticulously conducts comprehensive physical, microbial, and chemical examinations for all products, aligning with both international and local requirements. Through rigorous studies, the team has identified and implemented the optimal mechanisms to ensure that the conducted tests accurately and thoroughly represent the diverse range of our products. It is imperative to emphasize that no product is released to the markets without undergoing the rigorous scrutiny of these essential examinations, underscoring our unwavering commitment to delivering products that adhere to the highest standards of quality and safety.



Requirements for product and service information and labelling

Product and service information and labelling play a crucial role in ensuring consumer safety, facilitating informed purchasing decisions, and promoting transparency in the marketplace. Governments and regulatory bodies around the world have established requirements and guidelines to standardize the information provided to consumers. Here are some of our key requirements for product and service information and labelling:

Ingredient Disclosure:

Many consumer products, such as food, cosmetics, and household cleaners, are required to list their ingredients on the packaging. This enables consumers, particularly those with allergies or sensitivities, to make informed choices and avoid potential allergens.

Nutritional Information:

Food products must include nutritional information such as calorie content, macronutrient composition (e.g., fat, protein, carbohydrates), and micronutrient content (e.g., vitamins and minerals). This information helps consumers make healthier dietary choices and manage specific health conditions.

Safety Warnings:

Products that pose potential hazards to consumers must display prominent safety warnings. For example, household chemicals may include warnings about ingestion or contact with skin or eyes, which are essential for preventing accidents and minimizing risks to consumers.

Usage Instructions:

Products often come with instructions for proper use, assembly, maintenance, and storage. Clear and concise usage instructions help consumers derive maximum benefit from the product while minimizing the risk of misuse or injury. Instructions may include diagrams, step-by-step procedures, and troubleshooting tips.

Expiration Dates and Shelf Life:

Perishable products and those with limited shelf life, such as food, pharmaceuticals, and cosmetics, must display expiration dates or use-by dates. This information ensures that consumers consume products before they expire, thereby reducing the risk of spoilage, contamination, or diminished efficacy.

Country of Origin:

Products indicate their country of origin on the packaging. This information helps consumers make informed decisions including in support of local industries.

Environmental Impact:

Increasingly, consumers are concerned about the environmental impact of the products they purchase. Labels such as eco-friendly certifications provide consumers with information about a product's sustainability credentials, enabling them to make environmentally conscious choices.

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Language:

Product information and labelling must be provided in languages that are understandable to consumers in the target market.

Regulatory Compliance:

Compliance with applicable regulations and standards is paramount. Regulatory bodies enforce requirements related to product labelling to ensure consistency, accuracy, and consumer protection. Non-compliance can result in fines, product recalls, and damage to a company's reputation.





مكرونة
Ojora

مكرونة
Ojora

مكرونة
Ojora
كرفس عجل مشوي
Roast Beef Shoulder

مكرونة
Ojora
دجاج أسود
Turkey Breast
with Black Pepper

Truthful and Non-Misleading Claims:

Product labelling should avoid deceptive or misleading claims regarding the product's attributes, benefits, or performance. Advertising and labelling must adhere to truth-in-advertising laws to maintain consumer trust and prevent unfair competition.

Security and Privacy

Recognizing the critical importance of protecting sensitive information in today's interconnected world, APIC Group implements comprehensive security and privacy measures to safeguard customer data and maintain trust. Here's an overview of APIC Group's approach to customer security and privacy:

Robust Encryption:

APIC Group utilises state-of-the-art encryption techniques to secure data both in transit and at rest. This ensures that sensitive information remains protected from unauthorized access or interception.

Secure Access Controls:

Access to customer data within APIC Group's systems is strictly controlled and monitored. Role-based access controls and multi-factor authentication mechanisms are implemented to ensure that only authorized personnel can access sensitive information.

Regular Security Audits:

APIC Group conducts regular security audits and assessments to identify vulnerabilities and address potential threats promptly. This proactive approach helps to maintain the integrity and resilience of its systems and infrastructure.



Incident Response Plan:

In the event of a security breach or incident, APIC Group has a robust incident response plan in place. This includes clear procedures for detection, containment, investigation, and recovery to minimize the impact on customers and mitigate further risks.

Employee Training and Awareness:

APIC Group prioritizes employee training and awareness programs to educate staff about security best practices and the importance of safeguarding customer data. Employees receive periodic training utilizing a virtual platform, which offers interactive modules covering a wide range of topics including cybersecurity best practices, data privacy regulations, incident response protocols, and emerging threats in the digital landscape. This virtual training platform allows employees to access training materials at their convenience within a given timeframe, track their progress, and engage in interactive exercises and simulations to reinforce learning objectives. This ensures that all employees understand their role in maintaining security and are equipped to recognize and respond to potential security threats.

Data Privacy:

APIC Group complies with relevant data protection regulations, to ensure the lawful and ethical handling of customer data. This includes requirements related to data protection, privacy rights, and breach notification. APIC Group also maintains adheres to the principle of data minimization, collecting only the minimum amount of personal information necessary to provide its services. This helps to mitigate privacy risks and ensures that customer data is handled responsibly.

Data privacy at Medical Supplies and Services Company

In recognition of its role as a medical supplies company dealing with sensitive information, Medical Supplies and Services Company goes above and beyond to fortify its data privacy policy and procedures. Given the inherently confidential nature of healthcare-related data, Medical Supplies and Services Company places heightened emphasis on safeguarding the privacy and security of information belonging to various data subjects, including employees, principals, customers, doctors, vendors, and others. This specialized focus is woven into every aspect of the data privacy framework, enhancing the company's commitment to responsible data handling. This robust system encompasses key elements to ensure the responsible and ethical handling of data:

Management Commitment:

Medical Supplies and Services Company's commitment to data privacy is embedded within its leadership principles. The management actively supports and champions the importance of data privacy, underscoring its significance across all organizational functions.

Data Privacy Governance:

Medical Supplies and Services Company has designated a Data Protection Officer who oversees compliance checks and ensures adherence to data privacy regulations. Management responsibilities are clearly defined, emphasizing accountability and proactive measures to uphold data privacy standards.

Data Processing:

Medical Supplies and Services Company acknowledges the unique sensitivity of healthcare-related information and ensures that its data privacy policies are tailored to address the intricacies of handling medical and health-related data. Specialized protocols are in place to secure and protect this sensitive information with the utmost diligence. Medical Supplies and Services Company adheres to stringent data processing principles, ensuring lawful bases for data collection and processing. Special attention is given to handling sensitive personal data, with transparent privacy notices, explicit consent mechanisms, and robust protocols for data retention and deletion.



Privacy by Design:

Medical Supplies and Services Company adheres to stringent medical confidentiality standards, aligning its data privacy policies with industry-specific regulations and best practices. This ensures that the handling of medical data is conducted with the highest level of discretion and ethical consideration. Thorough privacy risk assessments and data protection impact assessments are conducted, ensuring that data privacy is a foundational element in the development of any new processes or systems.

Data Subject Rights:

Medical Supplies and Services Company recognizes and respects the rights of data subjects. Clear mechanisms are in place to facilitate data subjects' rights, including access, correction, and erasure of personal data, providing transparency and control over their information.

Transfer of Personal Data:

Stringent protocols govern the transfer of personal data, both within Medical Supplies and Services Company entities and with external third parties. These protocols ensure that data is transferred securely, maintaining the highest standards of privacy and compliance.

Complaints Handling:

Medical Supplies and Services Company has established a structured framework for handling data privacy-related complaints. This includes a transparent process for reporting concerns, thorough investigations, and timely resolution to address any issues raised by data subjects.

Breach Management:

In the event of a data breach, Medical Supplies and Services Company has a comprehensive breach management protocol in place. This involves immediate action to contain and rectify the breach, notification of relevant authorities, and transparent communication with affected data subjects.

Training and Awareness:

Medical Supplies and Services Company invests in continuous training and awareness programs to educate employees about data privacy policies and procedures. These initiatives foster a culture of understanding and adherence to data privacy best practices throughout the company. Employees dealing with medical data undergo specialized training programs that focus on the nuances of handling sensitive healthcare information. This includes understanding the regulatory landscape, maintaining patient confidentiality, and adhering to industry-specific data protection standards.

In essence, Medical Supplies and Services Company's data privacy framework is a testament to its commitment to the responsible and ethical handling of data. By addressing the needs and rights of various data subjects, implementing privacy-centric processes, and fostering a culture of awareness, Medical Supplies and Services Company ensures that data privacy remains a paramount consideration in all its endeavours.



ECONOMY

APIC Group plays a significant role in contributing to indirect economic impacts that are essential for economic development and employment generation. In addition to its direct economic impact, which includes market expansion, improved services, and local production, there is also substantial income for suppliers, employees, and shareholders, as well as tax payments to the government, APIC Group also contributes to indirect economic benefits through infrastructure investments and the support of essential services.

As APIC Group continues to grow, its expansion leads to indirect contributions to the economy, impacting various sectors and stakeholders beyond its immediate operations. These indirect contributions play a significant role in driving economic growth, fostering innovation, and creating opportunities for sustainable development. Here's how APIC Group's expansion contributes indirectly to the economy:

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Supply Chain Stimulus:

As APIC Group expands its operations, it increases demand for goods and services across its supply chain. This includes suppliers of raw materials, components, equipment, and services necessary for its business activities. The increased demand stimulates economic activity upstream, leading to higher production levels, job creation, and revenue generation for suppliers and their employees.

Local Procurement and Support for Small Businesses:

APIC Group's expansion often involves local procurement initiatives, whereby it seeks to source goods and services from local suppliers and small businesses. In 2023, APIC Group also committed to prioritising women owned and women led businesses. By supporting local enterprises, APIC Group contributes to the growth of the local economy, strengthens supply chains, and fosters

entrepreneurship. This, in turn, leads to increased employment opportunities, income generation, and economic resilience within the community.

