

Thank you.. The annual report on the Environmental, Social And Governance Disclosures has been successfully registered and your registration code number is 41996. You are kindly requested to print the report and attach it to the annual report of the Board of Directors attached to the annual financial statements for the .year 2024/2025



الهيئة العامة للرقابة المالية
FINANCIAL REGULATORY AUTHORITY



Annual report for FY 2024/2025

on Environmental, Social and Governance Disclosures Related to Sustainability (ESG)

In implementation of the authority's Decrees no. (107) and (108) for the year 2021

First: Introduction

This report on the disclosure of Environmental, Social and Governance (ESG) reflects the strength of the company's management to implement the principles of sustainable development and integrate sustainability practices into the company's activities and operations, which generates confidence among investors that enables them to make informed investment decision, By identifying risks and opportunities that may not be monitored by traditional financial reports, especially in light of the increasing demand by investors for **ESG** Data and how companies integrate sustainability practices into the

daily operations and activates in order manage the risks and opportunities associated with the various dimensions of sustainability, and thus enhance its financial position. Based on the **FRA** responsibility towards **NBFI** including listed Companies on the Egyptian Stock Exchange, and within the framework of assisting these companies to submit annual reports to disclose ESG sustainability standards in accordance with the **FRA** decisions No. **107** and **108** of **2021**, and to facilitate them, the **FRA** has prepared this electronic form to companies to fulfill the **KPIs** for the disclosure of sustainability standards **ESG**

Therefore, please be careful, accurate and transparent when filling out this form, and please attach the report form within the annual report prepared by the Board of Directors attached to the annual financial statements for the year 2024/2025 In case of any inquiries related to this matter, you can contact sustainable development department via email

sustainable.development@fra.gov.eg

Secand: Basic Data on The Status of Company

Select the company's name:Qalaa Holdings .1

Select the company's sector:Finance and Banking .2

Third: Basic Data of The Person Responsible for Completing The Report

Name :Ahmed Salman .1

Job Title:Sustainability Specialist .2

Email:Asalman@qalaaholdings.com .3

Fourth: Environmental KPIs

Environmental Operations & Oversight (E1).1

Has the company developed any official Environmental and Social (E&S) or .1
?Sustainability policies

Yes

From the outset, Qalaa Holdings embraces a multifaceted investment strategy guided by a balanced economic, environmental, social, and governance (EESG) framework. The company has established a structured approach to integrating sustainability into a business model, ensuring long-term value creation for stakeholders, and prioritizing responsible investment practices. This triple bottom line approach has allowed us to build a diverse portfolio of impactful companies spanning various strategic sectors, fostering sustainable inclusive economic .growth and job creation across Egypt and Africa

As part of our commitment to “Lead by Example”, we continue to deploy a structured approach towards deeper integration of sustainability that goes beyond compliance as a core business driver, embedding EESG into decision making, aligning our targets with long term value creation throughout our operations. Additionally, we also focus on setting goals and targets that incorporate sustainable and responsible practices into strategic business .activities across the Group, its subsidiaries, and its various stakeholders

Governance structures play a critical role in ensuring accountability. To that end, Qalaa Holdings has developed a comprehensive Sustainability Strategy and Policy Framework that integrates and guides all sustainability-related practices across operations, practices, and business functions, making sustainability a shared priority. The Sustainability Strategy serves as a roadmap for advancing economic, environmental, social, and governance (EESG) objectives, while the accompanying policy frameworks—including Environmental, Climate, Water, and Diversity, Equity, and Inclusion (DEI) Policies—set clear principles and commitments to drive sustainable impact. Qalaa Holdings aims to cascade this strategy and policy framework across its subsidiaries, embedding sustainability at all levels of its operations. These policies reinforce the company's dedication to operational excellence, resilience, and ethical leadership and human capital - skilling, reskilling and upskilling- as enablers of responsible practices and .fostering a more sustainable and inclusive future

We also go beyond internal action to shaping industry-wide progress, from advocating for energy subsidy removal and right pricing of resources and energy in particular, to bringing greener solutions & services to market through advocacy efforts and engaging in collaborative initiatives with peers, private sector, .government and with international developmental organizations

This approach is carried out through our subsidiaries, operations, policies and :solutions, including but not limited to

:The Egyptian Refining Company (ERC) – Energy Efficiency Solution -

o ERC has issued its operational Health & Safety, Community Development, Environment, and Quality policy that includes sustainability and governance standards according to ISO 9001,14001, 45001, and GRI Sustainability Standards. The company provides a leading model in the energy sector as the first company in the oil & gas sector to issue the first sustainability and governance report that includes gender equality and women's empowerment standards, concepts of social responsibility and environmental sustainability, as well as preparing a GHG .inventory report and emissions reduction roadmap

For ERC's HSE policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ERC/ERC-OccupationalHealth,Safety,Social,EnvironmentalQualityPolicy.pdf?csf=1&web=1&e=lcFKXP

:NRPMC – Green Transport Solution -

- o The company is doing EIA's for all locations and new projects to ensure all environmental requirements mentioned in Egyptian law apply

For NRPMC's 14001 ISO, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/NRPMC/NRPMC-ISO14001.pdf?csf=1&web=1&e=bTOaFZ

:Tawazon (ECARU) & (ENTAG) – Circular Economy Solutions -

- o The Egyptian Company for Solid Waste Recycling (ECARU) has developed and implemented Environmental and Social (E&S) sustainability policies. These policies guide the company's operations in waste management, treatment, and recycling while ensuring environmental sustainability and contributing to social sustainability goals

- o Similarly, Engineering Tasks Group (ENTAG) specializes in the design, construction, and installation of waste management systems, including sanitary landfills. ENTAG has established its environmental policies within its Project Management processes, adhering to international environmental standards to ensure compliance and sustainability

:ARESCO -

- o The company has the social Responsibility policy ISO 26000

For ARESCO's Social Responsibility Policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOSocialResponsibilityPolicy.pdf?csf=1&web=1&e=e5jmOs

For ARESCO's Quality & HSE Policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOQualityHSEPolicy.pdf?csf=1&web=1&e=TKLkWp

ASCOM (including ACCM & GlassRock) – Responsible Infrastructure, and an -
.Energy Efficiency Solution

o The company has its environmental policy as well as an integrated management
.system (IMS) manual i.e., quality, environment, sustainability, health and safety

For ACCM's Quality & HSE Policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ACCM/ACCM-QualityHSEPolicy.pdf?csf=1&web=1&e=5WbLbz

For GlassRock's integrated management system (IMS) manual, check this link:
https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRockIMSManual.pdf?csf=1&web=1&e=IJ3e9v

Is this policy originating from within the company or derived from global or .2
?national policies

Yes

Qalaa Holdings is committed to leading-by-example as a responsible investor while voluntarily aligning our operations with international best practices, guided by the United Nations Sustainable Development Goals (SDGs) and Egypt's National Vision 2030. Our sustainability efforts focus on key areas such as education, human rights, labor, gender equality, governance, and environmental
.sustainability

These policies are developed internally, drawing on both in-house expertise and external frameworks, including national policies, global best practices, and

international standards. They reflect Qalaa and its subsidiaries' adherence to
:below principles that ensure alignment with global and local priorities
Commitment to the Triple Bottom Line and "Lead by Example" Strategies: As a •
responsible investor, Qalaa prioritizes economic, environmental, and social
.aspects, embedding these principles into the company's DNA
Alignment with Global and National Frameworks: Qalaa integrates global and •
nationally recognized best practices into its operations by aligning all practices
with the United Nations Sustainable Development Goals (SDGs) and Egypt's
.Vision 2030

United Nations Global Compact (UNGC) Membership: Since becoming a •
founding member of the UNGC in 2014, Qalaa has upheld its 10 principles and
contributed to collective global action. The company implements robust codes of
conduct, regulations, and procedures in compliance with these principles across
all levels. In the same year, Qalaa published its first sustainability report under the
GRI standard, earning an "A Rating" across Africa. Additionally, it proudly joined
the "Business Ambition for 1.5°C" initiative, becoming the first Egyptian company
and one of the initial 177 global firms addressing climate change challenges.
Qalaa also recently joined the energy committee at Chapter Zero Egypt, further
reinforcing its corporate responsibility and leadership in mitigating carbon
.emissions for a sustainable future

Adherence to IFC KPIs: Qalaa aligns with the International Finance Corporation's •
(IFC) key performance indicators for managing environmental, social, and
.governance risks

Governance and Corporate Responsibility: Upholding the highest standards of •
governance, Qalaa emphasizes transparency and integrity in its reporting
mechanisms and frameworks. The company remains fully compliant with
Financial Regulatory Authority mandates and demonstrates unwavering
dedication to environmental and social sustainability, as well as governance
.principles

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC is steadfast in adhering to its sustainability policies, rooted in its self-imposed commitment to local environmental standards, encompassing Egyptian environmental law, waste management regulation law, and other pertinent legislations and ministerial directives. Furthermore, ERC aligns its practices with international benchmarks, including those established by the International Finance Corporation (IFC), the United Nations Sustainable Development Goals (SDGs), and Egypt's National Vision for Sustainability 2030**

:NRPMC -

- .o The company is following national policy (law 964 for 2015)**

:Tawazon (ECARU) & (ENTAG) -

- o ECARU's Environmental and Social (E&S) policies are derived from and aligned with national and global standards, with a particular focus on the following entities**

