

# APIC GROUP'S SUSTAINABILITY REPORT 2024



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Introduction by our CEO

I am pleased to present to you our second sustainability report, as we continue our journey towards a more responsible and sustainable future.

Although the year 2024 was one marked by unprecedented challenges and losses for the Palestinian people with extreme aggression on the Gaza Strip. At APIC, we continued to do our part to support our community, starting with our employees by ensuring no layoffs at any of our subsidiaries including in the Gaza Strip, and extending to those who are most vulnerable in our community, where our Corporate Social Responsibility programme for the year reached around 1.5 million US dollars, amounting to a significant percentage of our profits reaching 20% with priority given to the continuation of support to our long-term partners and our people in Gaza.

APIC Group hopes to soon start rebuilding its operations in the Gaza Strip, which were fully destroyed, and will continue supporting in the recovery of our community.

I am proud to present this year’s report highlighting all the progress our teams have made despite the circumstances. This year’s report features an additional three of our subsidiaries—Unipal, PAC, and Siniora Jordan—along with remarkable achievements, from new recycling initiatives to a significant reduction of over 20% in water consumption at Siniora Palestine. This report is also the first to highlight our Active CSR initiatives, showcasing how we give back to our community not only through financial contributions but also through hands-on engagement and support.

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 second Sustainability Report covers the Arab Palestinian Investment Company (holding company) and the following subsidiaries: Siniora Food Industries Company (Palestine and Jordan), Polonez, Medical Supplies and Services Company (Palestine), National Aluminium and Profile Company, Unipal General Trading Company (Palestine), and Palestine Automobile Company.

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

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

An interactive version of this report can be found at [sustainability.apic.ps](http://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.





**Empowering Sustainability Champions Across APIC Group**

At APIC Group, sustainability is a collective effort driven by dedicated teams across all our subsidiaries. Each subsidiary now has a Sustainability Team consisting of at least three focal points, each specializing in:

- Governance & Social Responsibility
- Economic Sustainability
- Environmental Impact

These teams play a crucial role in advancing sustainability initiatives, developing policies, procedures and guidelines, ensuring accurate data reporting to the APIC Sustainable Development and Social Responsibility Department, and driving impactful change within their respective companies.

8| **Building Expertise in 2024**

This year, our sustainability teams underwent specialized training on:

- Emissions Calculations – Enhancing carbon footprint tracking and reduction strategies.
- Sustainability Work Plan Development and Implementation – Ensuring structured and effective sustainability action plans.
- ESG Convene Platform Data Entry – Strengthening transparency and accountability in sustainability reporting.

By equipping our teams with the right knowledge and tools, APIC Group is reinforcing its commitment to long-term sustainability, responsible business practices, and a positive impact on the communities we serve.





# 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 policy to identify and manage conflicts of interest where all employees review and sign the Conflict of Interest policy upon hiring, 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.

# 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.

# 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.

## APIC Group's Anti-Corruption Policy and Compliance Training

In 2024, APIC Group continued with prioritising anti-corruption learning and awareness raising through virtual training on Anti-Corruption that is mandatory for all employees. All employees have received training on ethics, Code of Conduct, and why values matter, in addition to combatting fraud, navigating the work environment, handling company resources, managing company relationships, bribery and corruption, and gifts.

A group wide quiz was conducted for the employees, and more than 80% of participants in the <Test Your Knowledge of Anti-Corruption Quiz> scored 80% or higher.

Additionally, to ensure that employees are satisfied with the trainings, a survey of the compliance training platform was conducted and showed very high satisfaction with the training material, where the following ratings were received:

- Frequency of assigned training 4/5
- Relevance of the training topics (compliance, ethics, anti-corruption, sustainability, work culture) 4.1/5
- Quality of the short videos 4.3/5
- Engagement level of material and quizzes 4.4/5
- Ease of use 4.4/5
- Training length 4.2/5
- 80% agreed that the training improved their understanding of compliance and ethics
- 84% agreed that they feel more confident applying anti-corruption principles in their work
- 84% agreed that the platform has had a positive impact



87% reported that they are more confident about how to respond to situations they find unethical and to incidents that defy company policies

53% reported that they have noticed positive changes in their workplace environment or in behaviour due to this training related to sustainability and work culture

## 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.

Scan the code to access the violation reporting platform



## 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.

Scan the QR Code to view a short video by the Palestine Exchange highlighting APIC Group's sustainability efforts



### APIC Group's Enterprise Risk Management

For the first time across the entire group, APIC has fully integrated Environmental, Social, and Governance (ESG) principles into our Enterprise Risk Management (ERM) framework, ERM is spearheaded by the Audit Department at APIC and is implemented across all subsidiaries. This marks a significant milestone in our commitment to sustainable business practices, ensuring that ESG-related risks and opportunities are systematically identified, assessed, and managed alongside traditional financial and operational risks.

This integration enables us to take a more comprehensive and forward-thinking approach to risk management, recognizing that sustainability factors are critical to long-term business resilience and success. We are now actively measuring and evaluating risks across several key areas:

**Water Resource Management and Waste Practices** – Assessing the impact of our operations on water usage and waste generation, ensuring responsible resource management and waste reduction strategies.

**Climate Change (Carbon Footprint)** – Monitoring and mitigating our carbon footprint to align with global sustainability goals and reduce climate-related risks.

**Facility Management** – Enhancing operational efficiency and sustainability within our facilities through energy conservation, waste reduction, and responsible sourcing.

**Corporate Governance** – Strengthening governance structures to promote transparency, accountability, and ethical decision-making at all levels of the organization.

**Reputation and Ethics** – Safeguarding our corporate reputation by upholding the highest ethical standards and proactively managing reputational risks.

**Crisis Management** – Enhancing our ability to respond effectively to unexpected disruptions, ensuring business continuity and stakeholder confidence.

By integrating ESG considerations into our ERM framework, and in follow up into our Business Continuity Plans, we are reinforcing our commitment to responsible business practices while proactively managing risks that could impact our long-term growth and sustainability. This approach not only strengthens our resilience but also enhances our ability to create long-term value for our stakeholders, ensuring that APIC remains at the forefront of sustainable corporate leadership.

## 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.



Participatory Approach in Sustainability Planning at APIC Group

At APIC Group, we believe that employee engagement is essential in shaping our sustainability and business strategies. To ensure alignment between the Board of Directors (BOD) and employees, we conducted a materiality survey, inviting employees to share their perspectives on the most critical environmental, social, and governance (ESG) topics.

Gathering Employee Insights

Through the survey, employees had the opportunity to voice their priorities, providing valuable input on areas such as sustainability, workplace well-being, ethical business practices, and community impact. Their feedback helped identify the most relevant issues that matter to both the workforce and the company's long-term goals.

Strengthening Alignment with Leadership

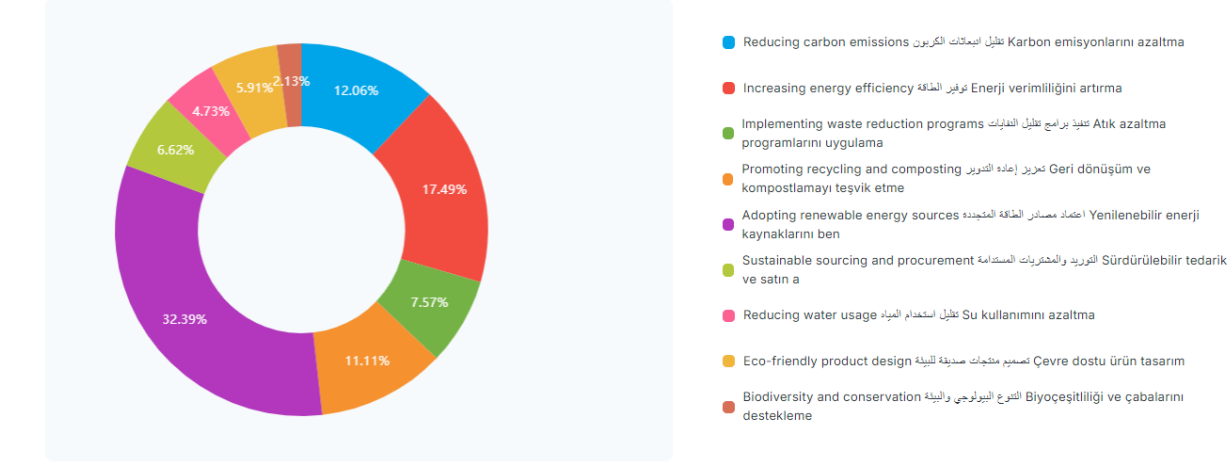
The results of the survey were carefully analysed and presented to the Board of Directors, ensuring that employee perspectives were considered in strategic decision-making. This process helped bridge the gap between leadership priorities and employee expectations, fostering a more inclusive and transparent approach to corporate sustainability.

Driving Meaningful Change

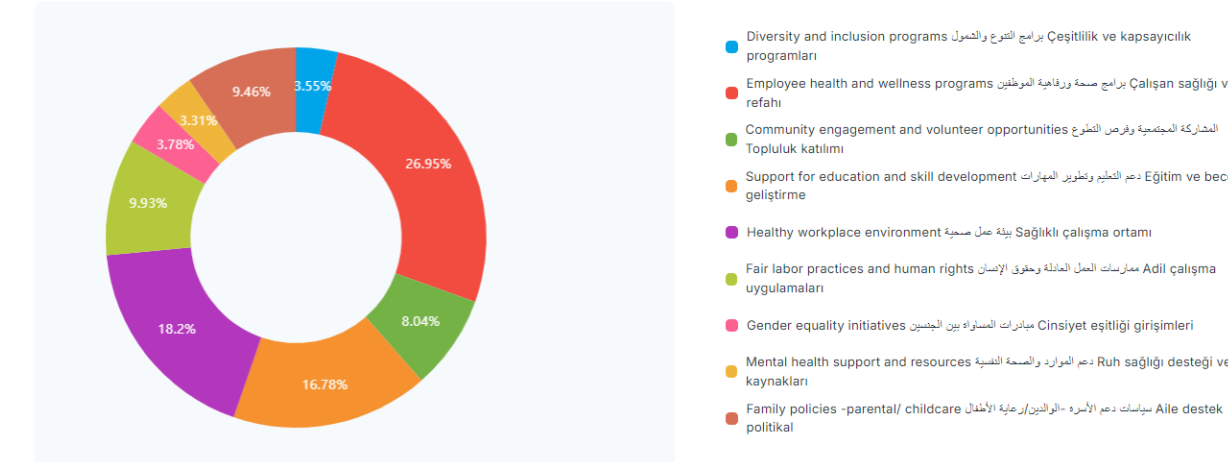
By actively engaging employees in the materiality process, APIC Group ensures that sustainability efforts are relevant, impactful, and widely supported across all levels of the organization. The insights gained will continue to shape future initiatives, strengthening our commitment to responsible business practices and ensuring that both employees and leadership work toward common goals.

This initiative reinforces APIC Group's dedication to collaborative decision-making, where every voice contributes to building a more sustainable and responsible future. The results of the survey were as follows:

Q1. Which of the following environmental initiatives do you believe should be a priority for APIC Group  
أي من المبادرات البيئية التالية تعتقد أنه يجب أن تكون أولوية للمجموعة؟



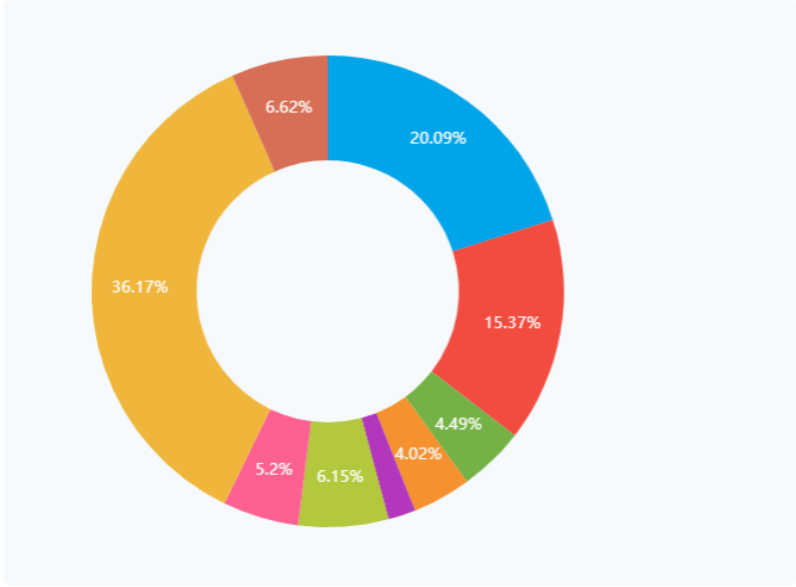
Q2. Which social initiatives are most important to you?  
ما هي المبادرات الاجتماعية التي تعتبرها الأكثر أهمية بالنسبة لك؟





Q3. Which governance initiatives do you think should be a focus for our company?

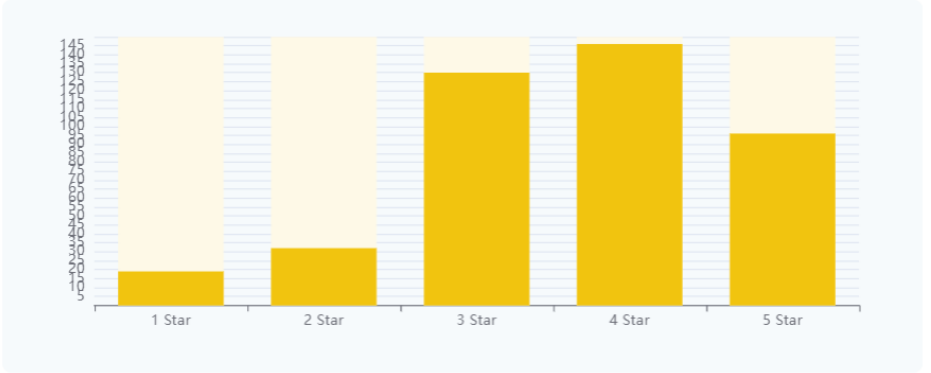
ما هي مبادرات الحوكمة التي تعتقد أنه يجب أن نركز عليها شركتنا؟



- Ethical practices and anti-corruption  
الأعمال الأخلاقية وإجراءات مكافحة الفساد  
Etik iş uygulamaları
- Transparent reporting and communication  
التقارير الشفافة والتواصل  
Şeffaf raporlama ve iletişim
- Data privacy and security  
خصوصية البيانات والأمان  
Veri gizliliği ve güvenliği
- Board and management diversity and inclusion  
تنوع وشمولية مجلس الإدارة  
Yönetim kurulu çeşitliliği
- Shareholder engagement  
مشاركة المساهمين  
Hissedar katılımı
- Risk management and compliance  
إدارة المخاطر والامتثال  
Risk yönetimi ve uyum
- Sustainable supply chain management  
إدارة سلسلة التوريد المستدامة  
Sürdürülebilir tedarik zinciri
- Employee participation in decision-making  
مشاركة الموظفين في صنع القرار  
Karar almada çalışan katılımı
- Management performance linked to ESG  
ربط أداء الإدارة بأداء الاستدامة  
Yönetim performansına bağlanma

Q4. How would you rate the overall effectiveness of our current ESG initiatives?