Infrastructure Development:

APIC Group's expansion necessitates investments in infrastructure such as office buildings, manufacturing facilities, distribution centres, and transportation networks. These infrastructure projects create jobs during construction and ongoing operation, support related industries such as construction and engineering, and enhance the overall business environment. Improved infrastructure also attracts further investment and spurs economic development in the surrounding areas.

Knowledge and Technology Transfer:

As APIC Group expands into new markets or invests in research and development initiatives, it facilitates knowledge and technology transfer, benefiting local industries and academic institutions. Through partnerships, collaborations, and capacity-building programs, APIC Group shares expertise, best practices, and innovative technologies, driving innovation, skills development, and competitiveness in the broader economy.

Economic Diversification:

APIC Group's expansion contributes to economic diversification by creating opportunities in diverse sectors and industries. By investing in new markets, sectors, and technologies, APIC Group reduces dependency on traditional industries, promotes resilience to economic shocks, and fosters a more dynamic and inclusive economy. This diversification enhances long-term sustainability and prosperity for the economy as a whole.



CSR



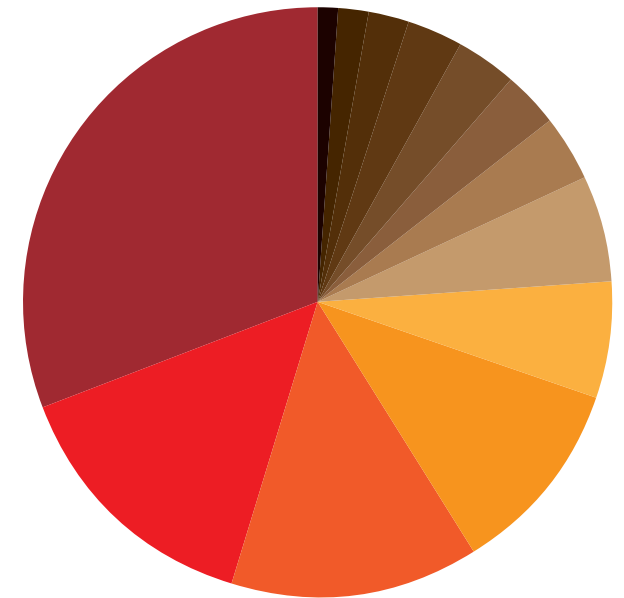
Corporate Social Responsibility (CSR):

APIC Group invests heavily in initiatives that benefit local communities with priority for Persons with Disabilities, orphans and vulnerable families, health – including high priority for mental health, education, and women’s empowerment. In line with APIC Group’s CSR Policy, developed and approved in 2023, all requests for support are processed and go through a due diligence process ahead of approval, to ensure that they are in line with APIC Group’s priorities and identified needs for each community, as well as assess and evaluate the background, reputation, integrity, and financial viability of potential partners. This proactive approach allows APIC Group to make informed decisions, mitigate risks, and safeguard their social investments.

APIC Group invested a total USD 2.26 million in CSR in 2023, which is 12% of its net profits, more than double the 5% set out in its CSR policy due to 2023 being an unprecedented year for our people in the Gaza Strip.

2023 CSR Investment by Sector

- Women
- Youth and Leadership
- Other
- Culture
- Social
- Mental Health
- Infrastructure
- PwD
- Orphans and vulnerable families
- Advocacy
- Health
- Education
- Humanitarian





AL-MALATH CHARITABLE SOCIETY

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- **START OF SUPPORT:** 2017
- **PURPOSE OF SUPPORT:** Supporting the centre in its mission in the field of rehabilitation, training, and integration of persons with intellectual disabilities into society
- **CATEGORY OF BENEFICIARIES:** Persons with intellectual disabilities



Al-Malath Charitable Society is a non-profit organization located in Beit Sahour – Palestine, whose activities are focused to meet the needs of young people with intellectual disabilities. The two founders of Al-Malath are mothers of three of the beneficiaries, they established the centre in 2006.

The idea to establish the centre came out of a real need to provide suitable rehabilitation programs for people with intellectual

disabilities. Al-Malath is currently taking care of 19 beneficiaries and works in four main therapeutic fields: Occupational Therapy, Physical Therapy, Special education, and Vocational Training. Their charitable society aims to provide rehabilitation, education, training, and care for youth with intellectual disabilities so they will be able to reach their full potential through developing their physical condition, skills, and abilities



NOOR AL AIN

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Supporting the organization in its educational, social, and cultural programs and services
- **CATEGORY OF BENEFICIARIES:** Blind and visually impaired in Jerusalem

Noor Al Ain for the visually impaired is based in Jerusalem and is the sole organization providing modern services customized to the needs of its beneficiaries including educational, social, cultural, vocational, and recreational fields for all ages and

both sexes. It is a non-profit organization that is also registered in accordance with Palestinian law for nongovernmental organisations and has an administrative body elected by members of the general assembly.





RAWAN ASSOCIATION FOR CHILD DEVELOPMENT

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Supporting the development of tools for diagnosing learning disabilities, speech disorders, and attention deficiency, for the purposes of mitigating their negative impact on the lives and futures of Palestinian children
- **CATEGORY OF BENEFICIARIES:** Children ages 3 to 18 years



Rawan Association for Child Development is a non-profit charitable association registered with the Ministry of Interior. It was established in 2008 by a group of experts in special education, mental and neurological health, and learning and speech disabilities. The association works on diagnosing and treating children in the age group of 3-18 years who suffer from learning and speech disabilities, attention deficiency, and excessive movement, providing psychological support for them and their families. Since its inception, Rawan

Association has diagnosed and treated thousands of children, whether through direct services within the association or indirect services through national awareness programs in Palestine in cooperation with its partners. The association also partners with specialized international institutions to apply comprehensive integration programs in public schools, where staff of public and private schools and parents are trained on the mechanisms of early detection and dealing with learning disabilities in the classroom



BADWA CENTER FOR SPECIAL EDUCATION

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Supporting a safe environment for persons with disabilities through the provision of educational and vocational programs
- **CATEGORY OF BENEFICIARIES:** Persons with disabilities from vulnerable Jordanian families

Badwa Center for Special Education is a non-profit educational and rehabilitation institute established in 1970 as one of the first centers for special education in Jordan, originally established under the name Jordanian Mental Health Association. The center provides services for persons

with simple to moderate intellectual disabilities from the most vulnerable Jordanian families in Eastern Amman. Its mission is to provide a safe environment for persons with disabilities through educational and vocational programs, as well as rehabilitation by specialized trainers.

للخير كما للناس أنساب

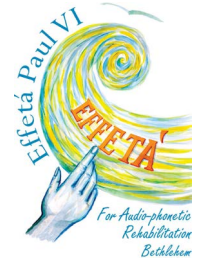




EFFETA PAUL VI

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- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** Supporting the school in rehabilitating deaf children and students and developing them linguistically, academically, and socially
- **CATEGORY OF BENEFICIARIES:** Persons with hearing and speech disabilities



Effeta Paul VI is a specialized school for deaf and hard of hearing children and youth, providing services related to rehabilitation through linguistic, academic, and social integration in Palestine since 1971. The school was established after His Holiness Pope Paul VI visited the Holy Land as a pilgrim in 1964. On 6 September 1971, the audio-phonetic rehabilitation and academic program began for 24 deaf children until the sixth grade. Now, after 49 years, the school has 190 deaf students from the age of one year to the age of 18, from the early intervention stage to the secondary stage (Tawjihi). The school adopts the oral method (lip reading and auditory training) in the rehabilitation and education of the

deaf and hard of hearing from early childhood (first year of age). The deaf are taught the language and lip-reading by utilizing their remaining auditory abilities.

Yahya Mirie Salem Masri graduated from school, is now working as an electrician in a local company that produces solar panels nearby Hebron.

He attended a two-year course in 'Technology and Solar System', at the Palestine Ahliya University in Bethlehem, and he was awarded a diploma certificate:

"All The powers that I have refers to Effeta school that gives me all the keys to open the doors that reaches me to success in my life"



CHILDREN WITH AUTISM AND LEARNING DISABILITIES SOCIETY

- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** Supporting the association in its mission to integrate children with autism and those who have learning disabilities into society, and to develop their creative abilities and talents
- **CATEGORY OF BENEFICIARIES:** Autistic children and children with disabilities



The Children with Autism and Learning Disabilities Society is a non-profit, humanitarian, charitable organization, founded in 2009 and officially registered with the Palestinian Ministry of Interior and affiliated to the Ministry of Social Development as a competent authority and supervising its main work. The society works in the charitable, social, academic and health fields, as it is concerned with providing services for autistic

children, children with disabilities, and children in general. This is by providing them with treatment, rehabilitation and care services according to the best methods and international scientific and professional standards in the fields of therapeutic and rehabilitation intervention, as well as working to develop their skills and training in order to better achieve the principle of social justice, protect basic rights and facilitate their integration into Palestinian society.



STAR MOUNTAIN REHABILITATION CENTRE

- **START OF SUPPORT:** 2017
- **PURPOSE OF SUPPORT:** Supporting the centre in its mission in the field of rehabilitation, training, and integration of persons with intellectual disabilities into society
- **CATEGORY OF BENEFICIARIES:** Persons with intellectual disabilities



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PERSONS WITH DISABILITIES

Star Mountain Rehabilitation Center (SMRC), an undertaking of the Worldwide Moravian Church, provides rehabilitation, educational, and empowerment services to persons with disabilities and marginalized groups. Employing a rights-based developmental approach, it mobilizes local and international support to foster dignified livelihoods in alignment with sustainable development goals. SMRC endeavors to devise specialized programs that respect the rights of marginalized groups while ensuring environmental safety and climate justice, and advancing institutional infrastructure, programs, systems, and technological resources. SMRC's four programs comprise an Inclusive Kindergarten, Special Education School, Vocational Training and Employment, and Community Mobilization. SMRC works with persons with intellectual disabilities, families, and social, national, governmental, and educational entities to raise awareness of disability

rights and inclusion. It aspires to establish partnerships with local, regional, and international institutions and actively engages in networks advocating for disability rights. SMRC also provides support services to persons with intellectual disabilities including physiotherapy, occupational therapy, speech therapy, psycho-social support, art, music, and sports education, as well as drama, acrobatics, and Dabkeh. SMRC currently supports 100 persons with intellectual disabilities from early childhood to the age of 40.