- o ECARU operates in accordance with the national strategy for solid waste management in Egypt**

- o The company actively contributes to achieving the United Nations Sustainable Development Goals (SDGs), with particular focus on the below SDG goals**

□ Goal 5: Gender Equality

□ Goal 7: Affordable and Clean Energy

□ Goal 11: Sustainable Cities and Communities

□ Goal 12: Responsible Consumption and Production

□ Goal 13: Climate Action

□ Goal 17: Partnerships for the Goals

- o Through its waste management and recycling operations, ECARU ensures compliance with national environmental regulations and contributes to global sustainability initiatives**

:ARESCO -

- o ARESCO adheres to evolving local and international standards, including emerging regulations related to climate change and sustainability**

- o ARESCO adheres to national regulations and international guidelines ensuring
lawful and socially responsible practices
:ASCOM -
- o The policy is originated internally and among the Qalaa Holdings objectives and
targets
:o GlassRock
- The integrated management system (IMS) is compliant with ISO 9001:2015,
14001:2015 & OSHAS 18001:2007 standards, current good manufacturing Practice
and other applicable product standards. Additionally, it's complaint with country
legislation and rules
:o ACCM
- The policy is originated internally and among the Qalaa Holdings objectives and
targets

Does the company identify and assess the environmental and social risks .3
?arising from its economic activity

Yes

At Qalaa Holdings and its subsidiaries, the investment committee and dedicated risk management officer evolve our risk management frameworks to integrate EESG and climate-related financial and operational risks, embedding them in stress testing, portfolio management, and scenario planning. These assessments cover our diverse portfolio of companies and investments across various sectors. At the group level, the risk management officer performs comprehensive periodic evaluations to identify and assess the environmental and social risks stemming from our operations. The company adheres to environmental and governance regulations, ensuring the evaluation of potential risks related to labor standards, recruitment practices, occupational health, and safety. This approach supports the adoption of the highest industry standards, minimizing potential risks across our sectors of operation.

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC conducted a full-fledged study to assess environmental and societal risks, in addition to implementing a set of advanced reporting tools to evaluate projects,

:which included, but not limited to the following

- The company is dedicated to rigorously managing greenhouse gas (GHG) risks by studying and identifying strategies to minimize GHG emissions. This includes calculating GHG emissions and maintaining an inventory for the base year, with ongoing monitoring through GHG inventory reports and decarbonization plans. Recognizing the significance of proactive environmental measures, the company actively engages in issuing pertinent reports and voluntarily participates in various initiatives aimed at reducing GHG emissions. It also prioritizes energy and fuel consumption rationalization, as well as reporting and disclosing the environmental impacts of projects. Additionally, the company joins mandatory .reporting programs and actively participates in carbon markets**
- ERC was the first refinery to publish a GHG inventory report in the Oil & Gas .sector, in addition to issuing its first Sustainability Report in 2021**
- The company began to issue an annual report to monitor the volume & inventory of (GHG) and electricity consumption. It's worth noting that the system for preparing this report is in strict accordance with the standards and guidelines of the Greenhouse Gas Protocol (GHG), corporate accounting and reporting standards, the International Finance Corporation, the Intergovernmental Panel on Climate Change (IPCC) standards, and the American Petroleum Institute (API) memorandum. The report also complies with ISO 16064, which was recently .crowned by issuing 2021 and 2022 GHG inventory reports**
- The company has started the process of verification of its GHG emissions inventory reports by an accredited third party, which was already done for the 2021 and 2022 reports. As part of its keenness to issue this report with the highest levels of integrity and transparency, one of the major consulting offices conducts a comprehensive review of all the data contained in the report before publishing**

it; to ensure the correctness and quality of the data and the integrity of the
.procedures followed to ensure and control quality

□ The company has implemented a comprehensive set of procedures and an environmental management system to regularly identify and monitor environmental aspects and components of project operations. This includes assessing environmental impacts during normal operations and planned maintenance activities, both major and minor. Through these measures, the company conducts a thorough review of all data included in the report before its issuance, ensuring the accuracy and quality of the data and the integrity of the
.procedures followed to ensure and monitor quality

:NRPMC -

o The company regularly conducts an Environmental register to monitor the current situation to ensure that hazards and pollution that come from our
.economic activity are within limits according to the law

:Tawazon (ECARU) & (ENTAG) -

o Egyptian Company for Solid Waste Recycling (ECARU) actively identifies and assesses environmental and social risks associated with its economic activities

:by conducting the below

□ Conducting Environmental Impact Assessments (EIA) to evaluate potential environmental and societal risks. These assessments help ECARU implement
.mitigation strategies to reduce negative effects on the environment and society

□ Following national and international standards in waste management, recycling, and resource conservation, ensuring that risks are minimized while promoting
.sustainable practices

o By continuously monitoring and addressing environmental and social impacts, ECARU ensures responsible operations that align with sustainability goals and
.regulatory compliance

:ARESCO -

o The company issued an environmental monitoring report, in collaboration with a third-party consultant, to ensure compliance with the Egyptian Environmental

.Affairs Agency (EEAA) and assess air quality in the existing environment

For ARESCO's environmental monitoring report, check this link:

https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCO-EnvironmentalMonitoringReport.pdf?csf=1&web=1&e=msFFEn:ASCOM (Including GlassRock and ACCM) -

o The company has its risk and opportunity register (Environmental, social, and business risk among all activities)

**Does the company follow specific policies concerned with waste recycling, .4
?water consumption, or energy consumption**

Yes

Qalaa Holdings and most of its subsidiaries have implemented specific policies focused on waste recycling, water consumption, and energy efficiency. These policies are part of ongoing initiatives to establish a standardized approach for all entities, alongside unified reporting protocols. Qalaa Holdings is in the process of working towards adopting a consistent strategy across subsidiaries to ensure responsible waste management and efficient resource use, with standardized .reporting procedures to be applied throughout the group
:Examples at subsidiary level, including but not limited to
:The Egyptian Refining Company (ERC) -
ERC adheres to a waste management plan, based on the Egyptian environmental law, waste management regulations, and World Bank standards, conducting an environmental and social impact assessment study for the company. In this context, approximately 365.7 tons of municipal solid waste and over 3801.421 tons of hazardous waste resulting from ERC's operations have been collected and .redirected to licensed waste management facilities
As part of its sustainable consumption and production policy, the company

operates a cooling system using an environmentally friendly closed-loop water cycle, with water reuse facilitated by cooling towers, thereby enhancing water efficiency. Additionally, the company collects gases generated from refining processes, processes them, and subsequently reuses them as fuel to reduce natural gas consumption. Furthermore, the Egyptian Refining Company regularly updates its systems, including the installation of environmental measurement systems by Cairo Petroleum Refining Company in accordance with the contract terms between them

- o ERC has issued its water efficiency assessment study project as a part of its commitment to sustainable development goals and resource efficiency :Dina Farms -

- o The company follows the policies regarding waste recycling, water and energy consumption below

:□ Energy Consumption Policies

- Dina Farms utilizes cutting-edge high-efficiency irrigation systems to reduce water consumption

:□ Energy Consumption Policies

- The company promotes energy conservation by establishing a 6-megawatt solar power station, implemented by TAQA Arabia, funded by the European Bank for Reconstruction and Development. This solar power station meets approximately 20% of Dina Farms' total energy consumption

:□ Waste Recycling Policies

- Animal manure is utilized as an organic fertilizer for agricultural fertilization :NRPMC -

- o The company is keen to separate waste and make deals with contractors registered with the government to collect all waste regularly

:Tawazon: (ECARU) & (ENTAG) -

- o ECARU has specific policies focused on waste recycling, water consumption, and energy consumption, ensuring sustainable resource management. These policies entail the following

:□ Waste Recycling Policies

- ECARU implements advanced solid waste recycling strategies to increase .recycling rates and minimize landfill disposal
- In Dakahlia Governorate, ECARU has achieved a low sanitary burial rate of only .29%, with some facilities reaching 22%
 - :□ The company specializes in production
 - Alternative fuels from waste (Refuse-Derived Fuel – RDF, Biomass)
 - Compost for agricultural use
 - Recovered materials for industrial applications (e.g., paper, MDF)
 - ECARU follows a similar policy, adopting global waste management .technologies to increase recycling efficiency and reduce landfill dependency

:□ Water Consumption Policies

- .□ ECARU tracks and measures annual water consumption at all operational sites
 - .□ Contract with sanitation companies for responsible wastewater disposal
 - Water conservation initiatives are integrated into operational processes to .reduce excess water usage

:□ Energy Consumption Policies

- Tawazon (ECARU's parent company) focuses on providing waste-derived .energy solutions, offering alternatives to coal and natural gas
- ECARU aims to reduce fossil fuel reliance by 40% by 2025, contributing to a .20,000-metric-ton reduction in CO₂ emissions annually
- ENTAG also follows an energy reduction strategy, targeting a 30% decrease in .fossil fuel use by 2025, cutting 5,000 metric tons of CO₂ annually
 - Research and energy optimization studies have helped reduce electricity .consumption across operations

- o These policies demonstrate ECARU and ENTAG's commitment to environmental .sustainability and their alignment with global climate action goals

:ARESCO -

- o There is a sewage treatment unit for water treatment, which is then used in agricultural purposes

:ASCOM -

o The company has its policy for resource efficiency. The power saving and usage of the unique renewable projects of solar panels projects are ongoing and tracked through KPI's

:o GlassRock and ACCM

□ The company has a policy for industrial wastewater recycling, achieving 100% recycling with zero discharge to the municipality. Additionally, up to 60% of solid waste from production lines, including glass cullet and edge trims, is recycled.