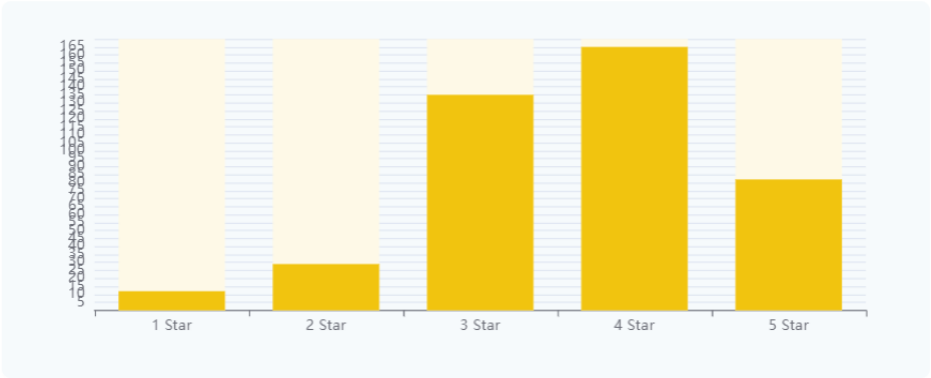
كيف تقيم فعالية مبادرات الحوكمة والمجتمع والبيئة الحالية لدينا بشكل عام؟



Average Rating  
3.63  
out of 5

Q5. How would you rate the overall effectiveness of our current ESG communications (Empuls and virtual training)?

كيف تقيم فعالية تواصلات الحوكمة والمجتمع والبيئة الحالية لدينا بشكل عام؟ (التدريب الافتراضي و Empuls)



Average Rating  
3.65  
out of 5

Figure 1: Material Topics

G	S			
	MATERIAL TOPICS	CATEGORY	GRI	SDG
G	Ethical business conduct	Revise policies to include ESG commitments	GRI 409 ,408 ,407 ,406	8 DECENT WORK AND ECONOMIC GROWTH
	Development of Value Chains and responsible sourcing		GRI 308	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 17 PARTNERSHIPS FOR THE GOALS
	Development of Board of Directors Charter including Conflict of Interest Policy		GRI 206 ,205	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS
S	Economic Performance	Risk assessments include ESG	GRI 403	3 GOOD HEALTH AND WELL-BEING 17 PARTNERSHIPS FOR THE GOALS
	Customer Privacy	Develop Data Privacy Policy	GRI 410,418	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES
	Diversity and equal opportunities	Increase women's employment to 30% by 2030	GRI 405	5 GENDER EQUALITY
S	Health and Safety	Conduct regular air quality testing	GRI 416 ,403	3 GOOD HEALTH AND WELL-BEING 8 DECENT WORK AND ECONOMIC GROWTH
	Marketing and Labeling	Develop Marketing and Labeling Policy	GRI 417	12 RESPONSIBLE CONSUMPTION AND PRODUCTION

E	E			
	MATERIAL TOPICS	CATEGORY	GRI	SDG
E	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
E	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
E	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		
E	Energy	Increase investment in solar powered energy	GRI 305 ,302	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION

Legend: Planned In progress Complete





## 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 embedding of the ESG Policy in other policies and procedures is ongoing, in 2024, several guidelines were developed to support subsidiaries in upgrading their policies and procedures: Procurement; Product Selection, Marketing, Labelling, and Packaging; Waste Management; New Investments Assessment, and Air Quality Management.

The ESG Policy includes an agreement that is shared with third parties who have business relationships with APIC Group, such as suppliers and distributors. Starting in 2024, the agreement is incorporated into APIC Group's purchase orders and agreements meaning that all those who sign are agreeing to follow the ESG principles outlined in the agreement.

Scan the QR Code to view Compliance with Environmental, Social, Governance Agreement





# 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.

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.

## Medical Supplies and Services Company Ensuring Patient Safety Beyond Medication Use: Our Pharmacovigilance Commitment

At MSS, patient health and safety remain top priorities—even beyond the point of medication use. That’s why MSS established the Pharmacovigilance (PV) Department in 2012, dedicated to monitoring patient conditions and reporting any adverse events or quality concerns related to pharmaceutical products.

Patients and customers can report issues at any time through the following channels:

### MSS Website

The MSS Complaints page includes the complaint form. The PV Department receives the report and forwards it to the Marketing Authorization Holder (MAH) within 24 hours. The team will follow up with the patient, MAH, and the Palestinian Authority Ministry of Health (PA MOH) to ensure necessary actions are taken.



### Landline

Callers can connect directly with the PV department. If there is no answer after five attempts (during holidays or outside working hours), the system allows the caller to leave a voice message, and the team responds on the next business day. The PV department will report the case to the MAH within 24 hours and coordinate with all relevant parties for resolution.

### PA MOH Website

Patients can submit complaints through the Palestinian Ministry of Health's website. The MOH's PV department will receive the complaint and contact MSS immediately for further action. MSS will report the case to the MAH within 24 hours and follow up with all stakeholders to ensure a proper resolution.





## 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.

### 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.

## 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.



Scan the code to access the  
violation reporting platform

Fostering Inclusive and Safe Workplaces

In 2024, APIC Group focused on fostering a safer and more inclusive workplace by providing comprehensive virtual training to all employees on sexual harassment, online harassment, and workplace harassment. This initiative aimed to raise awareness, educate employees on recognizing and addressing inappropriate behaviour, and reinforce our commitment to maintaining a respectful and professional work environment.

The training covered key topics such as identifying different forms of harassment, understanding reporting mechanisms, and fostering a culture of accountability and mutual respect. By equipping our workforce with the necessary knowledge and resources, we are ensuring that every employee feels safe, valued, and empowered to speak up against any form of misconduct. This initiative reflects our ongoing dedication to upholding the highest standards of workplace ethics and reinforcing a zero-tolerance policy for harassment in any form.

To ensure employees fully grasped the policy in place and the training materials, a quiz was conducted testing their understanding of the policies and guidelines in place. This assessment helped reinforce key concepts and ensured that all employees were well-equipped to uphold the company's standards on workplace ethics and safety. Notably, more than 70% of employees scored above 85%, demonstrating a strong commitment to learning and applying these essential principles in the workplace.

By equipping our workforce with the necessary knowledge and resources, we are ensuring that every employee feels safe, valued, and empowered to speak up against any form of misconduct. This initiative reflects our ongoing dedication to upholding the highest standards of workplace ethics and reinforcing a zero-tolerance policy for harassment in any form.

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:

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.

**APIC Joins International Finance Corporation Learning Event on Family-Friendly Policies**

On 24 July 2024, APIC participated in the IFC Learning Event on “Creating Family-Friendly Policies in the West Bank and Gaza”, held in Ramallah. This event was attended by representatives from nongovernmental organizations, the public sector, and the private sector from Palestine and Jordan to discuss the importance of family-friendly policies and their impact on employee well-being, workplace productivity, and economic growth. As a panellist, APIC shared insights into its leading employee support initiatives, reinforcing its commitment to workplace well-being and inclusivity.

Key Highlights from APIC's Discussion:

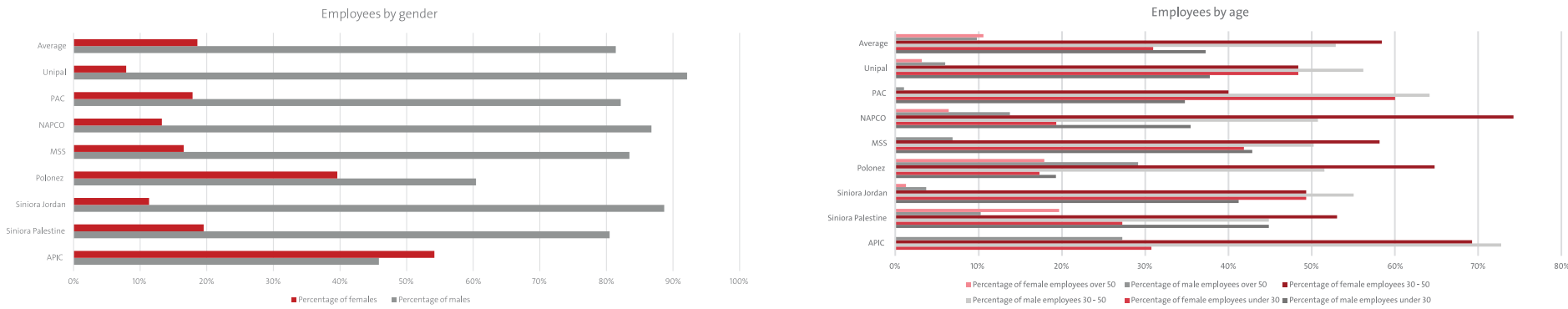
- Mental Well-being Support – Providing employees with access to anonymous mental health support that promote mental health and resilience.
- Maternity Leave – Offering one of the most comprehensive maternity leave policies to support working mothers.
- International Training Programs – Equipping employees with continuous learning opportunities to enhance their skills and career growth.

By engaging in this important dialogue, APIC Group continues to set a benchmark for employee care and progressive workplace policies in the region.

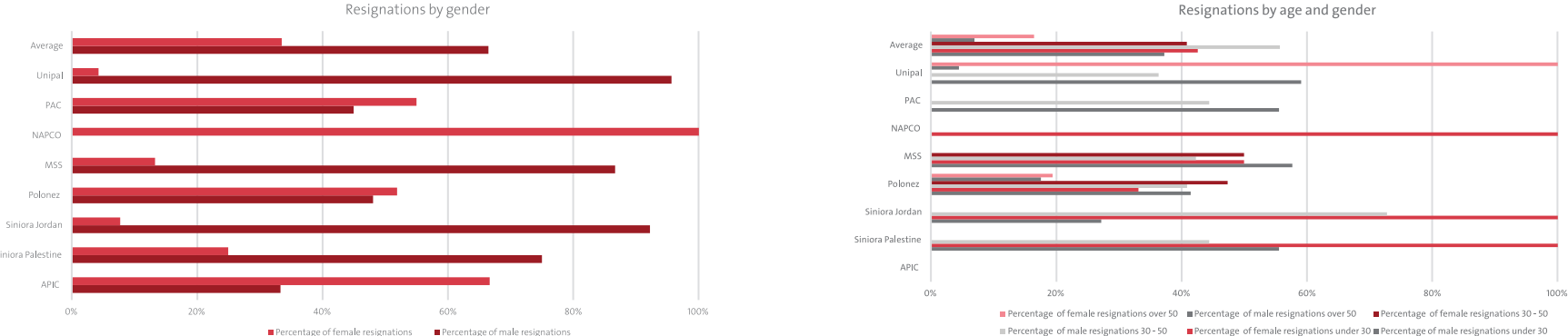


# EMPLOYEES

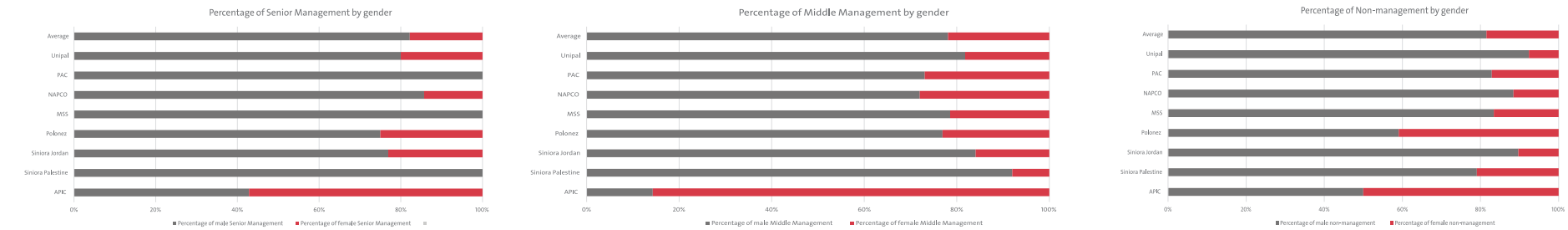
Workforce, by age and gender



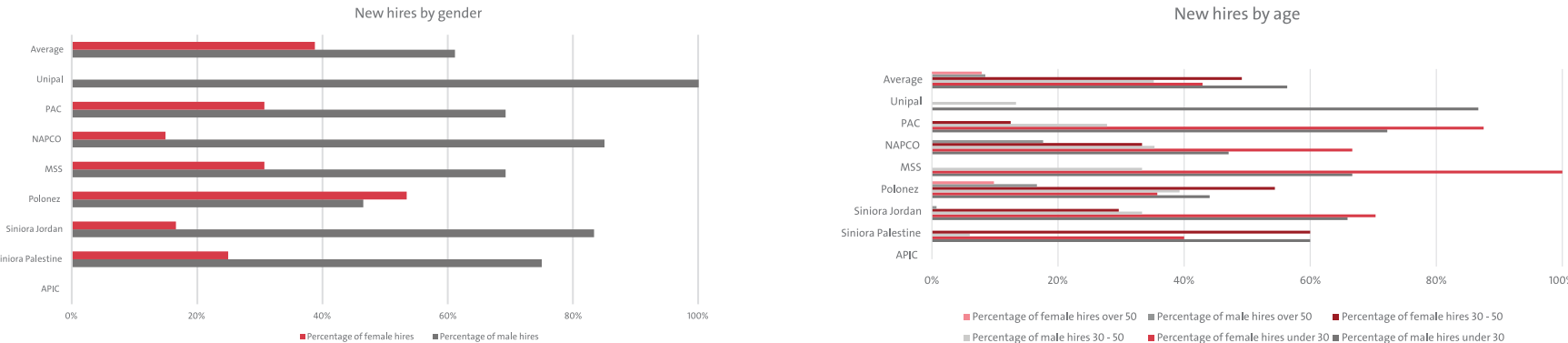
Resignations, by age and gender



Workforce, by rank and gender



New hires, by age and gender



# 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.

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

Mental Health: APIC Group offers anonymous psychological counselling sessions through their Breath Out platform and in-house trainings, ensuring accessible resources and support for employees. 238 sessions took place in 2024, with 43% male and 57% female beneficiaries.

Education: Employees' children benefit from educational grants to cover the cost of tuition fees. In 2024, 25 outstanding students received full tuition grants in local universities, 19 females and 6 males, with a value of USD 80,000.

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.

Ramadan Coupons/Packages: For employee well-being and community spirit, APIC Group annually distributes Ramadan coupons or packages to its employees, helping them prepare for the holy month with ease.

Striving for excellence: CEO Award is held annually and now includes a Sustainability Excellence Award for 2023 initiatives awarded in 2024, 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.

## CEO Sustainability Award for 2023 Initiatives awarded in 2024

Numerous outstanding projects qualified for the 2023 Sustainability Award, each demonstrating a strong commitment to sustainable practices. A panel conducted a thorough evaluation, carefully reviewing each project. From this selection, the top three were presented to the Sustainable Development and Social Responsibility Committee on the Board, which then selected the winner based on two key criteria.

Winners of the first CEO Sustainability Award for 2023 are Mr. Sultan Harsha and Mr. Jamal Abu Amireh, from Siniora Food Industries in Palestine, for their project addressing high noise levels in the can production area and eliminating noise hazards.

At APIC Group, innovation and initiative are at the heart of our corporate culture, and therefore the first criterion for a CEO award is initiative, and this project was independently conceived by the employees and not requested by the company. The employees came up with several forward-thinking solutions to support their six fellow employees working in the 150m2 can production area.