“After I came to Star Mountain, I stopped fearing my friends, as the girls in my former schools used to mock me. However, everybody at Star Mountain respects and appreciates me. Currently, I’m undergoing hospitality training, and I’m also getting training in the kindergarten of Star Mountain. Once I graduate from Star Mountain, I would love to open a kindergarten and make a living, I love working with children.” This is a quote from Saja, a female 17-year-old student who is currently enrolled in the Vocational Training Program at SMRC.



TKIYET UM ALI

- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** Monthly food parcels for 166 families in the governorates of southern Jordan
- **CATEGORY OF BENEFICIARIES:** Vulnerable families living below the food poverty line in Jordan

Tkiyet Um Ali was established in 2003 by Her Royal Highness Princess Haya Bint Al Hussein in memory of her late mother, Her Majesty Queen Alia. Tkiyet Um Ali is the first non-governmental organization of its kind specialized in the eradication of food poverty in Jordan. Since its establishment, Tkiyet Um Ali has never shied away from its vision towards a “hunger-free Jordan”.

Tkiyet Um Ali delivers sustainable food aid to 20,000 families living in extreme poverty in Jordan through its Sustainable Food Aid Program. Tkiyet Um Ali also implements various

other programs that aim to secure people in need with their daily food such as the Wayfarer Program, Mawa'ed Al Rahman Program, and the Adahi Program. Also, throughout the year, it offers various volunteering programs that aim to preserve the dignity of beneficiary families and improve their living conditions. **“Had it not been for Tkiyet Um Ali, we would have been in a difficult situation, and my kids would have all had to leave schooling to secure something to eat.”**

Um Tamam - A beneficiary of Tkiyet Um Ali’s Monthly Food Parcels (Sustainable Food Aid Program)



TKIYET UM ALI
FOOD FOR LIFE



SOS CHILDREN'S VILLAGES PALESTINE

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- **START OF SUPPORT:** 2016
- **PURPOSE OF SUPPORT:** Supporting the organization and its activities, as well as sponsoring a family of five children in SOS Children's Villages Palestine in the city of Bethlehem
- **CATEGORY OF BENEFICIARIES:** Children who have lost family care or who are at risk of losing it in Palestine



SOS Children's Villages Palestine is a member association of SOS Children's Villages International, which works in 138 countries around the world, providing loving homes and families to children who have lost their parents or are at risk of losing parental care. SOS Children's Villages Palestine is the first SOS Children's Village to open in the Middle East in 1966, to provide loving homes with mothers who take care of children along with their brothers and sisters in a loving family environment. It also runs a family strengthening program in cooperation with local communities, government agencies, and other organizations to help and empower marginalized and fragile families to protect their children, build their capacities, and care for them. The program provides educational supplies, health, psychological and social support, and helps establish income-generating projects for these families. SOS Children's Villages enables children and youth integration into Palestinian society, which includes the community homes project placed outside the boundaries of

SOS Children's Villages and children reintegration into their original families with the continuous follow-up of SOS Children's Villages' staff.

Raw'a is 20 years old, a junior medicine student at AlQuds University. She is very proud of her level of self confidence and encouragement that she received from APIC. Raw'a also takes care of her younger siblings along with her aunt.

Raw'a: "I am planning to finish my studies and then specialize in pediatrics".

She expresses how she feels about other girls in the community:

"For the other young girls in my village, studying medicine for 7 years plus 3 years of specialization is an unusual career path. Many still grow up believing that women have to provide for their husbands. I would like to finally break this pattern and be a role model for others as well".

Raw'a's bigger dream would be to have her own practice. "It would be especially nice if patients had to pay very little so that everyone could get the care they need".



SOS CHILDREN'S VILLAGES JORDAN

- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** Tuition fees in Jordanian schools for 15 children of the association, with the aim of improving their chances in life and supporting their integration into society
- **CATEGORY OF BENEFICIARIES:** Children who have lost family care or who are at risk of losing it in Jordan



SOS Children's Villages Jordan is a national non-profit social development organization established in 1983, and cares for children and youth who lack parental care, in family and community houses in Amman, Irbid and Aqaba, in addition to youth houses. The Association supports youth till the age of 24 helping them reach independence. The family-like care model provides children and youth with care, accommodation, education, skills, protection, social inclusion, food, security, physical health, social & emotional well-being, and livelihood.

The Association works in the spirit of the UN Guidelines for the Alternative Care of Children and the United Nations Convention on the Rights of the Child, and promotes these rights around the world. Central to its strategy and work are the UN Sustainable Development Goals.

Quote from one of the children "I am very happy to be part of the SOS Children's Villages family because they gave me the opportunity to go to school and be like all my friends. Thank God, I was able to be in the first grade this year".



GIVE PALESTINE ASSOCIATION

84 |

- **START OF SUPPORT:** 2018
- **PURPOSE OF SUPPORT:** Supporting the association's relief and vocational program
- **CATEGORY OF BENEFICIARIES:** Orphans, vulnerable families, and the marginalized in the Gaza Strip



جمعية عطاء فلسطين الخيرية
GIVE PALESTINE ASSOCIATION

The Give Palestine Association is a national, independent, and non-profit humanitarian organization that was founded in the city of Ramallah in 2010 and is a continuation of the Gaza Volunteer Efforts for Quick Aid (Give Gaza) association, which was established in Gaza City in 2003. It covers all Palestinian areas in the Gaza Strip, Jerusalem, and nearby West Bank villages near the Israeli separation wall. The focus is on the Gaza Strip, where it targets poor families, particularly

women and their children and families. The association works in partnership with the private sector and has implemented dozens of innovative projects since its inception in many fields, including humanitarian aid, cultural empowerment for Palestinian children, psychological support, and sustainable development projects, to promote social, economic, environmental, and cultural justice in Palestine. Over the past 20 years, the association has benefited more than 1.5 million people.



INASH ALUSRA ASSOCIATION

- **START OF SUPPORT:** 2016
- **PURPOSE OF SUPPORT:** Supporting the association in its work in the fields of humanitarian and development services
- **CATEGORY OF BENEFICIARIES:** Vulnerable and marginalised women and groups



The Society of Inash Al-Usra was founded in 1965 by a group of Palestinian women who were active in volunteerism. Samiha Khalil, a late activist, served as the organization's leader. This group operates for altruistic purposes and does not profit from its efforts. The Society was established to help those who had been uprooted from their homes and communities because of the 1948 "Nakba" (Arabic for "catastrophe") and the subsequent 1967 occupation of the rest of Palestine. The group's goal is to encourage the Palestinian people as they resist the occupation's attempts to occupy their land and steal their heritage. To protect the Palestinian people's national identity, the society actively promotes and preserves Palestinian cultural artifacts while also preventing their theft and appropriation. The following steps were taken to improve the status

of Palestinian women and empower them as individuals: improve their opportunities for learning and employment. Most of Inash Al-Usra College's 255 students are men, but there are 80 women enrolled in one of the college's many vocational programs. A total of 130 annual scholarships are given out to deserving students; 1,320 low-income and marginalized families led by single mothers are provided for; more than 1,000 women are employed in traditional embroidery; more than 1,600 families receive seasonal humanitarian aid; and 100 full-time jobs are secured, with 85% going to women. The society's goals include assisting more people, preserving Palestinian history and culture, empowering women, and helping low-income families. It also remains committed to aiding the Palestinian people in their struggle for freedom and independence



JORDAN EDUCATION FOR WOMEN EMPOWERMENT AND LEARNING SOCIETY (JEWELS)

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- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Educational scholarships for high-achieving female university students
- **CATEGORY OF BENEFICIARIES:** High-achieving female students from vulnerable families



Jordan Education for Women Empowerment and Learning Society (JEWELS) empowers women through education by providing university level scholarships to exceptional and high-achieving female high school graduates who exhibit a deep commitment to learning and who hope to give back to their communities. JEWELS is registered with the Ministry of Social Development as a non-profit organization. Through the generous support of Jordanians, individuals and corporates, JEWELS has

supported a group of young women from low-income families who graduated and are currently part of the Jordanian workforce, contributing and flourishing.

“I still remember when I finished high school in 2015, carrying with me my passion and dream of studying medicine, which would help me to continue serving my country and its children, because I believe that what you offer to others will benefit you first.” Sondos Al-Najjar, a graduate with distinction of the Faculty of Medicine from the University of Jordan for the year 2021.



- **START OF SUPPORT:** 2019
- **PURPOSE OF SUPPORT:** Full scholarship coverage for a student for a master's degree at a UK university
- **CATEGORY OF BENEFICIARIES:** High achieving Palestinian students



Chevening is the British Government's international scholarship program, funded by the United Kingdom's Foreign, Commonwealth and Development Office and partner organizations, operating in 160 countries, including Palestine, and awarded to outstanding leaders

with leadership potential from all over the world to complete their master's studies at UK universities. The program provides fully funded study for one year for a master's degree, on any subject and at any UK university of the student's choice.



DAR AL-TIFEL AL-ARABI ORGANIZATION – JERUSALEM

88 |

- **START OF SUPPORT:** 2017
- **PURPOSE OF SUPPORT:** Covering educational grants for 20 high achieving girls at Dar Al-Tifel Al-Arabi School in Jerusalem
- **CATEGORY OF BENEFICIARIES:** Orphan students from vulnerable families in Jerusalem



Dar Al-Tifel Al-Arabi Organization was founded in Jerusalem in 1948 by the late Hind Hussein, a pioneer in philanthropy and voluntary work in Palestine. It is a forerunner in community work in Jerusalem, and its services span various sectors including education, orphan care, culture, and

heritage. It runs and supervises Dar Al Tifel Al-Arabi elementary and secondary school, a nursery and seven kindergartens, and a boarding section for orphan girl students and social cases. It also manages two cultural centres, the Palestinian Heritage Museum and Dar Isaaf Al-Nashashibi for Culture, Arts, and Literature.