Power saving as well as natural gas consumption projects are ongoing and tracked through KPI's

Does the company set any goals related to reducing greenhouse gas (GHG) emissions?

Yes

Qalaa has been actively working to accelerate the transition to a low-carbon economy, taking concrete actions towards achieving climate neutrality and net-zero emissions, alongside its rigorous implementation of carbon emission prevention plans. Within this strategic framework, the company is committed to implementing an environmental monitoring program to assess air quality in its surrounding areas, aiming to preserve air cleanliness in adjacent communities.

Additionally, the company is working on enhancing its resources, energy efficiency, and completing benchmarking to set carbon reduction goals towards net-zero emissions by 2050. To achieve this goal, Qalaa and its subsidiaries have established the necessary infrastructure to measure and manage its progress, such as climate, water, and waste-related policies that play a crucial role in regulating how Qalaa utilizes its resources. Notably, Qalaa was among the early

Egyptian companies to commit and join the "Business Ambition for 1.5°C" campaign, Chapter Zero initiative and Africa Business Leaders Coalition (ABLC) to address the challenge of climate change. By joining such campaign, the company

reaffirms its responsibility and leadership in efforts to reduce its carbon footprint,
.achieve decarbonization, and build a more sustainable future

At the subsidiary level, most of the companies measure and monitor emissions,
seeking to reduce them, and ensure prudent resource consumption and optimal
.use of energy sources, gradually transitioning to clean and renewable energy

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC's environmental teams have initiated the implementation of the
"Sustainability Reporting and GHG Monitoring & Accounting System" program,
aligning with the attainment of Goal 13 within the UN Sustainable Development

:Goals. This implementation encompasses the following stages

□ Appointing key personnel from each department to be the focal point regarding
.GHG & Sustainability data

□ Development of all relevant administrative procedures establishing a framework
for measuring and monitoring greenhouse gas emissions and disclosing
sustainability practices to ensure their consistent implementation and adherence
.by senior management

□ Finally, completing the data gathering process and final disclosure of project
:results, including

Issuing official greenhouse gases inventory reports for 2020/2021, 2022 and 2023 .
.through a third-party

.Completing the final version of the sustainability report for 2020-2022 .

Verifying both 2021 and 2022 inventory reports through an accredited third-party.
.consultant

:NRPMC -

o The company follows the Egyptian law in Coal storage and trading regulation,
and this helps in avoiding contamination of groundwater and controlling the
.dispersion of dust

Tawazon: (ECARU) & (ENTAG) -

o ECARU and ENTAG have set clear GHG (Greenhouse Gas) reduction goals as

part of their commitment to environmental sustainability and clean energy
.transition

:o ECARU's GHG Reduction Goals included

- Under its contract with Dakahlia Governorate, ECARU provides solid waste
.treatment and recycling services for 3,500 tons/day

- The company aims to reduce 200,000 metric tons of CO₂ equivalent annually

- ECARU has set a strategic goal to reduce fossil fuel reliance by 40% by 2025,
.cutting an additional 20,000 metric tons of CO₂ equivalent per year

:o ENTAG's GHG Reduction Goals included

- ENTAG is transitioning towards clean energy in its operations by reducing fossil
.fuel dependency by 30% by 2025

- This initiative is expected to cut 5,000 metric tons of CO₂ equivalent annually

:o Additional GHG Reduction Measures included

- Production of alternative fuels (RDF, biomass) to replace traditional fossil fuels
.in cement kilns

- Efficient waste recycling practices that prevent methane emissions from landfill
.disposal

- Implementation of sustainable energy solutions to optimize electricity and fuel
.consumption

- o These efforts align with global climate goals and support Egypt's national
decarbonization strategy

For ENTAG's GHG Report, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Tawazon/ENTAG-GHGmeasuring.pdf?csf=1&web=1&e=aQEZHP

:ARESCO -

- o The company conducts environmental measures on a yearly basis to reduce
.emissions

:ASCOM (Including GlassRock and ACCM) -

- o The company regularly updates its carbon footprint and Environmental Product

Declarations (EPDs), in addition to setting KPIs to reduce greenhouse gas (GHG) emissions

For GlassRock's EPD, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRock-EPD.pdf?csf=1&web=1&e=4aeWZF

For GlassRock's Green Compliance document, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRock-GreenCompliance.pdf?csf=1&web=1&e=ZrVU95

Does the management have any system/certification regarding the company's environmental practices (ISO 14001 certification)

Yes

Most of Qalaa's companies in various sectors have obtained certificates related to their environmental practices with the implementation of the quality system in accordance with the requirements of international standards

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC is in the process of acquiring ISO 9001, ISO 14001, and ISO 45001 quality certifications

Tawazon: (ECARU) & (ENTAG) -

o Both ECARU and ENTAG have implemented internationally recognized environmental management systems and hold ISO 14001 certification, demonstrating their commitment to environmental sustainability and compliance

:o Certified Environmental Management Systems

□ ECARU applies a comprehensive quality and environmental management system, certified under

- ISO 9001 – Quality Management System
- ISO 14001 – Environmental Management System
- ISO 45001 – Occupational Health & Safety Management System
- ENTAG follows similar standards, ensuring environmental responsibility in :project design, construction, and operation, with certifications in
 - ISO 9001 – Quality Management System
 - ISO 14001 – Environmental Management System
- ISO 18001 (previously for OHS, now replaced by ISO 45001) – Occupational Safety

:□ Key Benefits of ISO 14001 Certification

- .□ Ensures systematic environmental impact assessments
- Supports regulatory compliance with national and international environmental .laws
- .□ Promotes efficient resource use and waste reduction
- .□ Strengthens corporate sustainability efforts and climate action goals
- This certification reinforces ECARU and ENTAG’s commitment to sustainable environmental practices, reducing their carbon footprint and enhancing waste .recycling efficiencies

For ECARU’s certificates, check this link: [https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Tawazon/22-A-1553,22-C-0789,22-O-0949Rev0\(ECARU\).pdf?csf=1&web=1&e=l6Nfrd](https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Tawazon/22-A-1553,22-C-0789,22-O-0949Rev0(ECARU).pdf?csf=1&web=1&e=l6Nfrd)

:ARESCO -

o The company has certification of ISO 14001:2015

For ARESCO’s ISO 14001 certification, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCO-ISO140012015Certificate.pdf?csf=1&web=1&e=j3F6sL

For ARESCO’s ISO 45001 certification, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/

FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCO-ISO450012018Certificate.pdf?csf=1&web=1&e=5qggre

:ASCOM -

o The company is registered and certified ISO 9001:2015 & HSE registers are available

:o GlassRock and ACCM

□ The companies are registered and certified with ISO 14001:2015 & ISO 45001:2018

For GlassRock's ISO 9001 certification, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRock-ISO9001.pdf?csf=1&web=1&e=7RDCS5

For GlassRock's ISO 14001 certification, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRock-ISO14001.pdf?csf=1&web=1&e=AeLcSh

For ARESCO's ISO 45001 certification, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/GlassRock/GlassRock-ISO45001.pdf?csf=1&web=1&e=VR3UTn

Carbon Emissions / Greenhouse gases (GHG) (E2).2

Does the company calculate the total amount of carbon emissions (Carbon .1 ?Footprint) in metric tons

Yes

Qalaa's climate policy aims to minimize the carbon footprint of its business to achieve net zero. Qalaa has adopted a multi-pronged investment strategy that places environmental sustainability, innovation, and value creation at the core of its operations. The company's climate strategy is based on ensuring that all its businesses and subsidiaries comply with all the climate laws and regulations of the various countries in which it operates. Ensuring compliance of all its operations and those of its subsidiaries with climate laws and regulations in various countries of operation, prioritizing investment in green projects that ensure energy security. In this context, several key companies within the Qalaa Holdings group calculate their total carbon emissions annually, with plans underway to extend this practice to the rest of the group's companies. Gradually transitioning its operations to clean energy and reducing the carbon footprint of its projects

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC has issued its first annual GHG inventory report, which amounted to 1.3, 1.577, and 1.38 metric tons of carbon dioxide equivalent for 2021, 2022, and 2023 respectively. The project's results include the following

- 29% reduction in total sulfur dioxide emissions through the production of solar conforming to European specifications
- Preventing 186 thousand sulfur dioxide emissions and preventing 93,000 tons of sulfur emissions in the atmosphere of Cairo annually
- All refineries of ERC are equipped with low-NOx stoves, which keep the concentration of nitrogen oxides at low levels, as well as the use of natural gas as a clean fuel. The Egyptian Refining Company has developed an around-the-clock environmental monitoring program to monitor the air quality in areas affected by refining emissions and chimneys, in order to maintain air purity in the surrounding communities
- ERC recently established a 34-kW solar power plant to provide the amount of electricity needed for the company's administrative offices, which contributed to