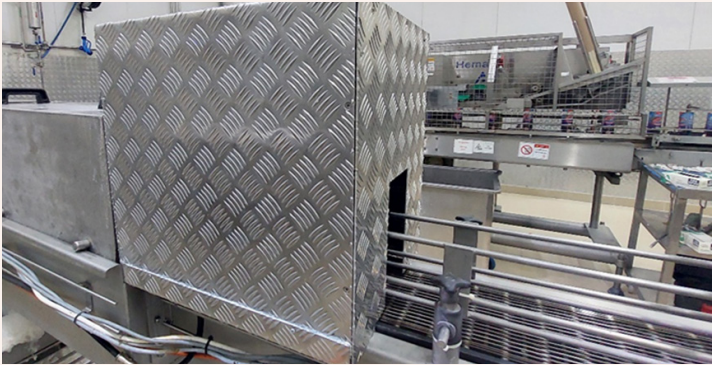
The second criterion is impact, reflected by the measurable benefits, both environmental and social, that resulted from the project. The project not only reduced environmental noise pollution but also improved workplace safety and overall employee well-being. Noise readings were 87 – 91.7 decibels which legally mandated wearing ear protection and annual hearing tests. Noise readings are now below 85 decibels evaluated and confirmed by Ministry of Labour, and the Hebron Polytechnic University – ear protection and hearing tests no longer mandatory but optional. Three innovative solutions were implemented to reach these results:



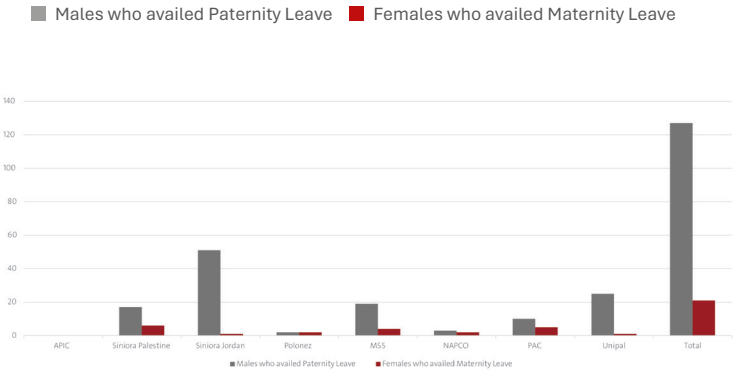
- 1. Completely removing the noise source created by the four nozzles at the beginning of the production line and using an alternative consisting of a stainless steel cover that fully encloses the line of the cans during their passage, to prevent any water droplets from escaping.
- 2. Designing and installing a noise-containment box lined with soundproof and hygienic materials that comply with food safety requirements. This solution does not affect production operations and is placed around the second noise source, four nozzles at the end of the production line.
- 3. Installing a pipe connected to the third noise source (vacuum air suction valve), directing the other end of the pipe outside the work area. This end is connected to an external air filter to purify the outgoing air.

This initiative stood out because it directly addressed a long-standing challenge: excessive workplace noise levels. By implementing innovative noise reduction measures, the project successfully brought noise levels below the legally required threshold for wearing protective gear and undergoing mandatory annual hearing impairment tests. This not only reduced environmental pollution but also enhanced employee health and well-being, eliminating the risks associated with prolonged exposure to high noise levels.

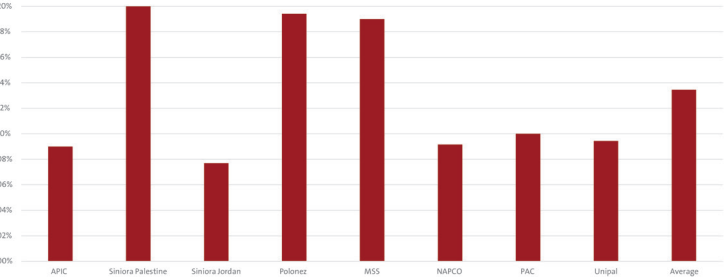
This achievement serves as an inspiring example of how a single idea can lead to meaningful, long-term improvements, benefiting both the environment and the people who make APIC thrive.



Number of employees who took paternity and maternity leave in 2024 by gender



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



APIC Group Enhances Engagement on Internal Communications Platform

At APIC Group, we believe that effective communication is the foundation of a strong and connected workplace. To enhance employee engagement and collaboration, we have made some improvements to our internal communications platform, making it more interactive, accessible, and engaging for all team members.

Most engaged companies on the internal communications platform: Unipal General Trading Company, Siniora Food Industries Company, and National Aluminum and Profile Company.

For example, APIC Group continues to foster a positive workplace culture by leveraging its internal communications platform to provide employees with a space to gain knowledge, awareness, and communicate. One of the most popular initiatives is the Employee Discounts Group, where staff members can access and share special deals on a variety of products and services from

inside and outside APIC Group, especially helpful during recent times of political and economic instability.

Additionally, an Environment, Social and Governance Communication plan was developed and implemented in 2024, including raising awareness, sharing sustainability updates, and fostering engagement across all levels of the organization. This included informative posts on international days, such as International Earth Day, Mental Health Month, World Environment Day, World Nature Conservation Day, International Day of Awareness of Food Loss and Waste, Mental Health Day, Combatting Violence Against Women Month, and Anti-Corruption Day.



### Unipal General Trading Company Leads the Way in HR Innovation with Comprehensive Systems

Unipal leads in human resources management by implementing a suite of leading HR systems that prioritize employee growth, engagement, and overall satisfaction. These initiatives have been carefully designed to ensure that Unipal remains a top employer by supporting and developing its workforce at every level.

### Comprehensive Training Programs

Unipal designs comprehensive training and development programs to enhance sustainability, social responsibility, and governance. These initiatives empower employees and invest in their skill development, which in turn increases their career opportunities and positively impacts their well-being and quality of life. Unipal ensures equal access to training opportunities for all employees, promoting fairness and fostering diversity within the organization. Furthermore, Unipal is actively developing specialized training programs to enhance employees' leadership and managerial skills, offering them opportunities for promotion to higher administrative positions.

### Employee Incentives Program

Unipal implements a comprehensive incentive program for all employees, taking into account the promotion of sustainability, social responsibility, and governance. This program aims to enhance employee well-being and improve their quality of life while ensuring equality, fairness, and transparency in its application. It includes performance bonuses, financial rewards for achieving exceptional business goals, and participation in employees' social occasions. Such initiatives foster trust between employees and management.

### Digital Suggestion Box

Understanding the value of employee input, Unipal has introduced a digital suggestion box to encourage feedback and innovative ideas from all staff members. This system provides a confidential and easy-to-use platform for employees to submit suggestions for improving company processes, culture, or other areas of operation. The digital suggestion box ensures that all voices are heard, helping to drive continuous improvement and creating a more inclusive work environment.



### Succession Planning and Career Development

Unipal relies on a succession planning program and defined career paths for employees, to ensure the sustainability of operations through workforce planning and continuity. This approach also enhances diversity and inclusion by developing employees' skills and enabling them to reach managerial positions, regardless of their backgrounds. Transparency in selecting candidates is the foundation of this process.

Unipal's investment in these cutting-edge HR systems has not only enhanced the employee experience but has also laid the foundation for continued growth and success, reinforcing the company's reputation as a leader in both employee care and business innovation.



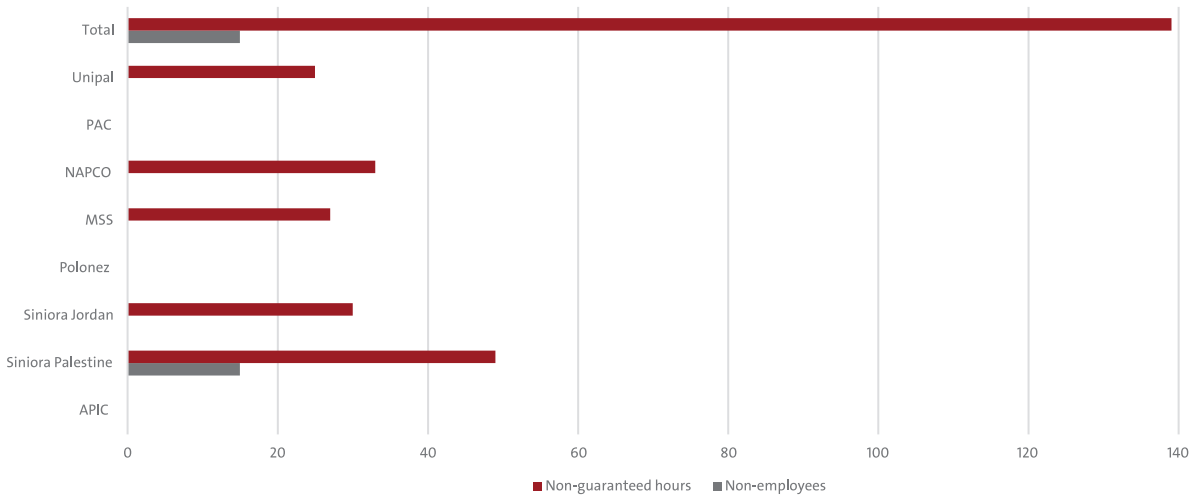


# NON-EMPLOYEES AND NON-GUARANTEED HOURS

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.

**APIC Group's 2024 Employee Engagement Survey Driving Positive Change**

At APIC Group, we value our employees' voices and are committed to fostering a positive and inclusive workplace. In 2024, APIC conducted an Employee Engagement Survey through CultureAmp, achieving an impressive participation rate of 1,819 male employees and 369 female employees. This high level of engagement reflects our employees' dedication to shaping a better work environment.



**From Insights to Action**

After analysing the survey results, key areas for improvement were identified and tailored action plans were developed for each department across our subsidiaries. These plans ensure that real, impactful changes are implemented to enhance employee satisfaction, productivity, and overall workplace culture.

Benchmarking the survey results revealed that APIC Group outperforms the average engagement scores of companies across all industries that have used this survey. Moreover, APIC Group scores match those of the top 10% of companies globally. Given that organizations utilizing these surveys are already industry leaders, this achievement firmly positions APIC Group at the forefront of employee engagement and workplace excellence.

**Healthy Work Environments training for Managers at APIC Group**

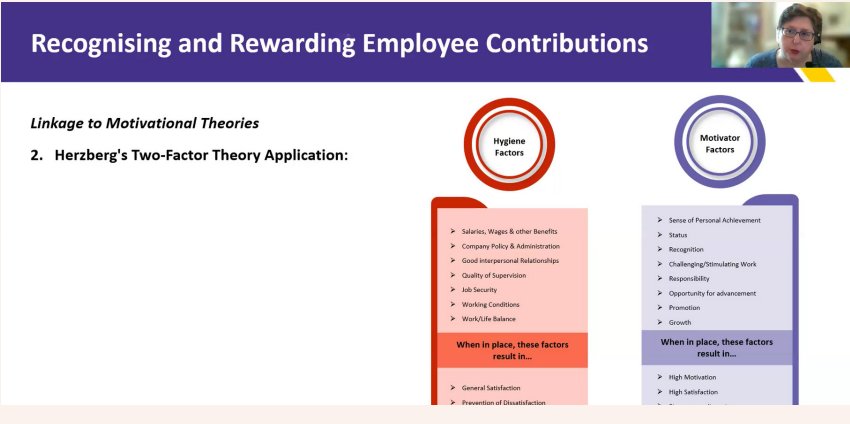
APIC Group completed a dedicated wellbeing training program on Healthy Work Environments for Managers to enhance leadership skills in fostering a supportive and healthy work environment. This initiative reflects its commitment to employee well-being and the crucial role managers play in creating a positive workplace culture. All managers and team leaders received the mandatory training in 2024, which focused on:

- Building Awareness: The training equipped managers with the knowledge to recognize signs of stress, burnout, and mental health challenges among their teams.

- Practical Strategies: Managers learned effective techniques to promote work-life balance, encourage open communication, and create a psychologically safe workplace.
- Proactive Leadership: The program emphasized early intervention, guiding managers on how to support employees through well-being initiatives, flexible work arrangements, and stress management tools.
- Long-Term Impact: Prioritizing well-being boosts employee engagement, productivity, and overall job satisfaction, fostering a healthier and more resilient workforce.

Feedback from the training was positive with participants average ratings as follows:

- I found the training subject important: 4.32/5
- The trainer was well prepared for the training session: 4.3/5
- I learned about new concepts and gained skills from the training: 4/5



### Unipal General Trading Company New Employee Centred Building

Unipal General Trading Company inaugurated its state-of-the-art employee-centred building in 2024, reaffirming its commitment to fostering a modern, dynamic, and supportive work environment. Designed with employees' well-being and productivity in mind, the new facility integrates cutting-edge amenities, collaborative workspaces, and sustainable design elements to enhance the overall workplace experience focused on creating a workspace that nurtures creativity, promotes healthy lifestyles, and encourages open communication, making it a prime example of a modern, responsible workplace.

### Open and Collaborative Spaces

The design features open, collaborative spaces that foster teamwork and creativity. The layout has been strategically planned to encourage easy communication and collaboration among teams, ensuring that employees can easily share ideas and work together in an inspiring and efficient environment.

### Natural Light and Greenery

Unipal prioritized natural light in the building's design. Larger windows and glass partitions maximize daylight exposure, creating a brighter and more energizing atmosphere. Workstations have been strategically placed near windows, allowing employees to enjoy the natural light throughout the day. Additionally, indoor plants have been integrated into the office spaces, providing a refreshing and calming environment that enhances productivity and mental well-being.

### Breakout and Relaxation Zones

Recognizing the importance of mental health, Unipal has created dedicated breakout zones and relaxation areas where employees can take breaks and recharge. The new building includes comfortable lounges and recreational spaces with seating, offering employees a place to unwind and reset during the workday.



### Healthy and Inspiring Environment

Unipal's new office design promotes a healthy lifestyle with the inclusion of fitness facilities such as table tennis and exercise equipment. Unipal also offers healthy snacks to encourage employees to maintain their physical well-being throughout the day, further fostering a balanced work environment.

### Comfortable and Ergonomic Furniture

Employee comfort is a priority, with ergonomic chairs and adjustable desks designed to support healthy posture and reduce physical strain. Comfortable seating areas have also been added to ensure that employees have spaces to relax during breaks, promoting both physical and mental well-being.

Unipal's new building is a true reflection of the company's commitment to employee welfare and environmental sustainability. The incorporation of sustainability principles into every aspect of the design not only creates a more collaborative and productive workspace but also demonstrates Unipal's dedication to fostering a healthy, inclusive, and sustainable work environment for all employees.





# 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.

## APIC Group Virtual Training Platforms

APIC employees have access to two training platforms in addition to the 7,380 hours of training they received in 2024. 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.

Knowbe4 virtual learning platform focuses on fostering a culture of continuous learning and innovation.

In 2024, 12 group-wide training campaigns were launched using the KnowBe4 platforms totalling 2.5 hours of training for each and every employee, and included the following trainings:

### Cyber-security

- Recognising and Avoiding Conflicts of Interest
- Security Snapshots - “Creature of Habit” (Password Reuse)
- Security Snapshots - “Tough Love” (Passwords)
- Security Snapshots - “Take That, Brad” (Phishing)
- 2024 Kevin Mitnick Security Awareness Training
- Security Culture and You
- Reporting Security Incidents
- Information Security on Mobile Devices with Quiz
- Phishing Foundations

### Sustainability

- Introduction to Sustainability
- The Sustainability Journey: Reducing Waste

Coursera / Oyoun Academy Platform continues to drive learning and development across APIC Group, fostering a culture of growth and continuous improvement.