DUAL STUDIES – AL-QUDS UNIVERSITY

- **START OF SUPPORT:** 2016
- **PURPOSE OF SUPPORT:** Practical training for 5 (3 males and 2 females) students by APIC subsidiaries during their four-year university studies
- **CATEGORY OF BENEFICIARIES:** Students of dual studies in the Faculties of Electrical Engineering, Information Technology, and Business Administration at Al-Quds University

Dual Study is an educational system that combines theoretical study with practical application. Al-Quds University launched the Dual Studies program in 2015. Dual Studies was designed to contribute to raising the professional level of Palestinian youth and supplying good jobs for students after graduation. Moreover, it aims to bridge the gap between the academic educational outcomes and the needs and requirements of the

Palestinian labor market. The program follows a German approach, which focuses on the integration of academic study and linking students with the work environment from the start. This methodology provides students with the opportunity to study at Al-Quds University as well as have the chance to practice in the field of their study at a specialized Palestinian company until they complete their bachelor's degree.





RAMALLAH FRIENDS SCHOOL

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Rehabilitation of classrooms
- **CATEGORY OF BENEFICIARIES:** fourth and fifth grades



Established in 1869 by Eli and Sybil Jones, two New England Quakers, the Ramallah Friends School originated as a girls' training school in 1869. A school for boys was begun in 1901. Through two world wars, numerous regional conflicts, enormous upheaval politically and socially, and enormous economic challenges, those schools have persisted and today are one Quaker institution, the Ramallah Friends School, symbolizing its enduring commitment to quality education amidst adversity.

Today, the Ramallah Friends School is a coeducational day school from pre-K through 12th grade, enrolling more

than 1,600 students. Since 1999, following an International Baccalaureate program, RFS has been regarded as the premier educational institution in Palestine. Under the care of Friends United Meeting, the School is governed by a board consisting primarily of local community members and several North American Quakers. It is staffed at all levels by highly qualified Palestinian administrators and educators, with the added benefit of some internationals.

Fifth grade student, Carine Daibes: "We are blessed because we have really neat desks and air conditioning. Learning is becoming even more fun because the classrooms are advanced".



INJAZ PALESTINE

- **START OF SUPPORT:** 2007
- **PURPOSE OF SUPPORT:** Supporting the organization in financing its activities, as well as volunteering the cadres of APIC group to enhance the leadership capabilities of Palestinian youth to contribute to economic development
- **CATEGORY OF BENEFICIARIES:** Palestinian school and university students

Injaz Palestine is an independent, non-governmental Palestinian organization established in 2007, managed and sponsored by a group of leading Palestinian companies seeking to enhance the capabilities of Palestinian youth to contribute to economic development. Injaz provides programs delivered by experienced volunteers to inspire and motivate young people regarding innovation in the field of project management and business. Injaz plays a prominent role in creating innovative economic awareness among youth at the global level through its active membership with INJAZ Al-Arab Network and Junior Achievement Worldwide. It aims to enhance economic opportunities for Palestinian youth by providing a series of educational and economic courses of a practical and scientific nature to Palestinian schools and universities. Injaz programs are distinguished

by their ability to develop students' leadership capabilities, which accelerates their creativity, prepares them for the business world, and enables them to employ knowledge to create new paths that ultimately reduce unemployment, provide opportunities and open promising horizons for new entrepreneurial projects.

"I thank Injaz Palestine for giving us the opportunity to engage in this wonderful experience. It has been a phase rich with training and opportunities for skill development, where we gained valuable leadership and organizational skills. We consider ourselves fortunate to participate and look forward to achieving more successes with the generous support you provide." Talia Mansour / Palestine Technical University - Kadoorie, Saffetek Team, Tulkarm





MAHMOUD ABBAS FOUNDATION

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- **START OF SUPPORT:** 2015
- **PURPOSE OF SUPPORT:** Scholarships for Palestinian students in Lebanon
- **CATEGORY OF BENEFICIARIES:** Palestinian students in Lebanese universities

مؤسسة محمود عباس
Mahmoud Abbas Foundation

Mahmoud Abbas Foundation is a non-profit organization registered in Palestine and Lebanon, founded in 2011 in response to the difficult situation Palestinian people face in refugee camps in the Diaspora, especially in Lebanon. The foundation helps refugees through three programs: the student's scholarship program that provides scholarships to Palestinian students, to date, around 12,000 students

have benefited from this program; the family interdependence program (Takaful), which provides symbolic aid to around 390 families; and the Palestine program, which provides various educational, health, social, and relief services to families in need, and implements many projects, especially in vulnerable and marginalized areas, which benefits nearly 7,000 beneficiaries annually since 2018.



THE PALESTINIAN COUNSELLING CENTRE

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** On-the-job coaching and training newly graduated mental health professionals
- **CATEGORY OF BENEFICIARIES:** Palestinian psychology graduates

The Palestinian Counselling Centre (PCC) is a mental health non-governmental organization established in 1983. The PCC was started by a group of psychologists to respond to the increasing need for mental health services among the Palestinian population. The PCC started intervening at the primary intervention level concentrating its efforts in raising the community's awareness to the importance of counselling as a form of effective therapy for various psychosocial problems. The PCC then moved to intervene at the secondary level by placing and supervising psychologists, counsellors and social workers in schools and primary health clinics. Presently, the PCC is regarded as a provider of secondary mental health care where it provides psychotherapy in its clinics in Jerusalem, Nablus and Ramallah, rehabilitation for chronically mental health patients in Qalqilya, in addition to building the capacities of Mental Health Psychosocial Support (MHPSS) workers nationally and regionally and supervising the PSS work of several CBOs in different locations in the West Bank. The PCC has its headquarters in the old city of Jerusalem with branch centers/ clinics in

Ramallah, Qalqilya, Nablus and Jenin. The PCC employs 49 staff members and serves over 18,000 direct beneficiaries annually

This 10-month training program is the first stepping stone in my pathway to becoming a professional psychologist. The intensive coursework and practicum experiences have greatly improved my professional skills by allowing me to put classroom knowledge into practice in a supervised setting. My communication, active listening, and empathy skills have grown tremendously as I worked directly with the cases under the guidance of licensed clinicians. The training curriculum was thoughtfully designed to provide a solid foundation of theoretical knowledge paired with abundant opportunities to apply that knowledge in real counselling sessions. The combination of readings, lectures, discussions, role plays, and hands-on cases interactions has prepared me well for the next steps in establishing my career. Though just the first milestone, completing this training confirms I have gained the necessary competencies and experience to begin practicing as a psychologist”, Shahd Badran.





AUGUSTA VICTORIA

94 |

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Supporting periodic testing and awareness campaigns on the importance of early detection of breast cancer in women
- **CATEGORY OF BENEFICIARIES:** Palestinian women

The Augusta Victoria Hospital is a medical center of excellence that has been providing health care services and other health programs since 1950. The hospital was established in partnership between the Lutheran World Federation and the United Nations Relief and Works Agency as a major medical facility to care for Palestinians. It is one of the most prominent members of the East Jerusalem Hospital Network, one of the largest projects of the Lutheran World Federation in the Middle East, and the second-largest hospital in Jerusalem.

My name is Bushra Khuwairi, 37 years old and a mother of two sons and three daughters from Kafr Ni'ma in Ramallah district. I participated in the awareness sessions conducted by the mobile mammography clinic in sponsorship with APIC for the early detection of breast cancer that took place in Ramallah during the month of October 2023. During the clinical exam

that I received after participating in the awareness session, the nurse suspected the presence of a lump and referred me to do a mammography immediately. A service that is provided by the AVH mobile mammography clinic. The images of the mammography were sent directly to AVH radiologist who confirmed the presence of the mass and referred me to the AVH surgeon for further evaluation and removal. Due to the war on Gaza, and the restrictions that were imposed by the Israeli Authorities on check points, AVH managed to secure transportation to its patients so that they receive the treatment without any interruption. My surgery was conducted on time and was 100% successful. Many thanks and appreciation to AVH staff who worked hard to discover the mass on a very early stage and help me receive the accurate treatment on a timely manner.

Augusta Victoria Hospital
مستشفى الأوغستا فكتوريا - المظلع





AL-MALATH HOSPICE FOR HUMANISTIC CARE

- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** Supporting palliative care for patients in the late stages of terminal illness
- **CATEGORY OF BENEFICIARIES:** Patients in the late stages of terminal illness

The first of its kind in the Middle East, Al Malath Hospice is a non-profit, voluntary organization established in February 1993 that supplies holistic support and home care for patients in the late stages of a terminal illness. Al-Malath provides a sound palliative approach to the relief of physical and emotional symptoms that neither hastens

nor postpones death. The service exists in the hope and belief that through providing appropriate care and the promotion of a caring community that is sensitive to their needs, patients and their families may be free to attain a degree of physical, mental, and spiritual preparation for death that will ease the way for them.



جمعية مؤسسة الملاد للرعاية التلطيفية
Al-Malath Foundation for Palliative Care



AID AND HOPE PROGRAM FOR CANCER PATIENTS CARE

- **START OF SUPPORT:** 2018
- **PURPOSE OF SUPPORT:** Supporting psychological and social support, medical aid, and awareness campaigns on the importance of early detection of breast cancer in women
- **CATEGORY OF BENEFICIARIES:** Women with breast cancer and their families in Gaza



Aid and Hope Program for Cancer Patients Care is a Palestinian non-governmental non-profit organization that was established in 2010 in the Gaza Strip and is the first of its kind in the Gaza Strip to provide awareness workshops and psychosocial support for breast cancer patients and

their families. Its vision is to collaborate with primary and secondary health facilities and other organizations to maximize the effectiveness of their activities while avoiding the duplication of efforts, as well as breast cancer prevention and early detection programs.