.reducing greenhouse gas emissions generated by target 2

:GlassRock -

o The company monitors and calculates the total amount of carbon emissions. In 2024, the total amount of carbon emissions was 8,168 tons of carbon dioxide

:Tawazon (ECARU) & (ENTAG) -

o ECARU has been calculating its carbon emissions (carbon footprint) annually since 2008. It is the only Egyptian company registered under the Clean Development Mechanism (CDM) since 2011 for its Municipal Solid Waste Recycling Project in South Cairo. As part of its sustainability initiatives, ECARU tracks and reports its carbon emissions to measure the environmental impact of its waste recycling and treatment operations

o ENTAG began carbon footprint calculations in 2023. This is part of the company's strategy to reduce reliance on fossil fuels and transition toward clean energy alternatives

o Both companies are actively monitoring, managing, and reducing their carbon emissions, supporting Egypt's climate action strategy and global decarbonization goals

For ENTAG's GHG measurements, check this link: https://citadelcapitalegypt-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Tawazon/ENTAG-GHGmeasuring.pdf?csf=1&web=1&e=0yc7dr

Energy sources usage and diversification (E3).3

?Does the company calculate the total amount of energy directly consumed .1

Yes

Most of Qalaa's major companies calculate the total volume of energy consumed
.annually

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC calculates the total amount of energy consumed periodically through its

:Operations Technology Department according to the following

.☐ Scope One: Direct emissions

.☐ GHG

.☐ Fuel burning - Owned vehicles

.☐ Fuel burning - Diesel

☐ Fuel burning - Natural Gas

.☐ Refrigerant leakage

.☐ Scope Two: Direct emissions

.☐ Purchased and generated electricity

.☐ Scope Three: Indirect emissions

.☐ Fuel burning - Owned vehicles

.☐ Fuel burning - Diesel

.☐ Fuel burning - Natural Gas

.☐ Water usage & wastewater treatment

.☐ Solid waste disposal

.☐ Purchased goods

.☐ Downstream transportation

.☐ Fuel Burning – Business travel

.☐ Travel

.☐ Exports

.☐ Paper consumption

:NRPMC -

o The company is keen to make Environmental Measurements regularly through
one of the documented labs from EEAA

:Tawazon (ECARU) & (ENTAG) -

o ECARU and TAWAZON monitor and calculate total energy consumption to enhance energy efficiency, support the strategic transition to clean energy sources, and reduce reliance on fossil fuels—ultimately contributing to a lower .carbon footprint

o ECARU calculates the total amount of energy directly consumed annually, :including

.□ Electricity consumption across all facilities and operational sites

.□ Fuel usage in various forms (e.g., diesel, biomass, alternative fuels)

:o ENTAG also tracks and measures annual energy consumption from

.□ Direct electricity usage in waste treatment and recycling plants

.□ Fuel consumption in machinery and equipment

o Both companies are committed to sustainable energy management, optimizing .consumption patterns, and adopting renewable energy solutions where possible

:ASCOM -

o Natural gas and power energy are tracked through counters on a daily basis.

.The power factor is existing, and reduction projects are ongoing

:o GlassRock

□ Natural gas and power energy are tracked through counters on a daily basis.

.The power factor is in place with ongoing projects aimed at improving efficiency

:o ACCM

□ The power energy is tracked through counters on a daily basis. The power

.factor is existing, and reduction projects are ongoing

:ARESCO -

o ARESCO monitors energy consumption and production on a regular basis, and there are records

Does the company calculate the percentage of energy consumption according .2
?to the type of generation source

Yes

Most of Qalaa's major companies annually calculate the percentage of energy consumption according to the type of generation source

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC calculates energy consumption according to the source of generation on an annual basis through its Energy Department

:Tawazon (ECARU) & (ENTAG) -

- o Calculating energy consumption based on the type of generation source is essential for monitoring energy efficiency and sustainability efforts. By tracking consumption patterns, ECARU and ENTAG can strategically reduce their reliance on fossil fuels, targeting a 40% reduction for ECARU and 30% for ENTAG by 2025.

This approach also supports the adoption of alternative fuels, contributing to lower carbon emissions and reinforcing the companies' commitment to a more sustainable energy future

- o ECARU calculates the percentage of total energy consumption based on the type of energy source, including

☐ Electricity usage from the national grid

☐ Fossil fuel consumption (diesel, coal alternatives, etc.)

- ☐ Alternative fuel usage (Refuse-Derived Fuel (RDF), biomass, agro-waste-based fuels)

- o Both companies are committed to energy diversification and optimizing their energy mix to align with global sustainability standards

:NRPMC -

- o The company is keen to make Environmental Measurements regularly through one of the documented labs from EEAA

:ASCOM -

- o Yes, the energy, either power, natural gas, or diesel, is tracked

:o GlassRock

- ☐ The company tracks energy consumption by generation source, including power, natural gas, and diesel. This monitoring helps assess energy efficiency

.and supports sustainability initiatives

:ACCM -

o Yes, the energy, either power, natural gas, or diesel, is tracked

?Does the company calculate the percentage of annual saved energy .3

Yes

Most of Qalaa's subsidiaries calculate the percentage of energy saved annually in
.order to periodically evaluate performance to ensure continuous improvement

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

o ERC calculates energy savings on an annual basis through its Energy
.Department

:Tawazon (ECARU) & (ENTAG) -

o ECARU and ENTAG remain committed to sustainable energy management,
ensuring continuous monitoring, reporting, and improvement in energy
.consumption efficiency

o ECARU & ENTAG actively calculate the percentage of energy saved annually
:through

.☐ Research & studies on energy efficiency, leading to optimized energy usage

.☐ Implementation of alternative fuel sources, reducing reliance on fossil fuels

☐ Energy-efficient operational improvements in waste recycling and processing
.plants

:NRPMC -

o The company is keen to make Environmental Measurements regularly through
one of the accredited labs from EEAA

ASCOM (Including GlassRock and ACCM) -

o The KPI is tracked for each ton molten and each ton finished product

?Does the company calculate the total amount of water annual consumed .1

Yes

Most of Qalaa's subsidiaries calculate water usage and monitor bills for consumed water for the purpose of periodic evaluation of performance

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC calculates the total water consumption of all activities on an annual basis, .and the company consumed 6,419,468.79 cubic meters of water**

:Dina Farms -

- o Dina Farms calculates the total amount of water consumed by employing highly efficient irrigation systems and implementing globally sustainable agricultural .practices to preserve water resources**

:Tawazon (ECARU) & (ENTAG) -

- o ECARU and ENTAG track their total annual water consumption, utilizing water .tracking systems to enhance efficiency and minimize waste**

- o Water usage is monitored through consumption bills from service providers across different governorates while drinking water suppliers at multiple .operational sites provide detailed consumption data**

:ARESCO -

- o Aresco monitors the water consumption rate on a monthly and annual basis**

:NRPMC -

- o The company calculates the total amount of annual water consumption through the bills**

:ASCOM (Including GlassRock and ACCM) -

- o Water consumption is tracked for each production line on a daily basis**

Does the company calculate the total amount of annual water recycled and .2
?treated

Yes

Most of Qalaa's subsidiaries calculate the total amount of annual water recycled
.and treated

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC calculates the quantities of recycled water annually and has also developed an industrial wastewater management system where industrial wastewater is collected through separate sewers and directed to the wastewater treatment plant at the Egyptian Refining Company, where it undergoes triple treatment and is confirmed to comply with national standards for drainage and then eventually discharged into the National drainage system. These actions are carried out to contribute to the achievement of SDG 12, which emphasizes responsible .consumption and production

:Tawazon (ECARU) & (ENTAG) -

- o The company tracks its total annual water consumption through service provider data. Water recycling and treatment are managed through sanitation contracts, supporting conservation efforts, ESG compliance, and operational efficiency. The company remains committed to optimizing water use and .minimizing waste

:ASCOM -

- o 100% of industrial wastewater is recycled, while only municipal wastewater goes to drainage
- :o GlassRock

- 100% of industrial wastewater is recycled, while only municipal wastewater goes to drainage

:o ACCM

- ☐ No recycling has been done. Water consumption is very limited to water, while .only municipal wastewater goes to the drainage

Waste Management (E5).5

Does the company calculate the total amount of waste generated or recycled .1
?and that, which has been treated according to type and weight

Yes

Most of Qalaa's subsidiaries calculate the total amount of waste generated or
.recycled

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

.o The quantities of generated and recycled waste are calculated monthly

Tawazon: (ECARU) & (ENTAG) -

o The company is committed to maximizing waste recovery for environmental sustainability and calculates waste based on type and weight, ensuring efficient resource recovery. The company's waste management facilities annually treat 1 million tons of municipal solid waste (MSW) treated to produce organic fertilizer and alternative fuels (RDF, biomass), in addition to recycling 500,000 tons of .agricultural waste for compost, fuel, and industrial supply (paper, MDF)

:NRPMC -

o We are contracting with contractors responsible for disposing of waste from our .sites, and we can calculate the total amount of waste through their bills

:ASCOM (including GlassRock and ACCM) -

o Waste inventory is kept, solid and liquid wastes are identified and the legal .contracts are signed with the authorized companies for safe hazardous disposal

Gender Diversity & Pay Ratio (S1).1

**Does the company disclose the number of male and female employees .1
?according to the type of employment (temporary or permanent)**