### Compliance

- Compliance in 3 minutes: Sexual Harassment
- Compliance in 3 Minutes: Workplace Harassment
- Compliance in 3 Minutes: Online Harassment
- Perspectives with Quiz: Sexual Harassment
- Fairness & Respect in the Workplace
- Perspectives with Quiz: Overcoming Unconscious Bias
- Recognising and Avoiding Conflicts of Interest
- Avoiding Conflicts of Interest
- How To Recognise and Avoid Conflicts of Interest
- Gifts, bribery and corruption
- Code of Conduct: Values Matter
- Culture of Compliance
- Combatting Fraud



A Few Highlights from APIC Group’s Training in 2024

Unipal General Trading Company

Power BI Training, Level 3

Employees from the sales department participated in the third internal Power BI training session, to enhance their analytical and reporting capabilities.

Power BI Advanced Training—Levels 1 & 2

Employees attended the first and second advanced Power BI training sessions, focusing on in-depth data visualization and advanced analytics techniques.

Siniora Food Industries Palestine

Leadership Training

A specialized leadership training program was delivered to enhance employees’ leadership competencies, focusing on effective decision-making, strategic thinking, and guiding teams toward organizational success.

Conflict Resolution Skills Training

An internal training session addressed workplace conflict resolution strategies, equipping employees with techniques to manage disputes and foster professional relationships effectively.

Siniora Food Industries Jordan

Team-Building Training for Employees

Interactive workshops on communication and teamwork.

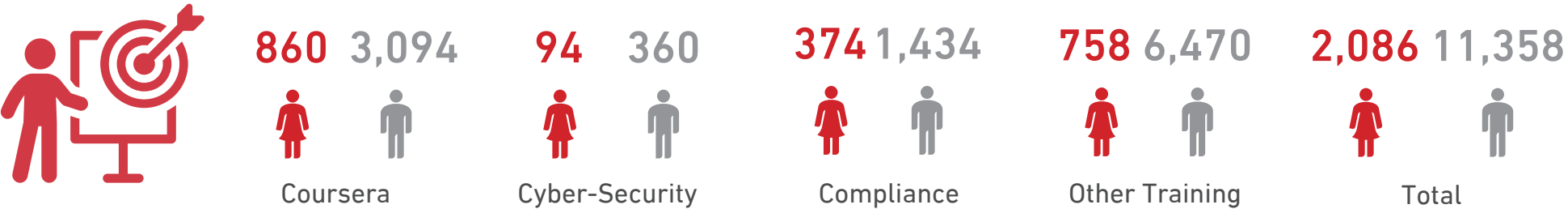
Exercises to build trust and cooperation among colleagues.

Problem-solving activities to strengthen team dynamics and efficiency.

Environmental and Sustainability Management

Occupational Health and Safety

Virtual training hours by gender







## 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.

### **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.

Workers covered by an occupational health and safety management system: 100%



**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



6  
Siniora  
Palestine

4  
Siniora  
Jordan

1  
Polonez

1  
MSS

1  
NAPCO

1  
PAC

0  
Unipal



**Revision of APIC Group Health and Safety Policy**

This year, APIC Group have taken a significant step forward by revising their Health & Safety Policy to align with the Global Reporting Initiative (GRI) standards. This update ensures a more structured, transparent, and internationally recognized approach to collecting workplace safety data across all our subsidiaries. Some of the data collected and shared in APIC Group’s annual Sustainability Report includes:

**Workplace Incidents & Injuries**

- Total number of workplace injuries per year.
- Types of injuries (e.g., minor cuts, fractures, chemical exposure).
- Severity levels (lost workdays, restricted duty, or medical treatment required).
- Lost Time Injury Frequency Rate (LTIFR) – the number of lost-time injuries per million hours worked.

**Occupational Health & Safety Training**

- Number of employees trained in health and safety procedures.
- Hours of training provided per employee.
- Certifications obtained (e.g., First Aid, Fire Safety, Hazardous Material Handling).

**Risk Assessment & Prevention Measures**

- Total number of safety audits conducted per year.
- Percentage of risk assessments completed in each subsidiary.
- Number of preventive actions taken to reduce hazards.

**Emergency Preparedness & Response**

- Number of emergency drills conducted (e.g., fire, chemical spills, evacuation).
- Average evacuation time during emergency simulations.
- Employee participation rate in emergency response training.

**Employee Well-being & Mental Health**

- Number of employees participating in wellness programs.
- Usage rates of mental health support services (e.g., counselling sessions).
- Employee satisfaction scores regarding workplace safety and well-being.
- The enhanced policy focuses on risk prevention, employee well-being, and continuous improvement in safety measures.





**Health and Safety Trainings in 2024**

**Siniora Food Industries in Palestine** and in partnership with the Palestinian Civil Defence conducted a comprehensive safety training and emergency response drill at its facilities.

The Emergency and Evacuation Team at Siniora Palestine has successfully completed an advanced refresher course, which included a realistic evacuation drill conducted during a regular workday. The team, consisting of 27 employees from various departments, demonstrated outstanding efficiency and adherence to top safety standards, ensuring a smooth and effective evacuation process.

Two crucial safety training sessions were held at the **National Aluminum and Profile Company**, focusing on emergency preparedness and warehouse operations safety.

**Internal Training Session: Emergency Preparedness and Evacuation Procedures**

The internal training session aimed to ensure that all employees, both administrative and production line staff, were fully prepared to handle any emergency situations. The session was led by the Safety Supervisor, who meticulously coordinated the roles of the emergency and safety teams. Participants were walked through a realistic mock emergency drill, where they practiced evacuation procedures and learned how to respond effectively during an emergency. The primary goal was to ensure that all employees could react quickly and appropriately in a crisis, helping to minimize risks and maintain a safe working environment. The session was a success, with employees demonstrating increased confidence and readiness to handle real-life emergencies.

**External Training Session: Safety in Warehouse Operations**

The Safety Department participated in an external session focused on warehouse operations safety. The training, conducted by the European Arab Training Institute,

operations safety. The training, conducted by the European Arab Training Institute, provided valuable insights into maintaining safety standards in warehouse settings. Topics included safe material handling, proper use of equipment, and strategies to minimize accidents. This external training session was a key opportunity for the Safety Department to enhance their knowledge and bring back best practices to implement across the company.



# 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.



## Unipal General Trading Company Fosters an Inclusive Workplace

Since 2019, Unipal has proudly welcomed two students from Star Mountain Organisation for Persons with Disabilities, successfully integrating them into the workforce through comprehensive training. Unipal ensures that they received all the rights and benefits afforded to employees, providing the necessary support to help them overcome challenges and seamlessly adapt to the team environment.

## 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.

Scan the QR Code to view a motivational video from APIC Group's women leaders



### APIC Group's Meet the CEO Annual CEO Event goes hybrid for the first time, welcoming over 200 women in person

For the first time, APIC Group's highly anticipated Annual CEO Event was held in a hybrid format, marking a milestone in the company's commitment to employee engagement and empowerment. More than 200 women attended in person in Palestine, making this year's gathering the most interactive and impactful yet.

The event highlighted the transformative journey of the past five years since the launch of the Women's Empowerment Initiative. Key discussions focused on the various programs and initiatives implemented to foster inclusivity, leadership opportunities, and professional growth for women within the company.

The CEO reaffirmed APIC Group's dedication to creating an equitable and supportive workplace, emphasizing that employees—especially women—are at the heart of the company's success. The hybrid format allowed for greater participation, enabling employees from different locations to engage in meaningful discussions and share their experiences.

With interactive sessions, inspiring success stories, and a strong sense of community, the event reinforced APIC Group's vision of empowering women and fostering a culture of inclusion. It was a celebration of progress, a reaffirmation of commitment, and a powerful step toward a more inclusive future.

Scan the QR Code to view a short video of the Meet the CEO Event







## 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.



**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.

**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. In addition to our key requirements for product and service information and labelling such as ingredient disclosure, nutritional information, safety warnings, usage instructions, expiration dates and shelf life, country of origin, environmental impact, language, regulatory compliance, and truthful and non-misleading claims; in 2024, APIC has adopted Sustainable Product Selection, Marketing, Labelling, and Packaging Guidelines for the purposes of increasing the sustainability of its subsidiaries by introducing:

**Criteria for product selection**

These criteria work to prioritise products that have sustainability responsiveness, such as eco-friendly packaging solutions that eliminate non-organic materials and plastics, integrating energy-efficient machinery in production, high-energy-rated products with minimal environmental impact; and also include prioritising products that use ethically sourced materials, such as products are made from organic, biodegradable, fair-trade, or recycled materials. Additionally, prioritising socially responsible brands that champion social equity and community development.







### Criteria for Marketing

These criteria reinforce existing standard procedures to ensure transparency and honesty, prioritising the promotion of sustainable products and marketing campaigns that promote sustainable practices; ethical targeting such as never marketing to minors, marketing high-end products to low-income populations, or exploiting fears related to illness or health crises, and ensuring that marketing messages are appropriate and respectful, fostering inclusivity and diversity, without any gender or disability stereotypes; gender-neutral marketing respecting that both genders must be depicted in varied roles – whether in professional settings, domestic scenarios, or recreational activities; minimizing environmental impact by using sustainable materials and practices for all marketing, including print materials and promotional items (e.g., recycled paper, biodegradable packaging) and utilising digital platforms to reduce paper use and carbon emissions associated with traditional marketing methods; and engagement and education of consumers and encouraging customer feedback.

### Criteria for Labelling

These criteria reinforce existing standard procedures to ensure transparency and accuracy; strive to add environmental labels where information is available including certifications, energy efficiency, recyclability, and carbon footprint; highlight initiatives that APIC Group supports to engage with consumers in ways that foster social responsibility, such as charitable partnerships; prioritising the use of sustainable materials and practices for all labelling, such as labels from recycled paper or biodegradable materials and use non-toxic glue and ink; and using labels as a platform for educating consumers about sustainability and responsible consumption where possible, such as including tips for recycling, reusing, or properly disposing of the product.

### Criteria for Packaging

These criteria for material options and sourcing include prioritising the simplifying and improving of designs to minimise use of materials, eliminating secondary packaging, use of recycled and recyclable materials, and encouraging multi-use and reusability.



### Newly Acquired ISO by Unipal on Food Safety Management Systems

Unipal receives the ISO 22000:2018 certification in 2024, a globally recognized standard for food safety management systems. This milestone reflects Unipal's unwavering commitment to quality, safety, and excellence in every aspect of operations.

By meeting ISO 22000:2018 requirements, Unipal ensures that its food handling, storage, and distribution processes adhere to the highest international safety standards, reinforcing trust with partners and customers.

### 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 utilising 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.

**Newly Upgraded ISO on Information Security Management Systems at Siniora Food Industries Jordan**

Siniora Jordan upgrades to ISO 27001:2022, the latest global standard for information security management systems (ISMS). This achievement reinforces Siniora’s commitment to protecting data, enhancing cybersecurity, and ensuring operational resilience.

By adopting the ISO 27001:2022 framework, Siniora Jordan strengthens its ability to safeguard sensitive information, mitigate risks, and uphold the highest standards of security and compliance. This milestone reflects Siniora’s dedication to continuous improvement and digital trust in an evolving technological landscape.

In addition to the above, Siniora Jordan have successfully established a Security Operations Centre (SOC) to bolster real-time threat detection, incident response, and overall security resilience, this includes:

**Security Information and Event Management (SIEM):** Enables real-time threat detection and comprehensive log analysis to identify and mitigate potential risks.

**Security Orchestration, Automation, and Response (SOAR):** Automates security processes, improving efficiency and incident resolution time for faster and more effective responses to cyber threats.

Siniora Jordan also implemented the following in 2024:

**Simulated Cyberattack Exercises:** Conducted across all Siniora branches to assess security readiness, identify vulnerabilities, and enhance defensive strategies.





Upgrading from Endpoint Detection and Response (EDR) to Extended Detection and Response (XDR):

Advanced threat detection across multiple attack vectors

Automated responses to cyber threats

Enhanced patch management to ensure timely security updates and reduce vulnerabilities

**Enhanced Email Security with AI:** Strengthened email protection against phishing, malware, and cyber threats, significantly reducing risks of unauthorized access and data breaches.

Training and Certifications for Cybersecurity Team:

**Certified in Cybersecurity (CC):** Strengthens fundamental cybersecurity knowledge

CompTIA Security+: Reinforces expertise in core security concepts

Certified Information Security Manager (CISM): Focuses on security governance and risk management

**ISO 27001 Lead Implementer:** Ensures effective ISO 27001 security controls implementation

Through these proactive security measures, Siniora Jordan continues to prioritize data protection, digital trust, and resilience against evolving cyber threats

# 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:

## 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.

**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, 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 1.58 million in CSR in 2024, equivalent to 20% of its net profits, more than triple the 5% set out in its CSR policy due to 2024 being an unfortunate year for our people in the Gaza Strip.

In addition to monetary and in-kind support, APIC Group has an ActiveCSR Programme, which empowers communities through employees donating their time, skills, and expertise to benefit the community. This programme is designed to create a lasting impact by empowering individuals and organizations through internships, on-the-job coaching, and training opportunities.

**Internships for Skill Development**

APIC Group’s ActiveCSR programme offers internship opportunities for students and individuals seeking to develop practical skills. Employees share their knowledge and provide hands-on training to these interns, helping them gain valuable experience that will improve their career prospects.

Most of our interns are beneficiaries of partner organisations such as Dual Studies programme at AlQuds University, and also from organisations such as SOS Palestine.





On-the-Job Coaching

Employees also volunteer as on-the-job coaches, guiding individuals in local businesses or non-profits. Through this mentorship, they share industry-specific knowledge, foster skill development, and help participants overcome challenges, ensuring that the workforce is prepared for success.

Training for Capacity Building

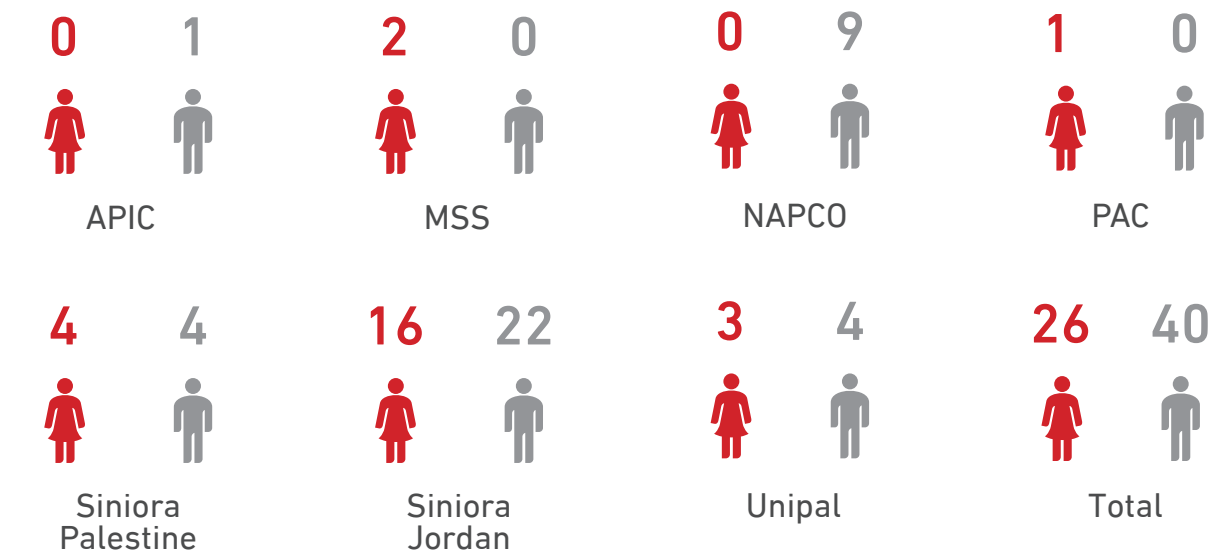
The ActiveCSR programme also focuses on training initiatives designed to build capacity within the community. APIC Group employees organize and conduct training sessions on a variety of subjects, from technical skills to soft skills, that empower individuals and groups to enhance their potential and contribute more effectively to society.