KING HUSSEIN CANCER FOUNDATION

- **START OF SUPPORT:** 2010
- **PURPOSE OF SUPPORT:** Supporting the center, the Dreams Come True Program, and Charity Fund dedicated to covering the costs of accommodation for Palestinian cancer patients who are referred by the Palestinian Ministry of Health for treatment
- **CATEGORY OF BENEFICIARIES:** Cancer patients

The King Hussein Cancer Center is a pioneering medical institution in the Middle East that supplies the latest scientific developments in holistic cancer care for patients, both children and adults. The center is accredited by the Joint Commission International as specialized in comprehensive cancer care and is the only medical center outside the United States of America to be awarded the Joint Commission International Clinical Care Program Certificate for its oncology program.

“My name is Bushra, and I want to express my gratitude for KHCF and the Dreams Come True Program for being a source of hope during my treatment journey. The support I received has had a positive impact on my mental well-being and gave me the strength to persevere in my battle with cancer.”



King Hussein Cancer Foundation
King Hussein Cancer Center



DIABETIC PATIENTS FRIENDS ASSOCIATION

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Supporting with insulin injections
- **CATEGORY OF BENEFICIARIES:** Palestinian diabetic children



The society was founded by a group of parents of sick patients and diabetes clinic in Tulkarm to provide what is best for patients in terms of psychological support and health education, and rehabilitation of diabetics commensurate with their health to be active contributors in the community.



FILM LAB

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Supporting Palestine Cinema Days, an international film festival organized annually in October by Filmlab Palestine
- **CATEGORY OF BENEFICIARIES:** Supporters of the Palestinian cultural scene

Established in 2014, Filmlab Palestine has set the goal of promoting and reviving cinema culture in Palestine, with its vision of a professional, creative, and innovative film industry landscape. Filmlab's philosophy is to create a new sustainable hub for creative local film production with a program contributing to networking, training, and educating

film professionals and talents, realizing diverse, high-quality films and content for children. The accumulation of efforts is gathered in the annual Palestine Cinema Days festival, connecting Palestine with the regional and international professional film industry, promoting Palestinian cinema culture and building an active local cinema audience.





CENTRE FOR ARCHITECTURAL CONSERVATION – RIWAQ

- **START OF SUPPORT:** 2021
- **PURPOSE OF SUPPORT:** Supporting the Tashgeel program, which aims to create job opportunities through restoration in various sites in Palestine
- **CATEGORY OF BENEFICIARIES:** Palestinian workers and historical buildings



Riwaq was set in motion in 1991 when a group of enthusiasts came together in an organized effort to save historic buildings in Palestine. RIWAQ's mission is to protect, restore, and rehabilitate the architectural and cultural heritage in Palestine through its main programs: the Restoration Program, the Regeneration of the 50 Most Significant Historic Centers, and the Community and Cultural Program. Riwaq contributes to the production and dissemination of knowledge about heritage through its Research and Publications Program including the Registry of Historic Buildings in Palestine, and works, in collaboration with

other actors, on building a conducive institutional and legal environment. Since 2001, Riwaq has restored more than 130 community centers and has provided more than 500,000 direct days of work on-site for Palestinian workers.

As an architect and product designer, learning the traditional crafts process to integrate and reinterpret it into contemporary pieces is essential. My participation in the “manufacturing traditional tile” workshop enlightened my hands, and I incorporated it into my jewellery design brand that focuses on the diverse Palestinian heritage, from flora and fauna to architecture and concrete. Aya Kirresh.



EL-FUNOUN PALESTINIAN POPULAR DANCE TROUPE

- **START OF SUPPORT:** 2016
- **PURPOSE OF SUPPORT:** Funding the dance troupe's activities to contribute to preserving Palestinian cultural heritage
- **CATEGORY OF BENEFICIARIES:** Promising Palestinian male and female dancers

El-Funoun Palestinian Popular Dance Troupe is an independent, non-profit organization that is entirely volunteer-based. El-Funoun was established in 1979, by several talented and committed artists. Since then, the troupe has been recognized as the leading Palestinian dance group with an impressive track record of over 1,500 performances locally and internationally, 15 productions, and tens of dance pieces. El-Funoun has won several awards from local and international festivals for its presentation of Palestinian folklore and contemporary culture through elaborate choreographed forms that embody its unique vision of Palestinian dance. The troupe is widely recognized as the cultural entity that has played the most

significant role in reviving and reinvigorating Palestinian dance and music folklore.

“Training with El-Funoun Dance Troupe give us dancers the space to do what we love and allows us to share our thoughts, which is something rare to find these days. I also like how El-Funoun takes interest in us as individuals and I love how it is a space for me to meet others, which is an incentive for me to always want to come to dance training and want to give my best and give back to this space”, Taif Nazzal, dancer in El-Funoun, age 19.



BETHLEHEM DEVELOPMENT FOUNDATION

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Funding the exhibition of Palestinian culture
- **CATEGORY OF BENEFICIARIES:** Palestinian culture and heritage

The Bethlehem Development Foundation is a Palestinian non-profit organization founded in 2012, the institution seeks to achieve goals through a 25-year master plan focusing on sectors such as energy, waste, economy, and culture. The

organization's mission is to promote sustainable development in Bethlehem, transforming it into a vibrant tourism destination while supporting the improvement of the economic and social well-being of the local community.





BUSINESSWOMEN FORUM

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Supporting the organization in financing its activities
- **CATEGORY OF BENEFICIARIES:** Palestinian women entrepreneurs

The Businesswomen Forum (BWF) is a national non-profit organization established in 2006, to promote and empower the role of businesswomen and entrepreneurs as leaders in the Palestinian economy through advocacy, influence to create an enabling environment for women in Palestine. BWF works through a comprehensive methodology through provision of business development packages including capacity building,

coaching, consultancy and technical support necessary for their business, enhancing access to markets, financing and knowledge, in addition to networking with local, regional and global institutions and organizations. Since its establishment, BWF aimed through partnership with local and international partners and key stakeholders, to empower women economically, achieve equality and present women's voice in the business community.



Business Women Forum-Palestine
منتدى سيدات الأعمال - فلسطين



UNRWA

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- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Supporting humanitarian needs
- **CATEGORY OF BENEFICIARIES:** Vulnerable groups in the Gaza Strip



HUMANITARIAN AID

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established as a subsidiary organ of the United Nations General Assembly on 8 December 1949 and became operational on 1 May 1950. It is one of the largest United Nations programmes. Created as

a temporary agency until a just and durable solution for Palestine refugees was achieved, the UNRWA mandate was set to expire in one year. Seventy years later, the Agency continues to provide essential services for the well-being, human development and protection of Palestine refugees, pending a just solution.



PALESTINE RED CRESCENT SOCIETY

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Supporting medical needs
- **CATEGORY OF BENEFICIARIES:** Vulnerable groups in the Gaza Strip and the West Bank

The Palestine Red Crescent Society (PRCS) is an officially recognized independent Palestinian National Society. It enjoys legal personality and is part of the International Red Cross and Red Crescent Movement. The Society, which

operates in Palestine and the diaspora, is guided by the Geneva Conventions and the Movement's Fundamental Principles, i.e. Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.





OTHER ORGANISATIONS

Throughout 2023, APIC and its subsidiaries supplied financial and in-kind support to various other groups and organizations, including:

- AlSawahreh Charity Organization
- Balata Youth Center
- Baqaa Association
- Early Intervention Association for Children with Disability
- Eizarieh School
- Faisal Hussein Foundation
- Gaza Sky Geeks
- Ibdaa Humanitarian Foundation
- Jerusalem Day Society
- Jerusalem Forum
- Jerusalem Medical Association
- Kufor Zebad Sports Club
- Palestine Economic Policy Research Institute (MAS)
- Palestinian Civil Defence
- Qusin Charity Association
- Riyadh AlAqsa School
- Sanabel Kheir
- Wa'd Youth Organisation
- Wadi Al Nis Hospital
- Wadi Charitable Society
- Young Muslim Women Association
- In-kind donations to the Gaza Strip
- Municipalities and village councils
- Various schools and universities
- Sports, youth, and cultural centers and clubs
- Organizations working to raise awareness on social, economic, and cultural aspects in Palestine



ENVIRONMENT



SUPPLY CHAIN

A responsible supply chain is a cornerstone of APIC Group's commitment to sustainability and ethical business practices. We believe in working closely with our suppliers to enhance quality standards, promote transparency, and minimize environmental impact throughout our supply chain. By collaborating with our suppliers, we aim to ensure that the products and services we deliver meet the highest standards of quality, safety, and ethical sourcing.

One of our key initiatives is to prioritize local sourcing whenever feasible, supporting local economies and communities while reducing carbon emissions associated with transportation. By buying local, we strengthen relationships with local suppliers, contribute to the growth of regional businesses, and foster economic resilience in the communities where we operate.

In alignment with APIC Group's Environmental, Social, and Governance (ESG) policy, we place a strong emphasis on supporting women-owned and led third-party suppliers. Recognizing the importance of diversity and gender equality in the business ecosystem, we actively seek out opportunities to engage with women entrepreneurs and businesses. By prioritizing women-owned and led third parties, we aim to empower women economically, promote gender equality, and foster inclusive growth within our supply chain.