Yes

**Qalaa and its subsidiaries disclose the number of male and female employees by
employment type (temporary, permanent, or outsourced) in various mandatory
and voluntary reports. These include the mandatory ESG and TCFD FRA Report,
the UN Global Compact Communication on Progress report (published on the
.UNGC website), and the WEPs initiative portal**

**As part of its accountability and transparent assessment of performance, as well
as fostering data-driven decision-making practices, Qalaa collects sex
.disaggregated data and analyze it to refine gender equality practices and targets**

**The number of male and female employees according to the type of employment
:(temporary or permanent) for Qalaa and its subsidiaries for 2024 is**

Permanent employment: 13,201 -

Temporary employment: 229 -

Outsourced Employment: 4,147 -

**At the subsidiary level, the following subsidiaries undertake various initiatives,
:including but not limited to**

:NRPMC -

**o All the company's employees whether women or men are permanent employees,
and their numbers and type of employment are announced internally and
.externally**

:Tawazon (ECARU) & (ENTAG) -

o ECARU & ENTAG remain committed to transparency and equal opportunities,

where they have gender diversity policies. However, the company discloses the number of male and female employees based on employment type (temporary or permanent)

:ARESCO -

- o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

Does the company disclose the percentage of total employees who are male .2
?and female

The company discloses the percentage of total employees by gender in its annual reports (published on its website), ESG FRA disclosures, and the UN Global Compact Communication on Progress report (available on the UNGC website).

Notably, the male and female employee percentage across Qalaa and its subsidiaries for 2024 is as follows

Males: 95.6% •

Females: 4.4% •

:Examples at subsidiary level, including but not limited to

:ARESCO -

- o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

Does the company disclose the percentage of positions held by males and .3
females (specifically for entry-level and mid-level jobs)

Qalaa and its subsidiaries publicly report the gender distribution across junior and middle-level positions at both Qalaa and subsidiary levels, assessing performance regularly to drive ongoing enhancement. The company discloses this figure annually in its various mandatory and voluntary reports. These include the mandatory ESG and TCFD FRA Report, the UN Global Compact Communication on Progress report (published on the UNGC website), and the WEPs initiative portal. This stems from the company's policy, as it has aligned

itself with Sustainable Development Goals (SDGs) set by the International Labor Organization and the Women's Empowerment Principles (WEPs), which Qalaa signed in 2022, to promote equality and prevent discrimination

Males: 96% •

Females: 4% •

:Examples at subsidiary level, including but not limited to

:Tawazon (ECARU) & (ENTAG) -

o ECARU & ENTAG have gender diversity policies, but they do not specifically disclose the percentage of entry-level and mid-level positions held by males and females. They remain committed to transparency and equal opportunities

:ARESCO -

o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

:NRPMC -

o The company discloses these percentages based on the principle of information transparency

Does the company disclose the percentage of positions held by males and females (specifically for senior-level and executive positions)

Qalaa Holdings and its subsidiaries disclose gender representation in senior and executive positions in their annual reports, ESG disclosures, and UN Global Compact sustainability reports. This reflects our commitment to governance and sustainability, guided by the ILO standards and Women's Empowerment Principles adopted in 2022 for equality and non-discrimination

Qalaa and its subsidiaries disclose the percentage of positions occupied by males and females for senior and executive positions, as Qalaa and its subsidiaries have a large number of women who hold leadership positions, as women represent 18.2% of the company's board of directors, and more than 39.1% occupy managerial positions. There is 100% representation of women in the International Legal Affairs and Sustainability and Corporate Communications teams. At the

level of subsidiaries, women occupy influential leadership positions, as there are two women occupying the position of CEO, two women occupying the position of financial director, and two women heads of departments, in addition to honoring 6 women among the 50 most influential women in the Egyptian economy. Noting that it joined the Women's Empowerment Principles (WEPs) and seriously seeks to increase the proportion of women's representation on the basis of equal opportunities and equality and to create a supportive environment for women to achieve their ambitions during the full life cycle of working women, beginning with ensuring the diversity of applicants for different job opportunities, and appointing Egyptian women competencies in various areas, while creating a supportive work environment to empower women and help them to be creative, with their representation in leadership and management positions and .focus on results and added value in all their jobs

Males: 92.4% •

Females: 7.6% •

:Examples at subsidiary level, including but not limited to

:Tawazon (ECARU) & (ENTAG) -

o ECARU & ENTAG do not disclose the gender distribution of senior and executive positions but prioritize diversity and equal opportunities

:ARESCO -

o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

:NRPMC -

o The company discloses these percentages based on the principle of information transparency

Does the company disclose the average pay ratio for females compared to the .5 ?males

There is no difference in the wages' levels among all employees in the group, as the average wages of males reached 29,563 EGP, while the average wages of

.females: 35,323 EGP

:Examples at subsidiary level, including but not limited to

:NRPMC -

- o The company deals with the pay ratio of all employees with equality and impartiality between men and women, but the pay ratio or salaries are not disclosed because salaries are considered a private and confidential issue that .cannot be disclosed publicly

Tawazon: (ECARU) & (ENTAG) -

- o ECARU & ENTAG do not disclose the average pay ratio between female and .male employees but are committed to fair compensation and gender equality

:ARESCO -

- o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

Employee Turnover rate (S2).2

Does the company disclose the annual percentage rate of turnover for full-time .1
?employees

Qalaa and its subsidiaries disclose the percentage of turnover of permanent employees in several reports and disclosures, headed by the annual (ESG) report submitted to the Financial Regulatory Authority. The percentage of permanent .employee turnover on an annual basis is 8%

:Examples at subsidiary level, including but not limited to

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG do not disclose the annual turnover rate for full-time .employees but focus on workforce stability and retention

:ARESCO -

o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law
:NRPMC -

o The company discloses these percentages based on the principle of information transparency

Does the company disclose the annual percentage rate of turnover for part-time .2
?employees

Qalaa Holdings discloses the turnover rate of temporary employees in various reports and disclosures, notably in the annual Environmental, Social, and Governance (ESG) disclosure submitted to the Financial Regulatory Authority. The .percentage of temporary employee turnover on an annual basis is around 12%
:Examples at subsidiary level, including but not limited to

:NRPMC -

o No part-time employees are currently working at the company, as all its employees are full-time employees, therefore, there is no turnover rate for part-time employees

:Tawazon: (ECARU) & (ENTAG) -

o ECARU & ENTAG do not disclose the annual turnover rate for part-time .employees but focus on workforce stability and stability

:ARESCO -

o The data is shared with Qalaa Holdings on a monthly basis, and the company ensures the implementation of the Egyptian Labor Law

Does the company disclose the annual percentage rate of turnover for contract .3
?employees and consultants

Qalaa Holdings discloses the turnover rate of permanent employees with contracts in various reports and disclosures, notably in the annual Environmental, Social, and Governance (ESG) disclosure submitted to the Financial Regulatory

**Authority. The percentage turnover rate for contract workers and/or consultants
on an annual basis is around 7%**

Non-Discrimination (S3).3

**Does the company follow a policy condemning sexual harassment and a non-
?discrimination policy based on any racial, religious, or gender basis**

**Qalaa Holdings' policy unequivocally condemns all forms of sexual harassment in
accordance with Egyptian labor law, whether at the level of the Holding or its
subsidiaries, as outlined in the company's well communicated internal regulations
and Code of Conduct**

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC is committed to applying declared policies against harassment and
discrimination in all its forms**

For ERC's code of conduct, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ERC/ERC-CodeofConduct.pdf?csf=1&web=1&e=YsOblm

:NRPMC -

- o The company is subject to the Egyptian Labor Law No. 12 of 2003, for the private
sector and applies all the rules and laws contained in the law regarding sexual
harassment and non-discrimination**

:Tawazon: (ECARU) & (ENTAG) -

- o ECARU & ENTAG have policies condemning sexual harassment and ensuring
non-discrimination based on race, religion, or gender, reinforcing a fair and
inclusive workplace**

For ENTAG's social policies, check this link: https://citadelcapitalegypt-my.sharepoint.com/personal/asalman_qalaaholdings_com/_layouts/15/onedrive.aspx?id=personalasalmanqalaaholdingscomDocumentsQalaaFRA20252024reportsSubsidiariesRecievedTawazonSocialPolicies&ga=1

:ARESCO -

o The company follows the Egyptian Labor Law and the company policy
For ARESCO's social responsibility policy, check this link: https://citadelcapitalegypt-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOSocialResponsibilityPolicy.pdf?csf=1&web=1&e=4WRb1r

:GlassRock -

o The company follows a policy condemning sexual harassment and a non-discrimination policy, which is included in the risk assessment and HSE policies

Global Health & Safety Standards (S4).4

Does the company follow an occupational health and safety (OHS) policy and/or a policy related to global health and safety standards (for example ILO's ?International Labor Standards on Occupational Safety and Health)

Yes, the safety & wellbeing of our employees are top priorities at Qalaa Holdings and its subsidiaries. We ensure compliance with Egypt's labor law, upholding the highest standards of occupational safety and employee well-being across all our .operations