88 | Community Development

At APIC Group, every new project is seen as an opportunity to positively impact the surrounding community by enhancing local infrastructure and contributing to long-term development. As part of our commitment to sustainable growth, we prioritize community development alongside business expansion, ensuring that new projects bring lasting benefits to the areas where we operate. Each project includes investments in surrounding infrastructure, such as improving roads, lighting, water systems, and public facilities. These enhancements not only support the project itself but also increase accessibility, safety, and convenience for residents and businesses in the area. As part of our commitment to responsible development, we integrate eco-friendly practices into new projects, ensuring that they align with environmental sustainability goals. This includes green spaces, tree planting, and sustainable building materials to create healthier, more liveable communities.

Through this initiative, APIC Group fosters a culture of social responsibility and community engagement, providing both employees and local communities with opportunities for growth and empowerment. The ActiveCSR programme not only benefits the individuals directly involved but also contributes to the overall development and sustainability of the community.

Number of internships in 2024



**The Medical Supplies and Services Company Develops Area Surrounding New Warehouse**

As part of its ongoing commitment to environmental sustainability and community development, MSS partnered with Ramallah Municipality to improve wastewater management and rehabilitate infrastructure in the area surrounding MSS’s new warehouse in Beitounia Industrial Zone.

MSS financed and developed in partnership with the municipality a new wastewater treatment station, the new state-of-the-art facility optimizes sewage infrastructure by rerouting existing sewage lines to enhance efficiency and reduce environmental risks, ensuring proper filtration and disposal of wastewater for a cleaner environment, and resolving the previous problem of wastewater accumulating in the area, posing an environmental hazard and causing unpleasant odours for the surrounding community.

Additionally, new access roads were excavated and paved to improve transportation to the wastewater facility. The surrounding area was also cleared and levelled, and water flow is now better directed to prevent flooding and infrastructure damage.

This included planting 60 trees around the warehouse to enhance green spaces, improve air quality, and contribute to climate change mitigation.



**The Arab Palestinian Investment Company and Medical Supplies and Services Company Partner with Inaash Al Usra to Collect Clothes for Those in Need**

APIC and MSS have joined forces with Inaash Al Usra to launch a clothing collection initiative, providing essential support to families in need.

Through this partnership, employees and community members have access to an on-site donation box at MSS headquarters, for donating clothes, toys and essentials, ensuring that those facing hardships receive warm and suitable clothing. This initiative reflects APIC and MSS’s commitment to social responsibility, fostering solidarity and compassion within the community.





### The Medical Supplies and Services Company Organises Blood Donation Drive for APIC Group Employees

MSS recognize the critical importance of supporting community health and therefore, organized a blood donation day with the Palestinian Blood Bank Association, this has enabled APIC Group employees to contribute directly to saving people in need and addressing the urgent need for blood donations. The donation event successfully facilitated making available 32 units of blood. This initiative underscores MSS's commitment to improving public health and supporting community during times of need.



### Unipal General Trading Company's Active CSR over the years

#### University Collaboration and Internship Programs as Part of Social Responsibility:

Unipal has hosted many university students in recent years, assisting them by providing data and information to help them complete their research. Additionally, Unipal has welcomed students for internships across various departments and organized student visits to the company and its facilities, where they can learn more about work policies and objectives. Furthermore, several of the Unipal's managers have visited universities to introduce students to the practical aspects of their studies and share our experience as a national company in the Palestinian market.

#### Active Participation in the Dual Studies Programme in partnership with AlQuds University:

Since 2016, Unipal has been one of the most active subsidiaries with the Dual Studies Programme in partnership with AlQuds University. Over the years, the company has hosted 11 students, integrating them across various departments through intensive training plans on work procedures. This has greatly contributed to transforming academic knowledge into practical experience and facilitated the integration of these students into the labour market. Additionally, Unipal hired two of these students to join its workforce.

**NAPCO Empowering Women Through Community Engagement: Supporting Women’s Associations in the Company Cafeteria**

As part of its commitment to social responsibility and community support, NAPCO has limited bids only to women’s associations that employ marginalized women to operate the company cafeteria. This initiative provides these women with employment opportunities, helping them achieve financial independence while contributing to the local economy.

Through this partnership, the cafeteria offers healthy, affordable meals to NAPCO’s employees, creating a win-win situation where employees enjoy nutritious food while supporting an important social cause. This initiative reflects the company's dedication to empowering communities, fostering inclusivity, and making a meaningful social impact.its workforce.



**Industries in Palestine Participates in the “Right to Learn” Marathon at Birzeit University**

Siniora Palestine proudly took part in the “Right to Learn” Marathon at Birzeit University, an event dedicated to supporting students and higher education in Gaza as part of the fight against knowledge erasure.

As part of its commitment to education and community support, Siniora Palestine contributed by distributing meals to participants in both the marathon and the charity bazaar held at the university’s stadium.

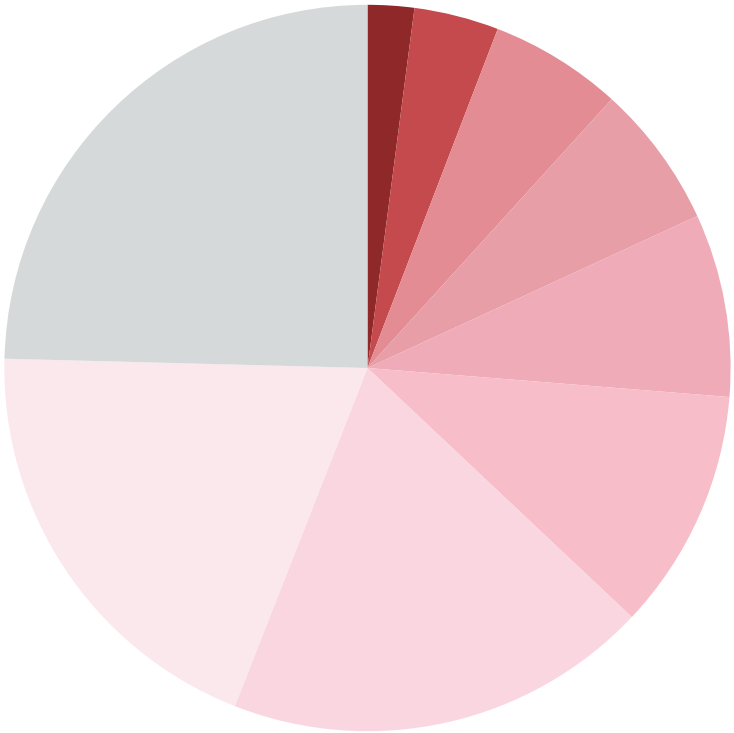
Through this initiative, Siniora Palestine reaffirms its dedication to social responsibility and the empowerment of education, standing in solidarity with students in Gaza and supporting their right to learn.





2023 CSR Investment by Sector

- Culture
- Youth and Leadership
- Orphans and vulnerable families
- PwD
- Other
- Mental Health
- Education
- Humanitarian
- Health
- Community Outreach



# CSR





## NOOR AL AIN

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- **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 24 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 3-24 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

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**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.

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**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.





## 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.



## SOS CHILDREN'S VILLAGES PALESTINE

- **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.

**Rahaf, 14 years old:** “I feel safe and warm when I come home from school here, where my aunt and siblings surround me with love and laughter. The living room is my favorite spot; it's where we do our homework, share stories, and spend the best moments together.”







## 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.



## GIVE PALESTINE ASSOCIATION

- **START OF SUPPORT:** 2018
- **PURPOSE OF SUPPORT:** Supporting the association's work in the Gaza Strip – humanitarian support, food packages and meals, mental health programme, running costs for the Rajaa refugee camp, and solar power for the water pump and electricity in the refugee camp
- **CATEGORY OF BENEFICIARIES:** Orphans, vulnerable families, and the marginalized in the Gaza Strip

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

Inash Alusra Association is a non-profit, women-focused, developmental charity organization founded in 1965. It was established through the initiative of a group of Palestinian women volunteers, led by the late activist Samiha Khalil. Its establishment came in response to the increasing challenges faced by the Palestinian people, starting with the Nakba in 1948, followed by the 1967 Naksa, and the ongoing impacts of the Israeli occupation and its continuing project. The Association's areas of intervention

and activity within Palestinian society focus on relief and support for the most vulnerable Palestinian families, development, and empowerment of various Palestinian groups with a focus on women and children, developmental education and vocational training, and the preservation of Palestinian identity and cultural heritage. Since its founding, the Association has strived to achieve self-sustainability through the management and operation of income-generating centers and departments.



## JORDAN EDUCATION FOR WOMEN EMPOWERMENT AND LEARNING SOCIETY (JEWELS)

- **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) is a non-profit organization that offers underprivileged young women the chance to pursue their higher education. As an organization, JEWELS believes that education is key to empowering women, ultimately playing a critical role in invigorating and uplifting entire communities. An investment into the education of women is exponentially profitable and the pivotal force in the advancement of a nation, and in the words of Her Majesty Queen Rania, "...When you educate a girl, you empower a nation." Education offers women the tools to direct and control their

own lives and have an impact on society as a whole by accelerating development and raising families out of poverty. Since 2013, JEWELS has sought to empower women through education by providing exceptional and determined female high school graduates who have exhibited a deep commitment to learning and who hope to give back to their communities with scholarships to Jordanian universities. These experiences, coupled with support from JEWELS, give scholarship recipients the opportunity to realize their ambitions, advance professionally and positively impact society.







## DAR AL-TIFEL AL-ARABI ORGANIZATION – JERUSALEM

- **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 12 (7 males and 5 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.

**The internship at the Palestinian Automobile Company was an exceptional experience that significantly contributed to the development of my professional and personal skills. This opportunity allowed me to gain insight into the automotive sector's operations, enhance my understanding of technical aspects, operations management, and customer service. Additionally, I had the honour of contributing to the digital transformation project, which broadened my perspective on the importance of technology in business development and efficiency enhancement.**

**Sadin Adi | Dual Studies Program, Al-Quds University | Business Administration Major**





## 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 expert volunteers to inspire young people about innovation in the field of project management and entrepreneurship. 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. INJAZ aims to enhance economic opportunities for Palestinian youth by providing a series of educational and economic courses of a practical and academic nature that it implements in Palestinian schools and universities.

INJAZ programs stand out by their ability to develop students' leadership capabilities, thus accelerating their creativity, preparing them for the business world, and enabling them to manage knowledge to achieve new paths that reduce unemployment, provide opportunities, and open promising prospects for new entrepreneurial projects.

**"Being the only CAPM scholarship recipient from Palestine is an honor and a responsibility. It proves that Palestinian youth can excel globally despite all challenges. This achievement was only possible thanks to INJAZ Palestine's support in empowering young people. I am proud of this milestone and confident that even greater opportunities lie ahead."**  
**Student Rayan Nael Saleem - Palestine Technical University Kadoorie**



## MAHMOUD ABBAS FOUNDATION

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

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.

مؤسسة محمود عباس  
 Mahmoud Abbas Foundation





## THE PALESTINIAN COUNSELLING CENTRE

- **START OF SUPPORT:** 2023
- **PURPOSE OF SUPPORT:** Mental health support for women and children in the Gaza Strip
- **CATEGORY OF BENEFICIARIES:** Women and children in the Gaza Strip

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.**



## AL-MALATH HOSPICE FOR HUMANISTIC CARE

- **START OF SUPPORT:** 2020
- **PURPOSE OF SUPPORT:** To assist patients and their families in receiving free medical, nursing, and psychological care. This support will help preserve the dignity of patients in their final days while also expanding the service network to reach as many patients and families as possible.
- **CATEGORY OF BENEFICIARIES:** Patients suffering from terminal, incurable illnesses and their families, regardless of gender, nationality, or religion.

Al-Malath is a charitable, non-profit organization founded in Jordan in 1993 as the first provider of palliative care in the Middle East. Al-Malath prioritizes patient comfort and enhances quality of life by alleviating pain and suffering during the final stages of life.

This care is provided in patients' homes, surrounded by their families, while addressing their health, emotional, and spiritual needs and offering support to their loved ones as well.







## KING HUSSEIN CANCER FOUNDATION

- **START OF SUPPORT:** 2010
- **PURPOSE OF SUPPORT:** Supporting the center, the Dream Realization Program, and the King Hussein Award for Cancer Research
- **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.”**



## 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- centre for architectural conservation based in Ramallah- 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.





## 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. **"I am full of hope that we will continue to support each other through volunteer work. This will strength our ability to achieve more, work hard and improve our lives and develop our skills. From this training experience, I learned the importance of teamwork in accomplishing any possible goals, as well as the beauty and significance of meeting new people"**

Nader Turjuman – Dancer at Buds of Arts – Ramallah



## 2048

- **START OF SUPPORT:** 2024
- **PURPOSE OF SUPPORT:** Supporting young Palestinian entrepreneurs in their start-up projects
- **CATEGORY OF BENEFICIARIES:** Young Palestinian in and outside Palestine

The 2048 Foundation funds creative Palestinian projects. The program is designed to support Palestinians of all ages to bring their ideas to life through financial and networking support. With a focus on funding projects that are viable, innovative, sustainable and beneficial to the community — once accepted, you become a part of a lifelong resource network of 2048 Foundation alumni. Encouraging a new generation to embrace innovation and take ownership of their creativity, 2048 is the embodiment of an optimistic future where Palestinian ideas become a reality.

**"Thanks to the generous support of our donors, we at the STE(A) M ECO project, have made significant strides in our mission to transform learning into an engaging, hands-on experience.**

**Through this grant, we were able to purchase equipment and tools that helped us develop innovative prototypes, including 3D printing and carpentry machines, which not only made our work easier but also provided students with the opportunity to learn new technologies that will shape their future. Our focus on providing hands-on learning complements the theoretical education students receive in schools, making**

**science more enjoyable and accessible. In a very short time, we trained 80 students through our programs. The grant has also enabled us to integrate more girls into STEM education while reaching underserved students".** Israa Othman, Founder & CEO







# PALESTINE TAEKWONDO FEDERATION

- **START OF SUPPORT:** 2022
- **PURPOSE OF SUPPORT:** Empowering Palestinian taekwondo athletes by facilitating their participation in the Olympics.
- **BENEFICIARY CATEGORY:** Supporting the first-ever Palestinian taekwondo contestant at the Olympic Games.