Additionally, we actively encourage our suppliers to align with our ESG Policy by signing an agreement that commit them to uphold

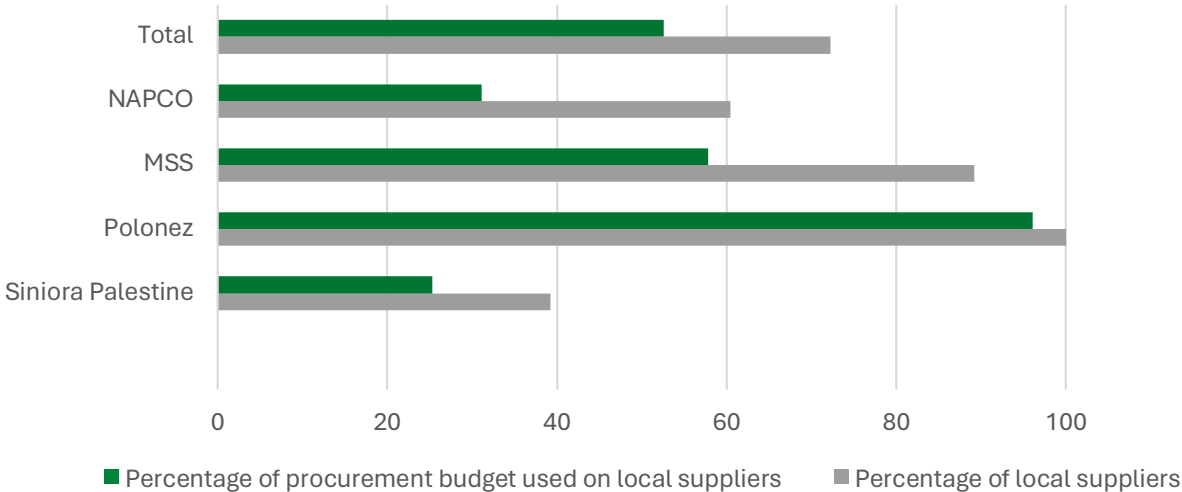


ethical labour practices and governance, environmental stewardship, and social responsibility. These agreements serve as a framework for collaboration, outlining our shared commitment to sustainability and responsible business conduct.

Through these initiatives, APIC Group is dedicated to building a responsible and sustainable supply chain that benefits not only our business but also our suppliers, customers, and the broader community.

Percentage of local suppliers and their share of the procurement budget

110|





ENERGY

APIC Group has maintained a longstanding commitment to energy-related initiatives, with a particular emphasis on solar energy. The group has taken significant steps towards enhancing sustainability and environmental preservation, considering solar energy as one of its primary focal points. Through investments and initiatives in the field of solar energy, the group aims to reduce harmful environmental emissions and promote sustainability within its operations. These efforts reflect APIC Group's enduring dedication to achieving sustainable development and preserving natural resources for future generations.

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LED Lighting:

As part of our commitment to energy efficiency, APIC Group has transitioned to LED lighting systems in its facilities. LED lights consume significantly less energy than traditional lighting sources while providing superior illumination quality. By replacing outdated lighting fixtures with energy-efficient LEDs, we have reduced energy consumption and operational costs while enhancing lighting performance and longevity.

Refrigeration Unit Sensors:

APIC Group has implemented advanced sensor technology in its refrigeration units to optimize energy usage. These sensors monitor temperature levels and adjust cooling settings accordingly, ensuring that energy is used efficiently while maintaining optimal storage conditions for perishable goods. By reducing unnecessary energy expenditure, these sensors contribute to significant energy savings and environmental conservation.



Building Management Systems (BMS):

Our facilities are equipped with advanced Building Management Systems that monitor and control various building systems, including HVAC (Heating, Ventilation, and Air Conditioning), lighting, and energy consumption. These systems utilize smart technology and automation to optimize energy usage based on occupancy levels, time of day, and environmental conditions. By dynamically adjusting energy settings and schedules, BMS helps minimize energy waste and maximize efficiency across our buildings.

Energy-Efficient Machinery:

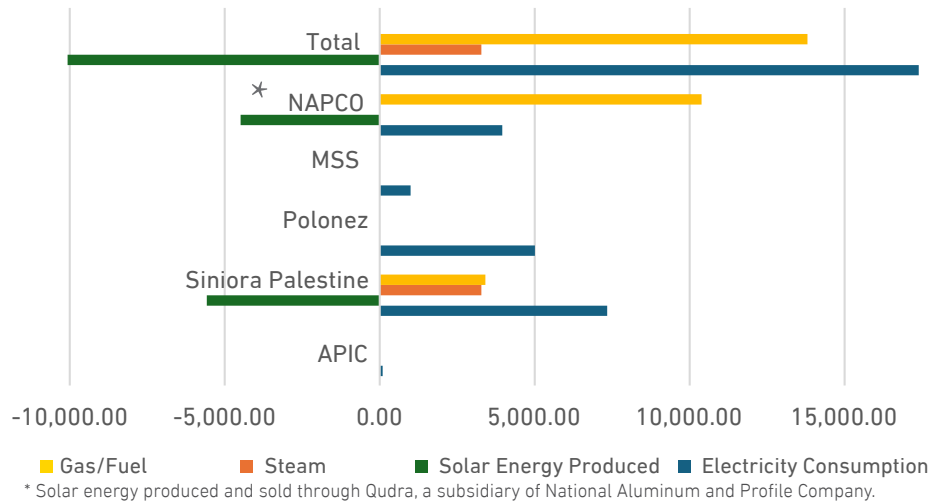
APIC Group invests in state-of-the-art, energy-efficient machinery and equipment across its manufacturing and production facilities. From industrial machinery to manufacturing processes, we prioritize the adoption of energy-efficient technologies that minimize energy consumption without compromising productivity or product quality. By integrating energy-efficient machinery into our operations, we reduce our carbon footprint and contribute to a more sustainable manufacturing environment.

Awareness Posters:

APIC Group fosters a culture of energy conservation and awareness among employees through informative posters and signage strategically placed throughout our facilities. These posters highlight energy-saving tips, best practices, and reminders to turn off lights and equipment when not in use. By promoting employee engagement and accountability, these awareness campaigns contribute to a collective effort to reduce energy waste and promote sustainability.

APIC Group has made significant strides in reducing its fuel consumption by progressively transitioning towards hybrid and electric vehicles. Recognizing the environmental impact of traditional fuel-powered cars, the group has actively embraced more sustainable transportation options. By incorporating hybrid and electric vehicles into its fleet, and the Palestinian Market, APIC Group aims to minimize greenhouse gas emissions and decrease its overall carbon footprint. This transition underscores APIC Group's commitment to environmental stewardship and sustainability, demonstrating its dedication to adopting innovative solutions for a cleaner and greener future.

Energy production and consumption (MWh)

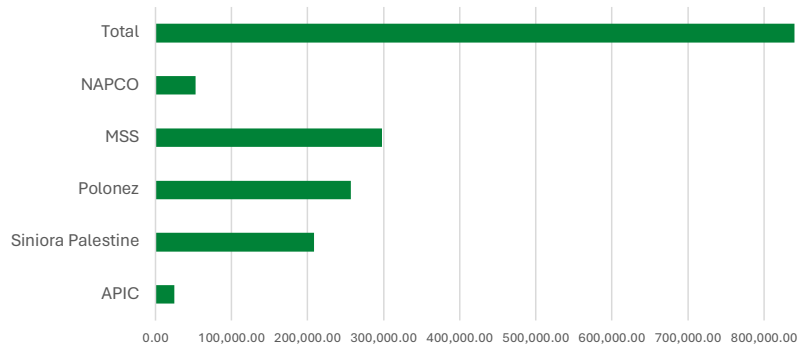


Siniora Food Industries Company Palestine Solar Energy

In a momentous stride towards sustainability, aligning with APIC's steadfast policy, Siniora Food Industries Company in Palestine has inaugurated two state-of-the-art solar power stations. One, boasting a capacity of 132 kilowatts, adorns the rooftop of Siniora Food Industries Company, while the other, a robust 2.13-megawatt facility, in Deir Abu Mashaal village. These solar power stations stand as tangible symbols of APIC's resolute dedication to environmental conservation and underscore the company's proactive stance in championing sustainable practices.

This innovative initiative not only exemplifies APIC's commitment to reducing its carbon footprint but also serves as a beacon illuminating the crucial role of renewable energy in combating climate change. Beyond its environmental impact, this endeavour underscores a broader commitment to community engagement by fostering awareness about environmental stewardship. The investment in solar power infrastructure by APIC and Siniora Food Industries Company sets an exemplary standard for industries worldwide, illustrating the possibility and viability of a greener, more sustainable future. This initiative not only aligns with global sustainability goals but positions APIC and its subsidiary as trailblazers in the ongoing global movement towards responsible and eco-friendly business practices.

Fuel consumption in litres (transportation)



WATER

APIC Group recognizes the critical importance of water efficiency and responsibility, particularly in regions like Palestine, which face significant water stress exacerbated by illegal occupation-related challenges. Operating in such areas underscores our commitment to sustainable practices and responsible water management. In light of these circumstances, APIC Group has implemented stringent measures to optimize water usage across its operations. These initiatives include:

Water Recycling and Reuse:

APIC Group has invested in advanced water recycling technologies to minimize water wastage and maximize reuse opportunities. By treating and recycling water used in various processes, we reduce our reliance on freshwater sources and alleviate pressure on the local water supply.

Water Efficiency Practices:

In food production activities, APIC Group employs efficient techniques to minimize water consumption while ensuring optimal productivity. Sprinkler systems and moisture monitoring are among the methods utilized to achieve water savings without compromising product quality.

Continuous Improvement:

APIC Group remains committed to continuous improvement in water efficiency and responsibility. We regularly assess and optimize our water management practices, incorporating technological advancements and innovative solutions to further enhance our environmental performance.



Water treatment at National Aluminum and Profile Company (NAPCO)

National Aluminum and Profile Company's distinguishes itself in its domain through the operation of an industrial water treatment unit. This state-of-the-art facility stands as a testament to the company's commitment to cutting-edge technology and sustainable practices. The implementation of sophisticated technological methods within this unit serves as a strategic initiative, allowing National Aluminum and Profile Company to pioneer water conservation measures and adopt environmentally conscious approaches in its industrial processes.