:Examples at subsidiary level, including but not limited to
:The Egyptian Refining Company (ERC) -

o ERC follows international safety standards for IOSH, NEBOSH, and HABC, in addition to the standards of the International Labor Organization, as well as taking into account the specifications used in the refining industry according to the American Petroleum Institute, as well as manufacturers and operators of the gas .industry

For ERC's Quality & HSE policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ERC/ERC-OccupationalHealth,Safety,Social,EnvironmentalQualityPolicy.pdf?csf=1&web=1&e=8USIMZ
:NRPMC -

.o The company has 45001/2018 and 9001/2015 ISOs
Tawazon: (ECARU) & (ENTAG) -

o ECARU & ENTAG follow an Occupational Health and Safety (OHS) policy aligned with global health and safety standards, including ISO 45001 and ILO's International Labor Standards on Occupational Safety and Health, ensuring a safe .working environment

For Tawazon's HSE policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Tawazon/TAWAZON-HSEPlan.pdf?csf=1&web=1&e=fwbEvn
:ARESCO -

o The company follows the Occupational Health and Safety (OHS) policy and the .international health and safety standards ISO 45001:2018

For ARESCO's HSE policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOQualityHSEPolicy.pdf?csf=1&web=1&e=Qxhk5p
:ASCOM (including GlassRock and ACCM) -

o HSE policy exists and follows the international labor laws as well as the national

For ACCM's quality & HSE policy, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ACCM/ACCM-QualityHSEPolicy.pdf?csf=1&web=1&e=0PxKRB

?What is the number of occupational accidents if any .2

At Qalaa Holdings, the health, safety, and well-being of our employees are paramount. We take pride in maintaining a commendable track record of zero fatality occupational incidents at the holding level, a testament to our unwavering commitment to robust Health, Safety, and Environmental (HSE) measures across .our organization and subsidiaries

Both the holding and our subsidiaries diligently uphold key safety measures to mitigate potential risks. Our advanced HSE measures include, but are not limited to:

Conducting comprehensive risk assessments and hazard identification .1
.procedures

.Providing regular safety training and awareness programs for all employees .2

.Implementing strict safety protocols and procedures in all operational activities .3

Continuously monitoring and auditing safety performance to identify areas for .4
.improvement

Nevertheless, we continue monitoring the latest developments and state-of-the-art practices, while also enhancing our protocol. Looking ahead, our commitment to fortifying and enriching our HSE measures remains paramount. Through persistent evaluation, adaptation, and innovation, we aim to cultivate an environment of continuous improvement, fostering an even safer working .environment for our valued employees

Our steadfast dedication to excellence in health and safety remains the cornerstone of our corporate ethos. With collective resolve and concerted efforts, we are confident in our ability to sustain and uphold the highest standards of

.occupational safety across our organization

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC has maintained an exemplary standard of zero fatality incidents, showcasing the effectiveness of our rigorous safety measures and protocols in

.fostering a secure working environment

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG have reported zero fatalities, demonstrating their strong .commitment to workplace safety and effective health and safety measures

:ARESCO -

- o The company reported zero fatalities

For ARESCO's safety statistics, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOHSERecordsOverallStatistics.pdf?csf=1&web=1&e=1jYkJb

:NRPMC -

- o The company recorded zero fatalities during 2024

Does the company offer trainings related to environmental, social AND .3 Occupational Health and safety (OHS) issues for employees. If the answer is yes, ?please disclose the number of trainings hours

:The Egyptian Refining Company (ERC) -

- o The number of training hours in Egyptian Refining Company ERC is around .56,714 hours

:NRPMC -

- o The company has conducted internal training and auditing trainings

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG provide training on environmental, social, and occupational health and safety (OHS) issues for employees. However, the specific number of .training hours is not disclosed

:ARESCO -

o No. of Training hours = 320 Hours

For ARESCO's HSE records, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/Aresco/QALAA/ARESCOHSERecordsOverallStatistics.pdf?csf=1&web=1&e=zC22QD

:ASCOM -

:o ACCM

- ☐ The governmental as well as the private outsourced trainings in HSE office, EEAA, ...etc are provided

Children & Forced Labor (S5).5

?Does the company follow a policy prohibiting child labor and forced labor .1

In accordance with Qalaa Holdings and its subsidiaries' policy, the employment of children and forced labor is prohibited and criminalized. The company is committed to upholding international standards regarding labor and combating child labor, as stipulated by the International Finance Corporation (IFC) and the International Labour Organization (ILO), both directly and indirectly through contractors and subcontractors. Additionally, we ensure full compliance with Egypt's labor law, reinforcing our commitment to ethical labor practices across all .operations

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o According to the stated policies of the Egyptian Refining Company, the employment of workers under the age of 18 is prohibited, as well as forced .employment of Labor is prohibited

:NRPMC -

- o The company is subject to the Egyptian Labor Law No. 12 of 2003, for the private sector and applies all the rules and laws contained in the law regarding child and women employment

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG have a strict policy prohibiting child labor and forced labor, ensuring compliance with national and international labor standards

:ARESCO -

- o The company prohibits child and forced labor, in accordance to the Egyptian Labor Law and the company policy

:ASCOM (including GlassRock and ACCM) -

- o The company doesn't allow anyone less than 18 years old to enter the facility

?Does that policy apply to the suppliers and vendors dealing with the company .2

The company obliges all suppliers and vendors engaged under contracts to not employ children or use forced labor. All Qalaa's dealings are with entities or companies that comply with Egypt's labor law or adhere to international standards related to workers' rights

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o All contracts of suppliers dealing with the Egyptian Refining Company ERC include clauses on full compliance with the provisions of the Egyptian labor law and the company's policies regarding non-discrimination, Prohibition of employment of workers under the age of 18, criminalization of harassment and prohibition of forced employment of workers

:NRPMC -

- o All company's suppliers and vendors are also subject to the Egyptian labor law for the private sector, and they are subject to the supervision of the governmental agencies implementing this law

Tawazon: (ECARU) & (ENTAG) -

- o ECARU & ENTAG extend their child labor and forced labor prohibition policy to
all suppliers and vendors, ensuring compliance throughout their supply chain
:ARESCO -
- o Extend their child labor and forced labor prohibition policy in accordance with
the Egyptian Labor Law and the company policy
:ASCOM (including GlassRock and ACCM) -
- o HSE policy and induction plans are provided to all workers including the
subcontractors, suppliers, visitors, ...etc

Labor Rights (S6).6

In addition to the requirements of Egyptian Labor Law, does the company follow .1
the laws and standards of the International Labor Organization or any other
?international framework, standards, or laws related to labor's rights

The company follows the Egyptian labor law completely without any exceptions, a
law inspired by the standards of the International Labor Organization. As part of
its commitment to supporting the United Nations guidelines on respecting labor
and human rights, as well as the standards set by the International Labor
Organization (ILO), Qalaa adheres to a set of values and principles of integrity,
responsibility, and transparency across the company and its subsidiaries. These
:include

- Diversity and inclusion •
 - Stakeholder engagement and community involvement •
 - Respect for human rights •
 - Providing a healthy work environment •
- Qalaa keeps abreast of developments regarding international labor laws and
.standards in a way that does not contradict the Egyptian Labor Law

- :Examples at subsidiary level, including but not limited to
 - :The Egyptian Refining Company (ERC) -
 - o ERC applies the standards of the International Labor Organization in particular
 - .with regard to child labor and forced labor
 - :Tawazon (ECARU) & (ENTAG) -
 - o In addition to complying with Egyptian Labor Law, ECARU & ENTAG follow International Labor Organization (ILO) standards and other global frameworks to
 - .uphold workers' rights and ensure fair labor practices
 - :ASCOM (including GlassRock and ACCM) -
 - o The company follows OSHA regulations, NEBOSH,....etc

?Does that policy include the suppliers and vendors dealing with the company .2

The company obliges its suppliers and vendors to comply with the standards of
 .the Egyptian Labor Law

- :Examples at subsidiary level, including but not limited to
 - :Tawazon (ECARU) & (ENTAG) -
 - o ECARU & ENTAG extend their labor rights policy to suppliers and vendors,
 - .ensuring compliance with international labor standards across their supply chain
 - :ARESCO -
 - o According to the Egyptian Labor Law and the company policy

Sixth: Governance KPIs

Board Diversity (G1).1

Does the company disclose the number and percentage of the board of .1
 ?directors occupied by males and females

Yes

The company regularly discloses the diversity index within its management and the number of board seats held by males and females. Qalaa Holdings provides information on the number and percentage of board seats occupied by males and females through various channels, including the company's annual report, sustainability report, and the United Nations Global Compact (UNGC) Communication on Progress (CoP) report, which is published on both Qalaa Holdings' and UNGC's websites. Additionally, the female board percentage is disclosed in the Environmental, Social, and Governance (ESG) and Task Force on Climate-related Financial Disclosures (TCFD) reports, which are submitted annually to the Financial Regulatory Authority (FRA)

This reflects the company's commitment to the principle of "leading by example," achieving equality and diversity, and preventing discrimination in female representation on boards of directors. Women currently represent 18.2% of the total board membership before the issuance or activation of any rules or regulations related to minimum female representation on the board

:Examples at subsidiary level, including but not limited to

Tawazon: (ECARU) & (ENTAG) -

o ECARU & ENTAG do not disclose the number or percentage of board seats occupied by males and females but remain committed to diversity and inclusion