The Palestinian Taekwondo Federation is the official body responsible for the development and promotion of Taekwondo in Palestine. The federation was established with the aim of advancing the sport at all levels, from youth to professional athletes, by organizing local and international competitions and providing continuous training for coaches and players. The Palestinian Taekwondo Federation also seeks to achieve sports excellence on the international stage by fostering Palestinian talent and creating an environment conducive to developing their technical and physical skills.

The federation works to build strong relationships with both international and local organizations and regularly participates in international competitions to enhance the level of Palestinian athletes. It also focuses on spreading the culture of sports and expanding the base of Taekwondo practitioners across Palestine, with particular attention to youth groups. Through its ongoing efforts, the Palestinian Taekwondo Federation aims to represent Palestine in international forums, promoting sportsmanship and fair play among its members.



# AL AWDA HOSPITAL

- **START OF SUPPORT:** 2024
- **PURPOSE OF SUPPORT:** Food packages for patients and refugees
- **CATEGORY OF BENEFICIARIES:** Sick and displaced families in the Gaza Strip

Al-Awda Health and Community Association is a Palestinian non-governmental organization with deep community roots, operating as a non-profit entity since its establishment in 1985. The association's primary goal is to contribute to improving the health and social conditions in the Gaza Strip by providing primary, secondary, and tertiary healthcare services, along with protection services for women and children and youth empowerment initiatives.

Guided by its core principle, "Healthcare and community service are rights for all in need," Al-Awda delivers a wide range of health and community services to impoverished and marginalized groups without discrimination based on gender, race, religious beliefs, or political affiliation.





## OTHER ORGANISATIONS

Throughout 2024, APIC and its subsidiaries supplied financial and in-kind support to various other groups and organizations, including:

- Birzeit University
- Ibdaa Humanitarian Foundation
- Madeed Organisation
- Palestine Economic Policy Research Institute (MAS)
- Palestinian Civil Defence
- Palestinian Federation of Industries
- Riyadh ALAqsa School
- 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

HUMANITARIAN AID







# ENVIRONMENT



**APIC Group Introduces Sustainability Assessment for New Investments**

In 2024, as part of its commitment to responsible growth and environmental stewardship, APIC Group has introduced a Sustainability Assessment Framework for all new investments. This initiative ensures that economic development goes hand in hand with environmental and social responsibility.

The assessment evaluates potential investments based on key Environmental, Social, and Governance criteria, including carbon footprint, resource efficiency, social impact, and ethical business practices. However, this framework is not intended to exclude potential investments but rather to gain a deeper understanding of how APIC Group can better support these companies once they become part of the group.

This sustainability assessment is being introduced in addition to the already exhaustive evaluations conducted on new investments, including financial viability, profitability, and strategic alignment. By integrating sustainability into its investment strategy, APIC Group aims to support green innovations, eco-friendly industries, and socially responsible enterprises while reinforcing its role as a leader in responsible investment and contributing to a more resilient and eco-conscious economy.

**Siniora Food Industries in Jordan Wins the first Prestigious Green Factory Award**

In 2023, Siniora Food Industries Jordan received the first Green Factory Award from H.E. the Minister of Environment and the President of the Chamber of Industry and Commerce in Jordan, marking a significant environmental achievement.

This award is the first of its kind in Jordan and is designed to recognize and encourage companies excelling in environmental performance. Among the 39 competing factories from various industrial sectors, Siniora Food Industries Jordan ranked among the top companies for its outstanding application of environmental best practices in three key areas: energy, water management, and waste management. The award has two different levels: the first level featured three companies, including Siniora Jordan, while the second level comprised seven companies.

Siniora Food Industries Jordan also stood out for its efficient resource management, implementing sustainability-driven processes, policies, awareness programs, and operational practices at both individual and corporate levels.

The award included monetary and in-kind prizes, along with governmental and service facilitation, reinforcing the importance of corporate commitment to environmental sustainability.

To continue with this spirit, in 2024 Siniora Jordan has officially joined key Sustainability Networks focused on Energy Management, Water Efficiency, and Waste Management. These networks, established by the Energy and Sustainability Unit at the Jordan Chamber of Industry, aim to:

- Foster collaboration between companies to enhance sustainable practices
- Create a neutral platform for sharing applications, procedures, and technologies that support environmental sustainability
- Enable companies to assess their needs effectively, ensuring continuous improvement in sustainability initiatives

Additionally, Siniora Jordan was invited by the Energy and Sustainability Center at the Jordan Chamber of Industry to present its sustainability applications at the first-ever Jordan Sustainability Expo 2024. This opportunity highlights Siniora's leadership in adopting sustainable solutions and reinforces its dedication to responsible environmental management.

Siniora Jordan has introduced a comprehensive Sustainability Policy in 2024 aimed at preserving company resources and promoting sustainable practices across its operations. The policy includes employee engagement and awareness as it is key to ensuring long-term success and sustainability. Siniora Jordan has taken proactive steps to educate and engage its workforce:

- Company-Wide Awareness Campaign – A series of awareness initiatives were launched for all factory employees, using multiple formats to enhance environmental knowledge and improve overall eco-performance.
- Extensive Training Program – Siniora conducted 310 hours of training equipping employees with the tools and expertise to integrate sustainability into daily operations.

# 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.

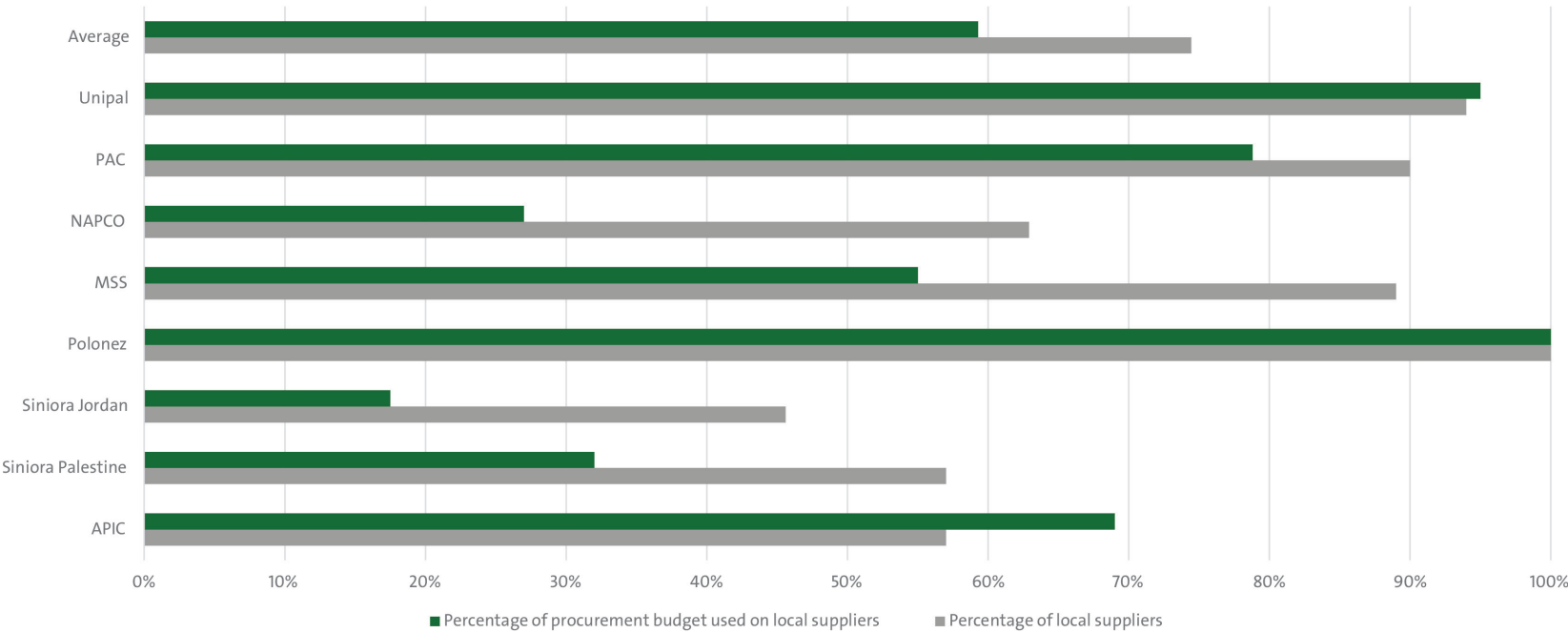
In alignment with APIC Group’s Environmental, Social, and Governance (ESG) policy, we place a strong emphasis on supporting women-owned and led third-party suppliers. Recognizing the importance of diversity and gender equality in the business ecosystem, we actively seek out opportunities to engage with 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, as of 2024, APIC Group requires that our suppliers align with our ESG Policy when they sign or accept any agreement or purchase order issued by any of our subsidiaries that commits them to upholding ethical labour practices and governance, environmental stewardship, and social responsibility. The agreement can be found on APIC’s website.



Scan the QR Code to view Compliance with Environmental, Social, Governance Agreement

Percentege of local suppliers and their share of the procurement budget







Total energy intensity 0.84 MWh per ton of product. Equivalent of 44% of electricity consumption is green energy produced by APIC Group

## 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.

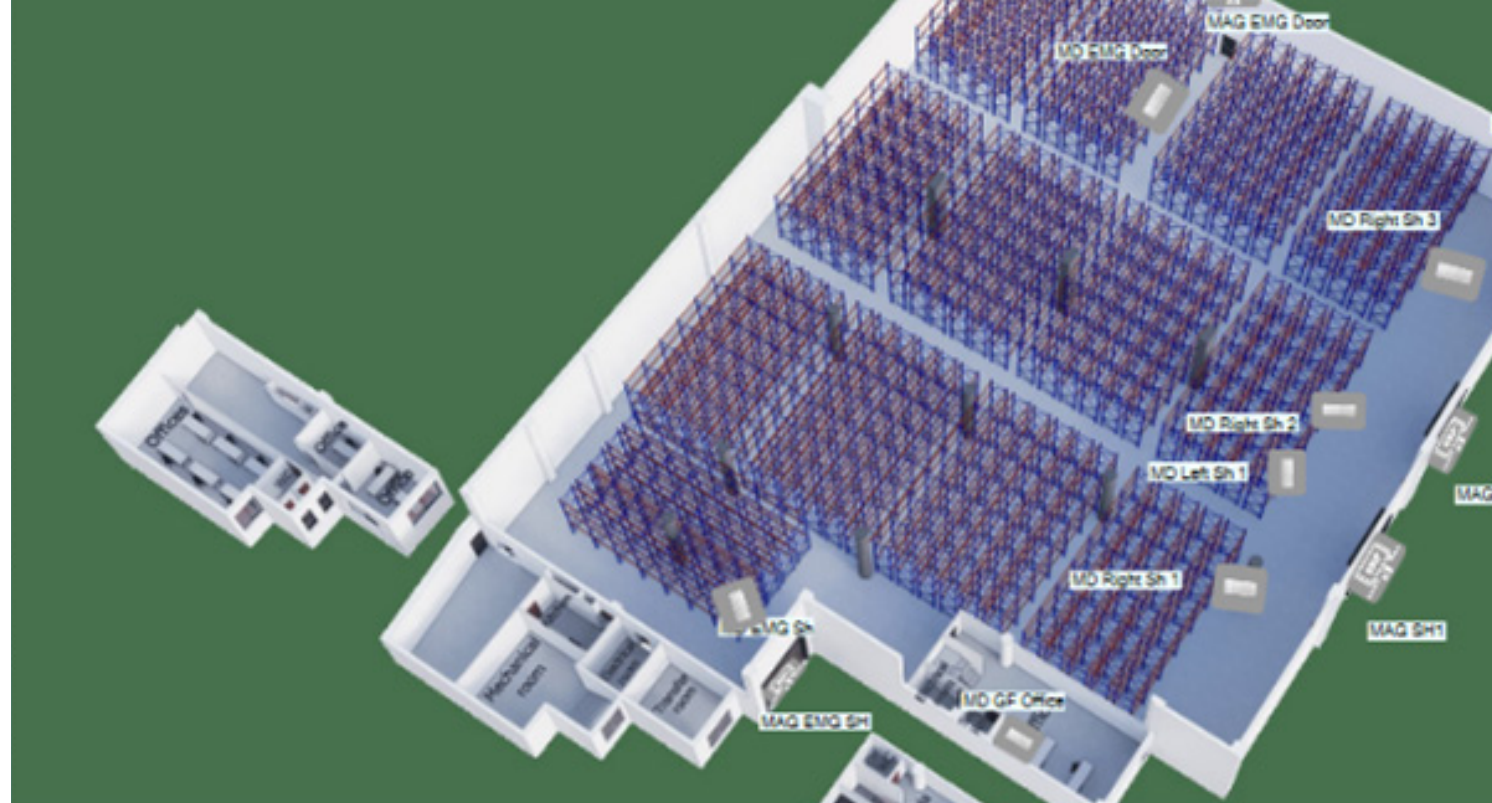
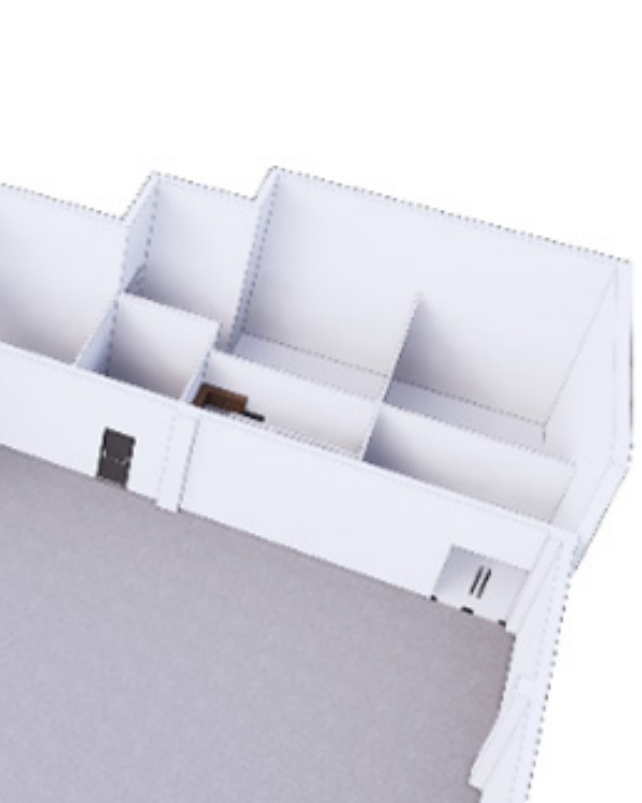
### LED Lighting

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.