The comprehensive capabilities of this facility extend beyond traditional water treatment methods. By ingeniously adapting mechanisms and operational approaches, National Aluminum and Profile Company not only minimizes water consumption but also contributes to resource conservation. The integration of environmentally friendly materials underscores the company's dedication to sustainable practices, aligning its operations with global environmental standards.

The resulting water from this intricate treatment process not only meets the specific requirements outlined in local Palestinian specifications (No. 227) but are also in line with stringent criteria of international standards. This meticulous attention to both global and regional standards underscore National Aluminum And Profile Company's dedication to producing water that is not only high-quality but also tailored to meet the unique needs of the Palestinian context.

As a byproduct of this advanced water treatment process, solid industrial waste is generated. National Aluminum and Profile Company employs a meticulous approach to managing this waste, systematically categorizing it based on its components. The waste is then efficiently collected and securely stored in sizable designated bags, purposefully designed for the proper landfilling of solid waste. This waste management strategy aligns with environmental regulations and promotes responsible disposal practices.

In addition to solid waste, the treatment process addresses acidic and alkaline liquids, resulting in the production of industrial sludge. National Aluminum and Profile Company ensures the proper handling and disposal of this byproduct, adhering to stringent environmental protocols to mitigate any potential impact on the surrounding ecosystem.

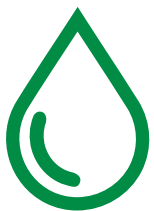
Water treatment at Polonez

Polonez takes a significant stride in environmental stewardship through its cutting-edge wastewater treatment plant, designed to process 140 cubic meters of wastewater daily with an impressive efficiency rate of 97%. This forward-thinking initiative underscores Polonez's commitment to responsible and sustainable business practices. The discharge water quality achieved by the treatment plant not only meets regulatory standards but also stands as a testament to the company's dedication to advanced solutions in water management.

The treated water exhibits exceptional quality, making it an ideal candidate for further innovative applications aimed at producing pure water. This not only minimizes the environmental impact of wastewater discharge but also presents opportunities for resource recovery and utilization within Polonez's operations. The commitment to achieving a 97% efficiency rate showcases Polonez's proactive approach in adopting state-of-the-art technologies to address environmental challenges.

By consistently delivering high-quality treated water, Polonez not only adheres to stringent environmental standards but also sets a commendable example for the industry. This wastewater treatment plant not only contributes to sustainable water management but also aligns with broader global initiatives aimed at achieving water efficiency and conservation. In essence, Polonez's wastewater treatment plant reflects a forward-looking commitment to environmental responsibility, emphasizing the company's dedication to both operational excellence and environmental sustainability.

Water consumption (cubic meters)



5,440

Siniora Palestine

25,250

Polonez

0

MSS

6,314

NAPCO



Total waste intensity for APIC, Siniora Palestine, Polonez, MSS and NAPCO is 0.03 tons of waste per ton of product. A total of 646.42 tons of waste was diverted from disposal through partnering with companies that reuse or recycle

WASTE

APIC Group is deeply committed to effective waste management practices across all its operations. Recognizing the importance of environmental sustainability, APIC has implemented comprehensive waste management strategies aimed at minimizing waste generation, promoting recycling, and ensuring proper disposal of residual waste.

One key aspect of APIC Group's waste management approach is waste reduction through efficient processes and resource utilization. By optimizing production methods and adopting innovative technologies, APIC endeavours to minimize waste generation at the source, thus reducing its environmental footprint.

In addition to waste reduction, APIC Group places a strong emphasis on recycling and reuse initiatives. Through partnerships with available recycling companies and waste management service providers, APIC ensures that recyclable materials such as paper, wood, batteries, cardboard, and metal are collected, processed, and reused wherever possible.

Furthermore, APIC Group implements proper disposal methods for non-recyclable waste, adhering to regulatory guidelines and environmental best practices. Waste that cannot be recycled is disposed of responsibly, utilizing certified waste management facilities and techniques to minimize environmental impact.

Diverting cardboard from disposal at Siniora Food Industries Company

In a noteworthy stride towards sustainability, aligning with APIC's overarching policy, Siniora Food Industries Company in Palestine implements an innovative approach to manage empty cartons (cardboard). Through the utilization of a specialized press, these cartons are compacted and organized onto pallets. Remarkably, the company successfully collects an annual average of 170 to 200 tons of cardboard through this initiative. These compressed materials are then responsibly sold to specialized companies, that recycle and reuse the cardboard. This strategic initiative not only exemplifies Siniora Food Industries Company in Palestine's commitment to sustainable practices but also underscores its proactive efforts to contribute positively to both the environment and the broader community.





Aluminum recycling at National Aluminum and Profile Company

National Aluminum and Profile Company has an advanced production line expressly crafted for the recycling and melting of solid waste generated as a byproduct of surplus production operations, manifesting in the form of cuttings and scraps. Complementing this process, inputs sourced from the local market, including materials obtained from aluminium traders and workshops, are meticulously integrated into the production line. These inputs undergo a thorough sorting and separation regimen tailored to meet the exacting demands of the production process, progressing through various stages until they transform into a refined product of aluminium alloys, purposefully engineered for hot direct extrusion applications. This output serves as a pivotal resource for hot direct extrusion production lines, boasting an impressive annual production capacity of 1,200 tons of recycled aluminium, meticulously prepared for seamless integration into subsequent production processes.

In steadfast pursuit of continuous improvement and development, National Aluminum and Profile Company upholds its environmental commitment. Although emissions from the melting furnace chimney consistently meeting laboratory standards through dual-stage examinations conducted by an independent, licensed third-party laboratory (Ecological Labs), National Aluminum and Profile Company has installed a specialized filtration system designed to purify gases and particles emitted from the primary melting furnace chimney. This innovative system incorporates an internal collection mechanism, strategically enhancing the indoor environment within the production hall. The result is a meticulous assurance of complete compliance with Palestinian standards, specifically numbers 803 and 801, leaving no room for error in National Aluminum and Profile Company's unwavering commitment to environmental excellence.

Siniora Food Industries Company Palestine towards zero oil loss

Following extensive experimentation and the incorporation of essential additives aimed at preserving both international and local oil properties, Siniora Food Industries Company in Palestine has achieved an exceptional reduction in the loss of oils used for frying frozen products, nearly approaching zero. The company’s dedicated quality team plays a pivotal role in this success by conducting routine and meticulous tests on the oil. Through repetitive assessments, they adeptly introduce necessary supplements to uphold the oil’s intrinsic properties, ensuring its stability and guarding against any changes or reactions that might compromise its characteristics. This proactive approach underscores our commitment to maintaining the highest standards in the quality of our products and reflects our ongoing efforts to optimize operational processes for sustainability and efficiency.

Non-hazardous waste produced (tons)



1,343	603	7.5	153
Siniora Palestine	Polonez	MSS	NAPCO

Diverting cardboard from disposal at Polonez

Polonez proudly takes a proactive stance in waste management, showcasing a robust commitment to environmental sustainability. Through a strategic and conscientious approach, the company effectively mitigates its waste impact by diverting a staggering 99.99% of its waste to recycling companies. This exceptional recycling ratio underscores Polonez's dedication to minimizing its environmental footprint and contributing to the circular economy.

By diverting the majority of its waste to recycling, Polonez not only aligns with global sustainability goals but also sets a commendable standard for responsible corporate practices. The emphasis on recycling reflects the company's commitment to resource conservation, reducing landfill contributions, and actively participating in the reduction of greenhouse gas emissions associated with waste disposal.

It is noteworthy that Polonez's waste management strategy encompasses a comprehensive approach, addressing various waste streams and ensuring that materials are repurposed or recycled wherever feasible. The commitment to recycling extends to diverse materials, ranging from paper and plastics to metals and other recyclable commodities.

Polonez's exemplary waste management practices are possible because of the availability of robust recycling services in Turkey. Leveraging the comprehensive infrastructure for waste recycling in the region. This highlights the pivotal role of governments in supporting recycling initiatives, as they play a crucial role in shaping and fostering sustainable waste management practices.

In essence, Polonez's waste management practices epitomize its commitment to sustainable business operations. By achieving an impressive recycling ratio and addressing waste in a responsible manner, the company not only contributes to a greener future but also serves as a role model for others in the industry, showcasing the positive impact that conscientious waste management can have on the environment and the community at large.





Ultrasonic

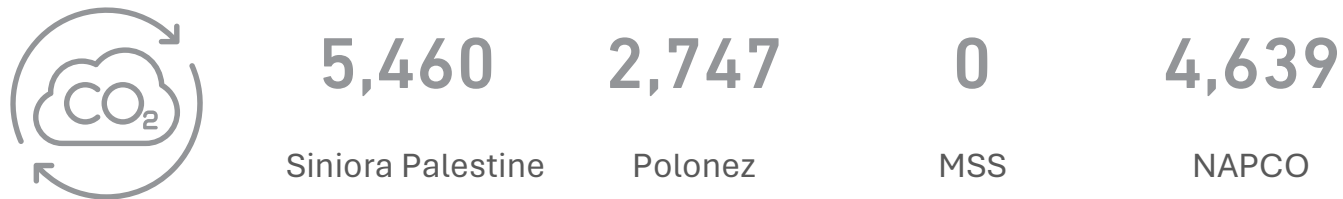
Total emissions intensity for APIC, Siniora Palestine, Polonez, MSS and NAPCO is 0.2 tons per ton of product, which is considered very low compared to industrial manufacturing

CO₂ FOOTPRINT

APIC Group is dedicated to reducing its emissions footprint as part of its commitment to environmental sustainability. Understanding the importance of mitigating greenhouse gas emissions for a healthier planet, APIC has implemented various initiatives aimed at reducing emissions across its operations. One key strategy employed by APIC Group is reducing energy consumption and the adoption of cleaner and more efficient energy sources, outlined in the Energy section of this report. The company also invests in renewable energy technologies such as solar power, and makes them available to the market, to reduce reliance on fossil fuels and lower carbon emissions associated with energy consumption.