:NRPMC -

o The company discloses these percentage based on the principle of equality

Does the company disclose the number and percentage of committee chairs occupied by males and females

Yes

.Yes. It is disclosed to the stakeholders concerned and partners periodically. Additionally, the company discloses the names of the chair members on each committee in its annual report, which is posted on the company's website

Does the company issue any decisions related to combating bribery / .1
?corruption and follow them

Yes

The company adheres to the highest standards of integrity, transparency, and anti-corruption frameworks, and has developed an anti-fraud policy for Qalaa and its subsidiaries. It also has a whistleblowing system in place to strongly confront any unethical behavior. The company follows clear and proper procedures in accordance with local and international laws and regulations to address such .issues

It's worth mentioning that Qalaa Holdings joined the Integrity Initiative (INI) in June 2017, aiming to encourage all stakeholders in the Egyptian business community to maximize collective efforts in combating corruption and fostering a .conducive business environment in Egypt

:Examples at subsidiary level, including but not limited to
:NRPMC -

o Any practices related to bribery or corruption are investigated directly through the company's legal affairs, and the internal rules and regulations to prevent this matter are applied, also the sanctions list of the Egyptian Labor Law is applied in such cases, and those involved are punished, which may sometimes lead to .dismissal from work or transfer to the police authorities

Tawazon: (ECARU) & (ENTAG) -

o ECARU & ENTAG have established anti-bribery and anti-corruption policies and adhere to ethical standards to ensure compliance with national and international .regulations

?Does the company issue code of conduct / Ethic and follow them .1

Yes

Qalaa Holdings has a published code of conduct, which focuses on key sustainability topics, including human rights, labor rights/decent work, the environment, and anti-corruption. Every newly hired employee receives a copy of the code of conduct upon joining the organization, and it is also posted on the company's website for public access

For Qalaa Holdings Code of Conduct, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/Sustainability/Codeofconduct/QHCode_of_Conduct2022.pdf?csf=1&web=1&e=bmoY7D

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

.o The company has established its code of conduct

For ERC's code of conduct, check this link: https://citadelcapitaleg-my.sharepoint.com/:b:/r/personal/asalman_qalaaholdings_com/Documents/Qalaa/FRA/2025/2024reports/Subsidiaries/Recieved/ERC/ERC-CodeofConduct.pdf?csf=1&web=1&e=9u2ekM

:NRPMC -

o The company abides by the Egyptian labor law and the company's internal policy

:Tawazon (ECARU) & (ENTAG) -

o ECARU & ENTAG have a code of conduct and ethical policies in place and strictly follow them to ensure integrity, transparency, and compliance with ethical business practices

- :ASCOM (including GlassRock and ACCM) -**
 - o The company has developed and published its code of conduct**
-

Data Privacy (G4).4

In addition to the requirements of the Egyptian data protection law, does the .1 company follow any other international frameworks, rules, or recommendations ?regarding data privacy

Yes

The company upholds a confidentiality and non-disclosure agreement, which all employees and contractors are required to sign as a condition of their .engagement

**:Examples at subsidiary level, including but not limited to
:NRPMC -**

- o The company abides by the Egyptian data protection law
:Tawazon (ECARU) & (ENTAG) -**
 - o ECARU & ENTAG comply with the Egyptian Data Protection Law, but there is no disclosure of adherence to additional international data privacy frameworks or regulations
:ARESCO -**
 - o Protection Programs are updated periodically**
-

Sustainability Reporting & Disclosure (G5).5

Does the company issue sustainability report according to GRI, CDP, SASB, .1
?IIRC, UNGC, or any other type of sustainability reports frameworks

Yes

Qalaa has a long track record of responsible investment efforts and initiatives, and deeply held a belief that transparent and data-driven reporting accelerates progress and builds trust and accountability. In 2014, the company joined the United Nations Global Compact (UNGC) initiative and issued its first voluntary sustainability report based on GRI standards, receiving an "A Rating" across Africa in 2015. Additionally, Qalaa has consistently presented its annual UN Global Compact ESG report, and a comprehensive integrated sustainability report is .currently being developed based on the group's evolving standards

Transparent, data-driven decision-making accelerates progress. Qalaa Holdings is gradually moving toward a centralized approach to sustainability data, enabling better performance tracking and statistical refinement. With DFIs serving as long-term financing partners for most major Qalaa Holdings investments, ESG reporting has become a prerequisite—reinforcing a culture of accountability and .transparency

The company proudly stands in alignment with the United Nations Global Compact, affirming its steadfast commitment to its Ten Principles covering human rights, labor, environment, and anti-corruption. Qalaa Holdings and all its subsidiaries embrace a comprehensive framework of codes of conduct, regulations, and procedures crafted in accordance with the principles of the UN Global Compact and the Sustainable Development Goals (SDGs). The company's initiatives aim to advance the agenda of environmental, social, and governance sustainability, seamlessly integrating it into its operational business model to .fulfill the United Nations' Sustainable Development Goals

Consolidating its commitment to transparency and good governance, in 2015 the company adopted the United Nations Sustainable Development 17 goals, with a focus on 12 of those goals to achieve community and economic development and

protect the environment and resources within a framework of good governance and transparency and in order to achieve a sustainable future for future generations. (EESG)

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company -

- o The company had issued a sustainability report for the period 2020-2022

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG issue sustainability reports aligned with international frameworks such as GRI, CDP, SASB, IIRC, and UNGC, ensuring transparency and accountability in their ESG practices

:ARESCO -

- o The company submits a report to the Qalaa Holdings

Is the company striving to achieve specific goals from the United Nations .2

?Sustainable Development Goals

Yes

Qalaa Holdings is actively engaged in advancing all 17 United Nations Sustainable Development Goals (SDGs), with a strategic emphasis on 12 specific goals that align closely with our core business operations and sustainability objectives.

While we are committed to contributing across the board, our targeted focus areas include SDGs 1, 4, 5, 7, 8, 9, 10, 11, 12, 13, 16, and 17. These goals address critical aspects such as poverty eradication, quality education, gender equality, clean water and sanitation, affordable and clean energy, decent work and economic growth, industry, innovation and infrastructure, reduced inequalities, sustainable cities and communities, responsible consumption and production, climate action, peace, justice, and strong institutions, and partnerships for the goals. By prioritizing these areas, Qalaa Holdings aims to leverage its resources and influence to make a substantial impact, driving progress toward a sustainable .and equitable global community

People – Inclusive Growth & Human Capital Development

At Qalaa Holdings, we view human potential as the core driver of economic and social progress. We've embedded human capital development into the fabric of our business, forming the foundation of our Human Sustainability Imperative

SDG Goal 1: No Poverty

Qalaa's Community Development Projects align with SDG Goal 1: No Poverty, - addressing both immediate needs and long-term economic resilience in underserved communities. By improving access to clean water, healthcare, and sustainable energy solutions, these initiatives alleviate financial burdens while fostering sustainable income generation, economic stability, and long-term community growth

Qalaa and its subsidiaries have made significant strides in addressing poverty, impacting over 1,297,149 direct and indirect beneficiaries through a range of ERC's human capital development initiatives. One such initiative is the "Mashrouy" program, which empowers youth in the Mostorod region by providing financial and non-financial support to both new and existing small businesses, as well as offering training courses to enhance personal skills for those entering the labor market. As of 2024, the program has supported 95,680 direct and indirect beneficiaries

Additionally, ERC's "Tamkeen" program focuses on female empowerment and income generation, providing financial and non-financial support to women entrepreneurs. To date, the initiative has equipped 1,604 women for the labor market and funded 259 small businesses, expanding economic opportunities for women. As of 2024, the total number of direct and indirect beneficiaries of the "Tamkeen" program has reached 9,740

In the health sector, ERC has made significant contributions to the well-being of around 203,000 direct and indirect beneficiaries from the Mostorod and surrounding communities. These initiatives include providing mobility aids to the Kidney Disease Institute in Matareya and offering in-kind support to El Khosous Central Hospital with essential medical equipment, such as blood pressure

monitors, operating beds, ECG machines, ultrasound devices, sterilization equipment, and furniture. ERC has also provided financial support to Al Nas Hospital in Qalyubia to enhance its emergency and operating room departments, improving healthcare services for children with heart diseases across Egypt. These efforts reflect our ongoing commitment to improving health outcomes and .fostering sustainable community development

SDG Goal 4: Improving The Quality of Education

At Qalaa Holdings, we adopt a holistic approach to advancing education in - Egypt, supporting all stages and benefiting more than 54,000 beneficiaries to date through our human capital development initiatives across Qalaa and its subsidiaries. These initiatives range from early childhood programs like Mostakbaly for Teachers' AUC's "Teaching Early Learners" (CELE) program and Nadarty, to higher education initiatives such as Mostakbaly for Students and the Qalaa Holdings Financial Services Center, to postgraduate studies supported by the Qalaa Holdings Scholarship Foundation (QHSF), and vocational training provided at the Don Bosco Salesian Institute and ASEC Academy. These initiatives provide a variety of scholarships and vocational training courses at a group of the most prominent universities and leading institutes in the national and international arenas, in addition to focusing on improving the infrastructure of the educational system and developing the capabilities and competencies of .teachers

SDG Goal 5: Gender equality

Qalaa Holdings and its subsidiaries implement workplace policies aimed at - fostering a supportive environment for women. These policies include flexible working hours for female employees during and after maternity leave, facilitating a smooth return to work, and opportunities for skill development. Qalaa's strategy revolves around supporting and empowering women in the workplace, guided by .the principle of "Leading by Example." This approach is built on five key pillars Engaging male leadership in driving the gender equality strategy and agenda. By - supporting and empowering women, male leaders also advocate for initiatives

that enhance the status of women and promote equal opportunities for both
sexes.