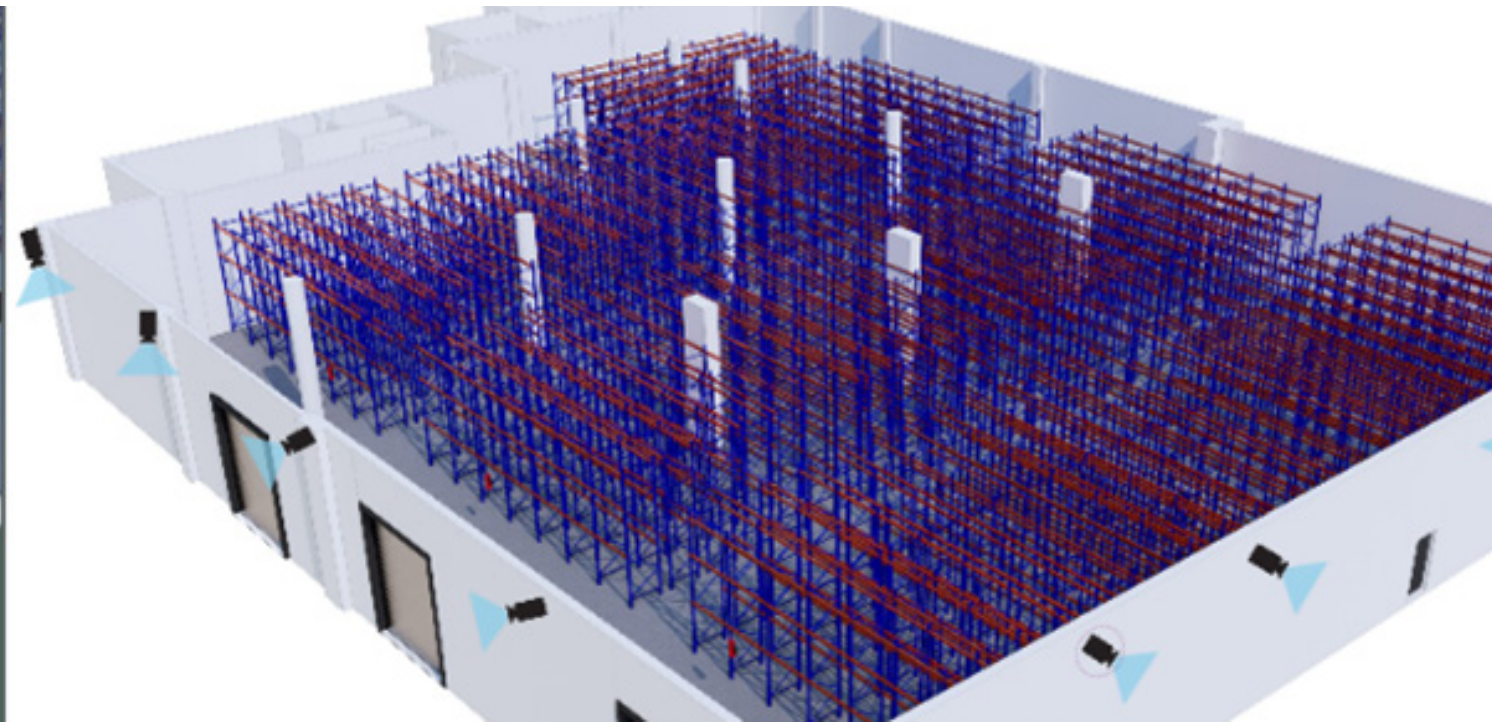
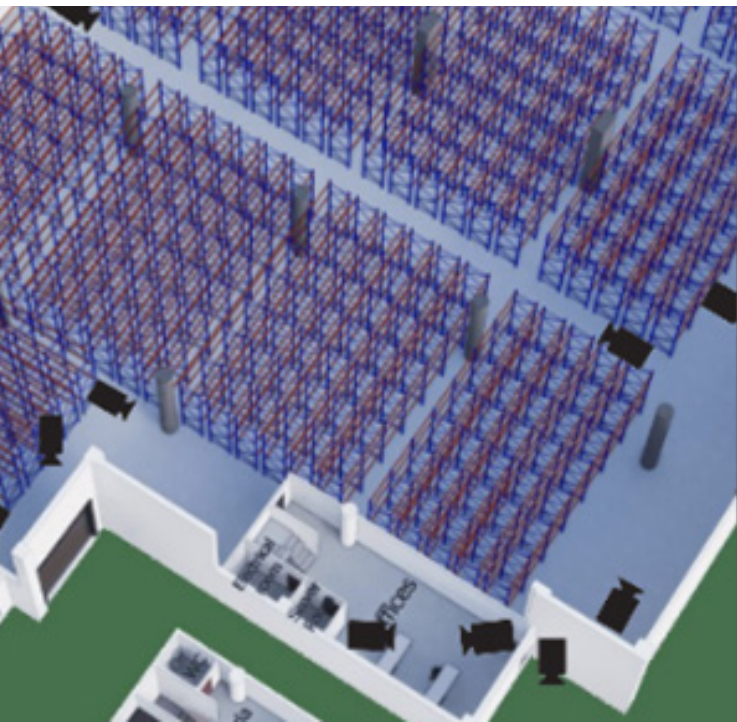
### Energy-Efficient Machinery

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

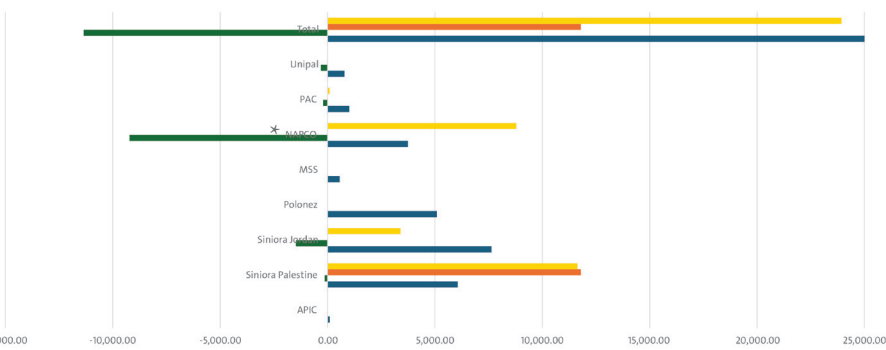
APIC Group fosters a culture of energy conservation and awareness among employees through informative posters and signage strategically placed throughout our facilities. These posters highlight energy-saving tips, best practices, and reminders to turn off lights and equipment when not in use. By promoting 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.





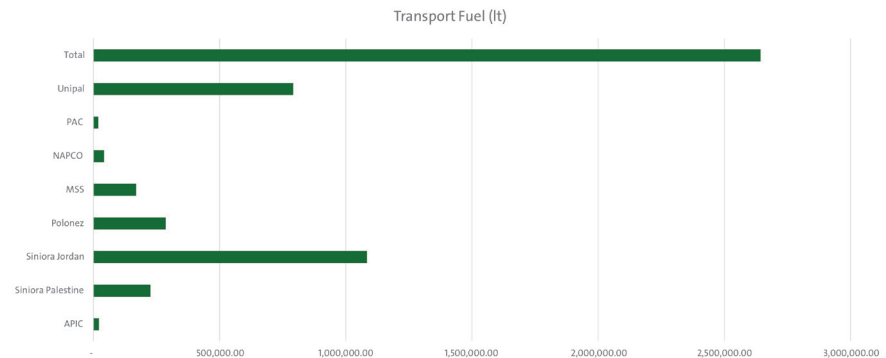
Energy production and consumption (MWh)



132 | ■ Gas/Fuel ■ Steam ■ Solar Energy Produced ■ Electricity Consumption

\*Inclusive of 50% of solar energy produced and sold through Qudra, a subsidiary of National Aluminum and Profile Company.

Fuel consumption in litres (transportation)



## Siniora Food Industries in Palestine Wins the 2023 National Sustainable Energy Pioneers Award

It is a source of pride and honour that in 2024, Siniora Palestine has been awarded the National Sustainable Energy Pioneers Award in the Industrial Sector for 2023.

This achievement reaffirms Siniora Palestine's commitment to innovation and sustainability, as they continuously adopt the latest energy-efficient solutions to enhance energy use and reduce waste.

Recognized by the United Nations Industrial Development Organization (UNIDO), this award is a testament to the dedication and hard work of Siniora Palestine's team in implementing sustainable energy solutions that boost the company's competitiveness and productivity.



## The Palestine Automobile Company Leads the Way in Green Transportation in Palestine

As a pioneer in sustainable mobility, the Palestine Automobile Company is driving the future of green transportation in Palestine. With 65% of total sales consisting of environmentally friendly vehicles, the Palestine Automobile Company demonstrates a firm commitment to reducing carbon emissions and fostering a cleaner, greener future.

The Palestine Automobile Company holds the #1 position in overall sales of Electric Vehicles (EVs) and Hybrid Electric Vehicles (HEVs) in Palestine, reinforcing its leadership in the shift toward sustainable transportation.

By prioritizing electric and hybrid solutions, the Palestine Automobile Company is not only reshaping the automotive landscape but also aligning with the global sustainability agenda and supporting Palestine's sustainable development goals.

## Siniora Food Industries in Jordan Enhances Energy Efficiency in Expansion Project

As part of its ongoing commitment to sustainability, in 2024, Siniora Food Industries Jordan has integrated energy-efficient equipment and low-emission technologies into its latest expansion project. These upgrades are designed to reduce environmental impact while enhancing operational efficiency. Siniora Food Industries Jordan upgraded the cooling system compressors by replacing the old system with screw technology compressors equipped with inverters, ensuring optimized energy use and reduced power consumption. It also integrated the main cooling systems with the Building Management System, enabling continuous tracking and real-time performance optimization to ensure maximum efficiency and sustainability.



**Unipal General Trading Company Installs Solar Panel System to Power DC Compound**

Unipal has taken a major step toward sustainability with the installation of a solar panel system on the roof of their Distribution Centre in Ramallah, making significant strides in reducing its carbon footprint. The new system covers 30% of the total power consumption for the Distribution Center, including energy needs for the cold rooms, making a substantial impact on energy efficiency and environmental responsibility.

As part of their commitment to expanding sustainable practices, Unipal is already in the planning stages to extend the system to significantly increase their renewable energy capacity, aiming to cover 85% of the total power consumption for all compounds, including the new building.

This move marks a key milestone in APIC Group's ongoing efforts to reduce energy reliance on non-renewable sources, driving both environmental impact reduction and long-term operational cost savings.



Total water intensity 0.42 m<sup>3</sup>/ tons of product.

**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.







### Siniora Food Industries in Palestine Reduces Water Consumption by 21% – A Milestone Achievement in Sustainability

At Siniora Palestine, sustainability is more than just a goal; it's a responsibility. Driven by their commitment to conserving natural resources and reducing their environmental footprint, Siniora Palestine's dedicated team embarked on a journey to optimize water usage across food production processes. The result is a remarkable 21% reduction in water consumption, achieved through a series of innovative projects and collaborative efforts.

Water is a critical resource in food production, and the West Bank is considered a water-stressed area. Water is used extensively for cleaning, processing, and maintaining hygiene standards. As part of their broader sustainability strategy, Siniora Palestine identified water conservation as a priority area. The challenge was to maintain their high standards of quality and safety while significantly reducing water usage.

A multidisciplinary team of engineers, operators, and management came together to identify opportunities for improvement. Over the course of several months, the team implemented targeted projects, each designed to tackle specific areas of water consumption.

Some key initiatives included:

**Advanced Cleaning Systems:** Upgrading to high-efficiency cleaning systems that used less water without compromising hygiene.

**Recycling & Reuse:** Installing water recycling systems to repurpose water from non-critical processes.

**Awareness Campaigns:** Educating staff on water-saving practices, fostering a culture of conservation.

**Continuous Monitoring:** Implementing real-time monitoring systems to identify and address inefficiencies promptly.

The results exceeded expectations. Through these projects, Siniora Palestine successfully reduced water consumption by 21% compared to previous year, saving thousands of litres of water. This achievement not only underscores Siniora Palestine's commitment to sustainability but also positions them as a leader in responsible food production.



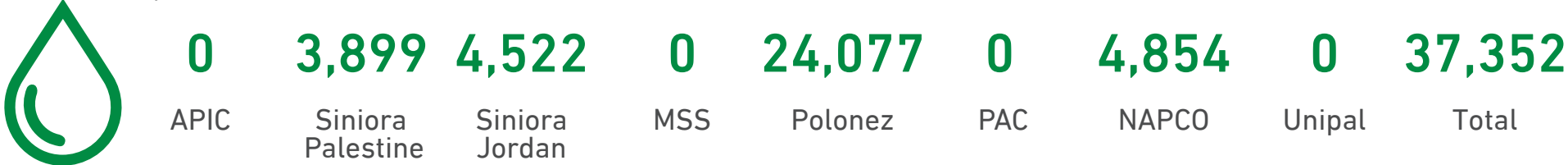
Siniora Food Industries in Jordan Conducts Water Audit and Launches First Water Treatment Plant

As part of its commitment to sustainability and resource efficiency, in 2024, Siniora Food Industries in Jordan conducted a comprehensive water audit in collaboration with an environmental consulting firm. During the audit, a water mapping system was developed to track water distribution, purification, treatment processes, and optimal usage in compliance with industry standards. Additionally, the audit identified water conservation opportunities across all operations and outlined key projects and mechanisms to ensure efficient water consumption.

This builds on its efforts in 2022 and 2023, where Siniora Jordan took a major step forward by establishing a state-of-the-art industrial wastewater treatment unit at its Amman facility, with an investment exceeding 500,000 JOD and an operational capacity of more than 240 m³/day. To ensure optimal efficiency, the company trained and qualified a specialized team, implemented standard operating procedures, and introduced monitoring and follow-up models to meet required water quality standards. Additionally, precautionary measures were put in place to prevent any non-compliance or environmental risks.

Also in 2024, Siniora Jordan started piloting water reclamation with a capacity of 12 m³/day for use in its cooling towers, significantly reducing water consumption and minimizing discharge into sewage systems with hopes to scale in the coming years.

Water consumption (cubic meters)



Total waste diverted from disposal through partnering with companies that reuse or recycle 598 tons  
Total waste intensity 0.04 tons of waste per ton of product

WASTE

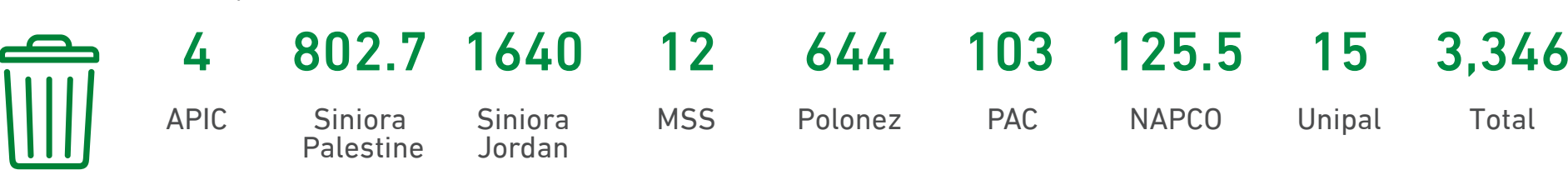
APIC Group is deeply committed to effective waste management practices across all its operations. Recognizing the importance of environmental sustainability, APIC has implemented comprehensive waste management strategies aimed at minimizing waste generation, promoting recycling, and ensuring proper disposal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

Non-hazardous waste produced (tons)







### **APIC Group Takes Steps Towards Eliminating Single-Use Plastics**

As part of its commitment to sustainability and environmental responsibility, APIC Group has taken significant steps toward eliminating single-use plastics across its operations. This initiative was launched on 28 July 2024 in commemoration of World Conservation Day and in alignment with global efforts to reduce plastic waste and promote eco-friendly alternatives.