Moreover, APIC is committed to continuously monitoring and tracking its emissions performance to identify opportunities for further reduction. The company conducts regular assessments, utilises advanced filtration mechanisms, and audits to measure its emissions output and identify areas for improvement. By setting emission reduction targets and implementing emission reduction initiatives, APIC strives to continuously reduce its environmental impact and contribute to global efforts to combat climate change.

Scope 1 emissions (tCO₂e)





BIODIVERSITY

APIC Group recognizes the critical importance of biodiversity conservation and is committed to promoting biodiversity across its operations. As a responsible corporate citizen, APIC understands that preserving biodiversity is essential for the health of ecosystems, the sustainability of natural resources, and the well-being of communities.

One way APIC contributes to biodiversity conservation is through responsible land management practices. The company ensures that its operations are conducted in a manner that minimizes impact on natural habitats and ecosystems, and actively endeavours to confine its operations to designated industrial zones.

APIC recognizes the importance of raising awareness about biodiversity conservation among its employees, stakeholders, and the broader community. The company provides training to its employees to promote understanding of biodiversity issues and encourages sustainable practices both within and outside the organization.



Biodiversity at Polonez

Polonez exemplifies a holistic commitment to sustainability by incorporating a protected land area within its premises that is used for cultivating a diverse array of vegetables. This conscientious initiative not only underscores the company's dedication to environmental preservation but also forms a crucial link in the pursuit of sustainable and self-sufficient practices. The cultivated vegetables serve a dual purpose, not only contributing to the local ecosystem but also finding their way into the company's kitchen to be utilized in preparing wholesome meals for employees.

The protected land serves as a living testament to Polonez's commitment to responsible land management and the promotion of biodiversity. By nurturing various types of vegetables on-site, the company takes a proactive stance in reducing its ecological footprint, minimizing the need for external sourcing and transportation of produce. This approach aligns seamlessly with global sustainability goals, emphasizing the importance of local, sustainable food production.

The integration of these homegrown vegetables into employee meals not only supports a healthier and more environmentally conscious diet but also fosters a sense of community and connection among the workforce. It serves as a tangible manifestation of Polonez's dedication to employee well-being, sustainable practices, and the reduction of the company's overall environmental impact.

In essence, Polonez's protected land and the cultivation of vegetables therein showcase a harmonious fusion of environmental stewardship, self-sufficiency, and employee care. This initiative exemplifies a forward-thinking approach that not only contributes to a greener environment but also enhances the overall well-being of the workforce, fostering a workplace culture deeply rooted in sustainability.



GRI CONTENT INDEX

GRI Number	Disclosure	Where to find
GRI2-1	Organizational details	Annual Report
GRI2-2	Entities included in the organization's sustainability reporting	Introduction
GRI2-3	Reporting period, frequency and contact point	Introduction
GRI2-4	Restatements of information	Not applicable
GRI2-5	External assurance	Not applicable
GRI2-6	Activities, value chain and other business relationships	Annual Report
GRI2-7	Employees	Employees
GRI2-8	Workers who are not employees	Non-Employees
GRI2-9	Governance structure and composition	Annual Report
GRI2-10	Nomination and selection of the highest governance body	Annual Report

GRI Number	Disclosure	Where to find
GRI2-11	Chair of the highest governance body	Annual Report
GRI2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability
GRI2-13	Delegation of responsibility for managing impacts	Sustainability
GRI2-14	Role of the highest governance body in sustainability reporting	Sustainability
GRI2-15	Conflicts of interest	Conflicts of Interest
GRI2-16	Communication of critical concerns	Speak-up Culture
GRI2-17	Collective knowledge of the highest governance body	APIC website
GRI2-18	Evaluation of the performance of the highest governance body	Board of Directors Charter
GRI2-19	Remuneration policies	Annual Report
GRI2-20	Process to determine remuneration	Board of Directors Charter
GRI2-21	Annual total compensation ratio	Not available

GRI Number	Disclosure	Where to find
GRI2-22	Statement on sustainable development strategy	CEO Statement
GRI2-23	Policy commitments	Policy commitments
GRI2-24	Embedding policy commitments	Policy commitments
GRI2-25	Processes to remediate negative impacts	Policy commitments
GRI2-26	Mechanisms for seeking advice and raising concerns	Speak-up Culture
GRI2-27	Compliance with laws and regulations	Management control practices
GRI2-28	Membership associations	Not available
GRI2-29	Approach to stakeholder engagement	Stakeholders
GRI2-30	Collective bargaining agreements	None
GRI3-1	Process to determine material topics	Materiality
GRI3-2	List of material topics	Materiality

GRI Number	Disclosure	Where to find
GRI3-3	Management of material topics	Materiality
GRI3-4b	Omissions	None
GRI201-1	Direct economic value generated and distributed	Annual Report
GRI201-2	Financial implications and other risks and opportunities due to climate change	Risk Management
GRI201-3	Defined benefit plan obligations and other retirement plans	Employees
GRI201-4	Financial assistance received from government	None
GRI202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employees
GRI202-2	Proportion of senior management hired from the local community	Employees
GRI203-1	Infrastructure investments and services supported	Economy
GRI203-2	Significant indirect economic impacts	Economy
GRI204-1	Proportion of spending on local suppliers	Supply chain

GRI Number	Disclosure	Where to find
GRI205-1	Operations assessed for risks related to corruption	Anti-Corruption
GRI205-2	Communication and training about anti-corruption policies and procedures	Training
GRI205-3	Confirmed incidents of corruption and actions taken	None
GRI207-1	Approach to tax	Annual Report
GRI207-2	Tax governance, control, and risk management	Annual Report
GRI207-3	Stakeholder engagement and management of concerns related to tax	Annual Report
GRI207-4	Country-by-country reporting	Annual Report
GRI301-1	Materials used by weight or volume	Not available
GRI301-2	Recycled input materials used	Not available
GRI301-3	Reclaimed products and their packaging materials	Not available
GRI302-1	Energy consumption within the organization	Energy

GRI Number	Disclosure	Where to find
GRI302-2	Energy consumption outside of the organization	Not available
GRI302-3	Energy intensity	Energy
GRI302-4	Reduction of energy consumption	Energy
GRI302-5	Reduction in energy requirements of products and services	Energy
GRI303-1	Interactions with water as a shared resource	Water
GRI303-2	Management of water discharge-related impacts	Water
GRI303-3	Water withdrawal	None
GRI303-4	Water discharge	Water
GRI303-5	Water consumption	Water
GRI304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity
GRI304-2	Significant impacts of activities, products, and services on biodiversity	Biodiversity

GRI Number	Disclosure	Where to find
GRI304-3	Habitats protected or restored	Biodiversity
GRI304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	None
GRI305-1	Direct (Scope 1) GHG emissions	CO ₂ footprint
GRI305-2	Energy indirect (Scope 2) GHG emissions	Not available
GRI305-3	Other indirect (Scope 3) GHG emissions	Not available
GRI305-4	GHG emissions intensity	Not available
GRI305-5	Reduction of GHG emissions	Not available
GRI305-6	Emissions of ozone-depleting substances (ODS)	Not available
GRI305-7	Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	Not available
GRI306-1	Waste generation and significant waste-related impacts	Waste
GRI306-2	Management of significant waste-related impacts	Waste

GRI Number	Disclosure	Where to find
GRI306-3	Waste generated	Waste
GRI306-4	Waste diverted from disposal	Waste
GRI306-5	Waste directed to disposal	Waste
GRI308-1	New suppliers that were screened using environmental criteria	Not available
GRI308-2	Negative environmental impacts in the supply chain and actions taken	Not available
GRI401-1	New employee hires and employee turnover	Employees
GRI401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employees
GRI401-3	Parental leave	Employees
GRI402-1	Minimum notice periods regarding operational changes	Board of Directors Charter
GRI403-1	Occupational health and safety management system	Health and safety
GRI403-2	Hazard identification, risk assessment, and incident investigation	Health and safety

GRI Number	Disclosure	Where to find
GRI403-3	Occupational health services	Health and safety
GRI403-4	Worker participation, consultation, and communication on occupational health and safety	Health and safety
GRI403-5	Worker training on occupational health and safety	Health and safety
GRI403-6	Promotion of worker health	Health and safety
GRI403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and safety
GRI403-8	Workers covered by an occupational health and safety management system	Health and safety
GRI403-9	Work-related injuries	Health and safety
GRI403-10	Work-related ill health	Health and safety
GRI404-1	Average hours of training per year per employee	Training
GRI404-2	Programs for upgrading employee skills and transition assistance programs	Training
GRI404-3	Percentage of employees receiving regular performance and career development reviews	Management Control Practices

GRI Number	Disclosure	Where to find
GRI405-1	Diversity of governance bodies and employees	Diversity and Inclusion
GRI405-2	Ratio of basic salary and remuneration of women to men	Not available
GRI406-1	Incidents of discrimination and corrective actions taken	None
GRI407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None
GRI408-1	Operations and suppliers at significant risk for incidents of child labour	Not available
GRI409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Not available
GRI410-1	Security personnel trained in human rights policies or procedures	Not available
GRI411-1	Incidents of violations involving rights of indigenous peoples	None
GRI413-1	Operations with local community engagement, impact assessments, and development programs	CSR
GRI413-2	Operations with significant actual and potential negative impacts on local communities	Not available
GRI414-1	New suppliers that were screened using social criteria	Not available

GRI Number	Disclosure	Where to find
GRI414-2	Negative social impacts in the supply chain and actions taken	Not available
GRI415-1	Political contributions	None
GRI416-1	Assessment of the health and safety impacts of product and service categories	Customer health and safety
GRI416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None
GRI417-1	Requirements for product and service information and labelling	Customer health and safety
GRI417-2	Incidents of non-compliance concerning product and service information and labelling	None
GRI417-3	Incidents of non-compliance concerning marketing communications	None
GRI418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None



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