The company is actively working towards eliminating the procurement of single-use plastics such as plastic water bottles and cups, prioritising available sustainable packaging solutions, encouraging the use of biodegradable and recyclable materials, and adopting waste reduction strategies. Additionally, APIC Group is working closely with suppliers, employees, and stakeholders to foster a culture of sustainability, ensuring that eco-conscious practices become an integral part of its business operations. This is reflected in APIC Group's newly developing Procurement Guidelines, Marketing and Labelling Guidelines, and Waste Management Planning Guidelines.

The Procurement Guidelines adopted in 2024 require APIC's subsidiaries to revise their procurement policies to include environmental, social and governance implications each according to their needs and conditions. Conditions include applicable regulations and what is available in the market. Revised policies include prioritising eco-friendly and nature-based solutions, including criteria in procurement evaluations such as mandatory alignment with APIC Group's Compliance with Environmental, Social, Governance Agreement, setting maximum percentages of product /packaging that ends up in waste, giving preference to products/services with innovation in sustainability, businesses that are women-owned or led, companies that have social responsibility programmes, etc.

Marketing and Labelling Guidelines adopted in 2024 are covered under the Customer Health and Safety Section.

Waste Management Planning Guidelines adopted in 2024 require APIC's subsidiaries to develop/ revise their Waste Management Plans requiring data collection on waste produced by type and weight, identification of waste sources and final destinations, and finding solutions for waste reduction and recycling/re-use with set indicators and timelines for implementation.



**Recycling Batteries and Car Oil at the Palestine Automobile Company**

As part of its commitment to environmental sustainability, PAC has launched a comprehensive recycling program for batteries and automotive oil. This initiative addresses the critical need for responsible disposal of hazardous materials while aligning with the company's broader sustainability objectives.

**Battery Recycling Program**

PAC has established a partnership with a leading car battery manufacturer to ensure the safe collection and recycling of used batteries. This initiative prevents hazardous chemicals from entering landfills and facilitates the efficient reuse of lead components. Additionally, PAC is actively negotiating with another company to manage the end-of-life disposal of lithium batteries used in electric and hybrid vehicles, further reinforcing its commitment to responsible recycling practices.

**Automotive Oil Recycling**

PAC has also partnered with specialized entities that employ eco-friendly processes to collect and recycle used automotive oil. This initiative mitigates the risk of soil and water contamination while enabling the purified oil to be repurposed for various industrial applications, reducing overall environmental impact.

Through these strategic initiatives, PAC is playing a vital role in minimizing its environmental footprint and fostering a culture of sustainability within the automotive and energy sectors.

**National Aluminium and Profile Company Leads in Sustainability by Reusing Aluminum in Hot Direct Extrusion**

NAPCO has successfully implemented an innovative approach to reusing aluminum in its hot direct extrusion process. The idea behind the development lies in keeping the aluminum inside the feeding chambers and maintaining the complete details of the die after the production process is finished. The die is then stored in this condition without the need to remove the aluminum residues from the dies using chemical or mechanical methods.

This developmental modification has improved overall performance by speeding up the work process and reducing activities and movements within the workflow, leading to cost reductions.

This strategic shift has led to:

- 60% reduction in mechanical work required for dismantling frames
- 60% decrease in chemical processes needed to melt aluminum using NaOH, saving 3,000 kg of chemicals annually
- Elimination of chemical treatment, transport, and disposal costs of NaOH, contributing to a cleaner, more sustainable operation
- Increased production capacity by 39 tonnes annually, thanks to time saved from reduced dismantling and chemical processes
- Higher aluminum quality and reduced scrap, ensuring better resource utilization
- Financial savings of USD 140,000 annually, reinforcing both environmental and economic benefits

This initiative was rewarded with a CEO Award in 2024 honouring NAPCO's continued efforts to set new standards in sustainable manufacturing, demonstrating how innovation can drive both business success and environmental responsibility.

Additionally, in 2024, NAPCO took another significant step toward sustainability by replacing wood pallets with durable metal pallets. This transition not only reduces wood consumption but also enhances pallet lifespan, lowers waste, and improves logistics efficiency.





**Siniora Food Industries Company Palestine 2024 Waste Reduction Initiatives**

As part of its commitment to sustainable operations and waste reduction, Siniora Palestine has introduced two key initiatives to enhance resource efficiency and environmental responsibility.

**Buy-Back Agreement for Wood Pallets** – Siniora Palestine has implemented a pallet return system, ensuring that wooden pallets are reused instead of discarded. This initiative reduces wood waste, lowers costs, and extends the lifecycle of pallets, contributing to a more circular supply chain.

**Upgrading Cardboard Recycling** – through improved sorting and monitoring, Siniora Palestine now collect and prepare approximately 80 pallets of cardbaord monthly, significantly reducing material loss. These pallets are sold to a dedicated recycling company, ensuring sustainable processing and generating steady revenue.

**Replacement of Cardboard with Reusable Containers** – To minimize packaging waste, Siniora Palestine has replaced a portion of traditional cardboard boxes with reusable containers for deliveries to distributors. This shift significantly reduces single-use packaging, lowers environmental impact, and enhances delivery efficiency.

**Streamlining Can Handling and Reducing Waste** – Siniora Palestine implemented an innovative process for managing empty metal cans and defective cans from production lines. These cans, which would otherwise be discarded, are now collected, compressed, and recycled, turning potential waste into valuable resources. Each month, between 1.5 to 2 tons of these metal cans are sorted to ensure that all cans are free from additives or residues that might affect recycling quality. Defective cans are separated, and all materials are compressed using high-efficiency presses, significantly reducing their volume. This step not only optimizes storage space but also facilitates easier transportation. The compressed cans are sold to recycling companies, providing an additional revenue stream for operations.

These sustainability-driven initiatives reinforce Siniora Palestine’s leadership in responsible business practices, demonstrating a strong commitment to waste reduction, resource conservation, and eco-friendly distribution solutions.

**Siniora Food Industries Company Jordan 2024 Waste Reduction Initiatives**

Siniora Jordan has a comprehensive Waste Management System to ensure the safe disposal and management of waste generated from both production and supporting operations. The system classifies waste according to local regulations and its placement within recycling systems. Key highlights of the system include:

- Waste tracking forms designed to monitor all types of waste
- Training materials incorporated into the annual employee training plans for 2023-2024
- A partnership agreement with a recycling organization for office paper recycling
- Buy-Back Agreement for Wood Pallets. Approximately 500 new pallets are now secured each month for warehouse use in return for 2,700 used pallets instead of getting discarded as waste.
- Recycling Competition (“Instead of Throwing It Away... Recycle It!”) – Employees collected over 1,000 kg of paper as part of an initiative to promote recycling and encourage active participation in sustainability efforts. Winners were awarded cash prizes, further motivating engagement.

**Other Waste Reduction Initiatives in 2024**

- In 2024, APIC Amman launched an office paper recycling initiative, successfully recycling 221 kg of paper, reinforcing our commitment to sustainability and waste reduction.
- Unipal has transitioned to sustainable document disposal in line with sustainability policies, where documents are destroyed through shredding and recycling through a third-party.
- Unipal implements a pallet refurbishment and reuse program by assigning skilled warehouse employees to repair and maintain the pallets.
- MSS has made significant strides in reducing its environmental impact by revising its packaging strategies to minimize cardboard usage. The company introduced a wider range of packaging sizes, allowing for more efficient use of cardboard without compromising product protection or integrity. The new packaging is more compact and uses less filling material, further reducing waste.







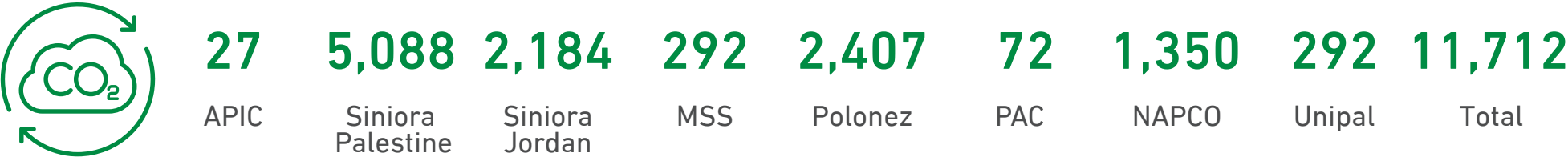
Total emissions intensity 0.13 tons/ tons of product.

## CO<sub>2</sub> 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 (tCO<sub>2</sub>e)





**Siniora Food Industries in Jordan Reduces Emissions in Expansion Project**

As part of its ongoing commitment to sustainability, in 2024, Siniora Food Industries Jordan has integrated energy-efficient equipment and low-emission technologies into its latest expansion project. These upgrades are designed to reduce environmental impact while enhancing operational efficiency. Siniora Food Industries in Jordan installed an LPG-powered boiler to supply thermal energy for the new production line. LPG (Liquefied Petroleum Gas) is a cleaner alternative with lower emissions, as it produces significantly fewer emissions, including greenhouse gases, nitrogen oxides, and sulphur dioxide, reducing environmental pollutants, and lower operating costs.



**APIC Group Air Quality Monitoring**

As part of its commitment to health and environmental safety, APIC has deployed 24 advanced air quality monitoring devices across all its locations in 2024. These state-of-the-art devices provide real-time readings of key air quality indicators, ensuring a healthier work environment for employees and visitors.

**Comprehensive Monitoring: The devices continuously tracks 16 parameters, most notably it continuously measures:**

**Particulate Matter (PM)** 1, 2.5, 4 and 10, consists of tiny airborne particles from dust, smoke, vehicle emissions, and industrial activities. The numbers refer to the size of the particles in micrometers (µm). Smaller particles (PM1, PM2.5) can penetrate deep into the lungs, while larger particles (PM4, PM10) can cause irritation and respiratory issues.

Why it's important to measure: PM levels indicate air pollution and potential health risks, especially in areas with high traffic, construction, or industrial operations.

Impact of high readings:

Short-term effects: Irritation of the eyes, nose, and throat; coughing and sneezing; worsened asthma symptoms.

Long-term effects: Increased risk of respiratory diseases, lung cancer, and cardiovascular problems. PM2.5 is particularly harmful as it can reach the bloodstream.

**Total Volatile Organic Compounds (TVOC)** are a group of toxic chemicals emitted from products like paints, cleaning agents, office furniture, and building materials. TVOCs include hundreds of different chemicals (e.g., formaldehyde, benzene, toluene) which are airborne carcinogens that can cause organ damage, neurological issues, and hormonal disruptions.

Why it's important to measure: High TVOC levels indicate poor indoor air quality and exposure to potentially toxic chemicals.

Impact of high readings:

Short-term effects: Headaches, dizziness, nausea, and irritation of the eyes, nose, and throat.

Long-term effects: Prolonged exposure may contribute to organ damage, nervous system disorders, and even cancer.





**Carbon Monoxide (CO)** is a colourless, odourless gas produced by burning fuels (e.g., gas stoves, car exhaust, faulty heating systems).

Why it's important to measure: CO is highly toxic, and even low exposure can have harmful effects. Without proper monitoring, CO leaks can go unnoticed.

Impact of high readings:

Short-term effects: Dizziness, confusion, nausea, and fatigue.

Severe exposure: Can lead to unconsciousness, brain damage, or death (commonly known as carbon monoxide poisoning).

**Carbon Dioxide (CO2)** is naturally present in the air but rises due to human respiration and poor ventilation in enclosed spaces.

Why it's important to measure: High CO2 levels indicate inadequate ventilation, which can impact cognitive function and overall well-being.

Impact of high readings:

Short-term effects: Drowsiness, reduced concentration, headaches, and difficulty breathing.

Long-term effects: Chronic fatigue, reduced workplace productivity, and increased risk of indoor air pollution.

**Nitrogen Dioxide (NO2)** is a reddish-brown gas produced mainly from vehicle emissions, power plants, and industrial activities.

Why it's important to measure: NO2 is a major air pollutant that contributes to respiratory problems and environmental damage.

Impact of high readings:

Short-term effects: Irritation of the airways, coughing, and shortness of breath.

Long-term effects: Increased risk of asthma, lung infections, and cardiovascular diseases. NO2 is also a key component of smog.

**Sulphur Dioxide (SO2)** A pungent gas released from burning fossil fuels, industrial processes, and volcanic eruptions.

Why it's important to measure: SO2 is a major air pollutant that can cause respiratory issues and contribute to acid rain.

Impact of high readings:

Short-term effects: Throat irritation, difficulty breathing, and worsened asthma symptoms.

Long-term effects: Chronic lung diseases, heart problems, and environmental damage (acid rain harms ecosystems and buildings).

**Ammonia (NH3)** is a highly reactive, pungent gas found in industrial, agricultural, and household environments. It poses significant health, workplace, and environmental risks, making regular monitoring essential.

Why it's important to measure: Common in fertilizer production, refrigeration, and cleaning industries, ammonia can be hazardous, requiring monitoring to prevent toxic exposure and explosions. It also contaminates water, harming ecosystems.

Impact of high readings:

Short-term: Irritation, breathing difficulties, dizziness.

Long-term: Lung damage, chronic illness, industrial hazards.

**Other valuable data on indoor air quality include temperature, humidity, air pressure, lighting, and noise**

**Health & Safety Compliance:** Standard Operating Procedures (SOPs) were developed to establish safe air quality thresholds in alignment with the World Health Organisation (WHO), Occupational Safety and Health Administration (OSHA), and other global health standards. The SOPs outline device management and placement, acceptable thresholds, and actions to take in case of high readings.



**Proactive Risk Management:** By leveraging real-time data, APIC can detect and respond to potential air quality issues immediately, ensuring optimal indoor conditions and minimizing health risks. For example, Siniora Palestine data from the air quality monitors showed that the cafeteria's extraction fan effectively maintained air quality throughout the day—except during lunch hour, when spikes in CO2 levels indicated inadequate ventilation.

By analysing these trends, Siniora Palestine's health and safety team pinpointed the exact time and location of the issue and enhanced the ventilation system to handle the increased occupancy during peak hours. With the optimized extraction system, air quality levels now remain stable even during high-traffic periods, ensuring a healthier and more comfortable dining space for employees.

With these enhancements, APIC Group continues to set industry benchmarks for workplace safety, demonstrating leadership in environmental responsibility and employee health protection.



# 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.





**Tree Planting on World Conservation Day 2024**

In commemoration of World Conservation Day 2024, and one year since the launch of the sustainability programme at APIC Group, employees at APIC Palestine, Siniora Palestine, MSS, and NAPCO took part in a meaningful environmental initiative, combining tree planting with a community clean-up to promote sustainability and conservation.

**Tree Planting:** Employees and community members gathered to plant a variety of trees on company grounds, contributing to biodiversity and helping combat carbon emissions. The event focused on restoring natural habitats and enriching the environment for future generations by planting more than 200 trees.

**Surrounding Area Clean-Up:** Volunteers worked together to clean up litter and waste from public areas, enhancing the beauty of local landscapes and ensuring a safer, cleaner environment for wildlife and the community.

**Community Engagement:** The event fostered a sense of teamwork and environmental responsibility among participants, encouraging greater involvement in conservation efforts





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	<a href="#">APIC website</a>
GRI2-18	Evaluation of the performance of the highest governance body	Not available
GRI2-19	Remuneration policies	Annual Report
GRI2-20	Process to determine remuneration	Annual Report
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 <sub>2</sub> 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	Not available
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	Not available
GRI403-10	Work-related ill health	None
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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