Implementing equal opportunities, gender equality, and creating a supportive -
environment for women throughout their career lifecycle is central to our gender
equality strategy. We ensure diversity in the applicant pool and appoint qualified

Egyptian women across various fields. As part of our commitment to
transparency, we voluntarily publish reports to track progress, particularly in
gender equality, ensuring an inclusive and empowering workplace in alignment
with our sustainability and governance objectives. As of 2024, women represent
18% of Qalaa Holdings' Board of Directors, 26% of senior leadership, and 31% in
middle management, in addition to 100% female representation across our

International Legal Affairs and Admin teams

Launching various social development programs and initiatives to train, prepare, -
and empower women. It is worth noting Qalaa Holdings Scholarship Foundation
focuses on achieving gender equality, with women making up 46% of the total
beneficiaries across 15 Egyptian governorates. Additionally, our "Tamkeen"
program in Mostorod has benefited over 9,740 women, reinforcing our
commitment to gender equality and economic empowerment

Awarding and honoring female talents in the public sphere, highlighting their -
vital role across various sectors, and contributing to changing stereotypical
beliefs about the role of Egyptian women in both the local and international
business communities. Qalaa has honored six women among the 50 most
influential women in the Egyptian economy and three female leaders within the
company listed in Forbes for their impactful roles in the Middle East

Actively participating in national and international initiatives and supporting -
governmental and UN efforts to enhance the status of women, achieve equality,
and provide equal opportunities between genders. As part of its ongoing efforts to
promote gender equality in the workplace and empower women economically,
Qalaa has signed ABLC's gender statement commitment and joined the United
Nations Women Empowerment Principles (WEPs). The company has developed an

action plan with key performance indicators (KPIs), which are currently being implemented and monitored. By joining the WEPS initiative and applying its seven principles, Qalaa reaffirms its commitment to "Lead by Example," promoting women's roles, unlocking their potential, and recognizing them as key partners in the workforce, societal advancement, and Egypt's economic growth. Furthermore, Qalaa's involvement in the "Closing the Gender Gap Accelerator" initiative, launched by the Ministry of International Cooperation and the National Council for Women in partnership with the World Economic Forum, highlights its dedication .to bridging the gender economic gap

SDG Goal 10: Reduced Inequality

The primary objective of all company initiatives is to mitigate economic and • social inequalities by fostering capacity building through providing educational opportunities and human development. For example, the company's community development projects, including "Tamkeen", "Mashrouy", "Reyada", and "Takaful", contribute to empowering women, youth, and individuals with disabilities. The number of direct and indirect beneficiaries from these programs .has reached 9,740, 95,680, 16,859, and 17,830 respectively

Planet – Environmental Stewardship

SDG Goal 7: Affordable Clean Energy

Through its investments in the energy sector, including the Egyptian Refining - Company (ERC), TAQA Arabia, and TAWAZON, Qalaa Holdings aims to lead in providing affordable, clean energy solutions and local alternatives to imports. The majority of Qalaa's subsidiaries are actively working on utilizing and promoting affordable clean energy, with a strong focus on renewable projects. For example, TAQA Arabia has successfully inaugurated several solar power stations, including a 6-megawatt solar power plant at Dina Farms, funded by the European Bank for Reconstruction and Development, and a 7-megawatt solar power plant in Ascom.

These initiatives reflect the company's commitment to expanding alternative energy sources, such as solar, wind, and environmentally friendly natural gas, all .of which are readily available domestically

SDG Goal 11: Sustainable Cities and Communities

Qalaa Holdings is dedicated to contributing to the development of sustainable - cities and communities in the regions where its subsidiaries operate. Through its subsidiary, Glass Rock Insulation Company, Qalaa plays a key role in enhancing urban sustainability by providing thermal insulation solutions that significantly reduce the installation costs of cooling and heating systems by 30-40%. This, in turn, results in a 25-30% reduction in operating costs, contributing to more energy-efficient buildings and a lower environmental impact. These efforts align with SDG 11, which focuses on creating sustainable cities and communities, .fostering resource-efficient infrastructure, and improving the quality of urban life

SDG Goal 12: Responsible Consumption & Production

Qalaa Holdings' subsidiaries are committed to stringent waste management - policies, with several leveraging waste to produce sustainable materials. The company ensures proper recycling of solid waste, promoting practices that preserve and add value to natural resources. Through subsidiaries like Tawazon, Qalaa recycles waste into environmentally friendly alternatives to coal and natural gas, such as biomass-derived fuel (BDF), solid recovery fuel (SRF), and refuse- .derived fuel (RDF), which are provided to heavy consumers as thermal energy Qalaa and its subsidiaries follow a circular economy model, focusing on resource optimization and the production of eco-friendly products. For instance, the Egyptian Refining Company uses closed water circuits to minimize water consumption and prevents the release of hazardous waste, prioritizing .environmental and occupational safety according to the highest standards At Dina Farms, Tawazon/ECARU produces 100% organic compost from manure (averaging 100k tons annually), supporting organic farming, reducing reliance on chemical fertilizers, and decreasing water consumption by three times compared .to other fertilizers

SDG Goal 13: Climate Action

Qalaa Holdings integrates environmental sustainability standards and practices - into all its core operations by adopting a strategy that focuses on enhancing

profitability while contributing to environmental preservation and uplifting surrounding communities. This encompasses companies operating in energy, infrastructure, logistics, and electricity sectors, including the Egyptian Refining Company, and Nile Logistics. Qalaa makes significant efforts to reduce its carbon footprint by investing in renewable energy solutions and integrating them into its business model through clean energy and green projects, transitioning towards a green economy. In December 2019, the company announced becoming one of the signatories in the Business Ambition 1.5°C, aiming to reduce our greenhouse gas emissions at the pace and scale necessary to limit global warming. For example, the Egyptian Refining Company prepared a greenhouse gas emissions inventory report and developed a plan to manage and reduce greenhouse gas emissions starting from 2020 and periodically thereafter, aligning with Sustainable Development Goal 13 on climate change.

Shared Prosperity

SDG Goal 8: Decent Work & Economic Growth

Currently, Qalaa and its subsidiaries employ over 17,500 employees, providing - them with comprehensive benefits such as health insurance, allowances, and perks to ensure a good standard of living. The company is actively seeking various new investment opportunities to create new job openings and contribute .to achieving the desired economic development

SDG Goal 9: Industry, Innovation, and Infrastructure

Qalaa aims to develop energy and infrastructure solutions that contribute to - environmental preservation by investing in innovative projects distinguished by the utilization of advanced construction technologies and extensive expertise in .infrastructure, along with the latest manufacturing technology advancements

.SDG Goal 17: Partnerships For the Goals

Qalaa Holdings maintains a pioneering position in the markets in which it - operates, earning the trust of the investment community, international financial institutions, and sovereign funds. This reflects the company's strategic role in driving economic growth while reinforcing its commitment to Egypt's 2030 Vision

for Sustainable Development through industrial localization and resource
.efficiency

In alignment with Sustainable Development Goal (SDG) 17, Qalaa and its subsidiaries cooperate with a wide range of like-minded local and international organizations that seek to achieve the same goals of advancing sustainable economic development. By fostering Public-Private Partnerships (PPP) with governments, international organizations, and corporate entities, the company mobilizes resources and expertise to scale impactful projects that contribute to
.long-term economic resilience and shared prosperity

Strategic partnerships form a core pillar of Qalaa's sustainability-driven economic approach, facilitating cooperation with business sector institutions, export credit agencies, and international development finance institutions to accelerate sustainable investments, infrastructure advancement, and industrial innovation
.across the region

Sustainable Governance

Qalaa Holdings has a Sustainability Committee at the board level that oversees the organization's sustainability governance structure, supported by dedicated teams, partnerships, and transparent reporting; in addition to appointing a Group
Chief Sustainability Officer since 2015

.SDG Goal 16: Peace, Justice and Strong Institutions

As part of its commitment to promoting good governance in line with - international best practices, Qalaa Holdings has created a solid governance structure that is centered around accountability, transparency, and ethical
.business practices to ensure sound governance across its portfolio

In line with its commitment to institutionalizing the corporate governance processes across all its companies, Qalaa Holdings is working diligently to instill diversity, trust, fairness, openness, and transparency as fundamental pillars of its corporate culture. Qalaa Holdings is currently a part of the Egyptian Junior Business Association's Integrity Network Initiative (INI), which connects Egypt's leading companies with its most promising SMEs in a collective effort to fight

.corruption and create a culture of accountability and transparency

.SDG Goal 17: Partnerships For the Goals

Strategic partnerships represent a key pillar of Qalaa's plan aimed at maximizing - positive impact on economies and surrounding communities and benefiting the greatest number of individuals from these communities. Public-Private- Partnership is a cornerstone in many of our investments, forging win-win partnerships such as ERC, the USD 4.3 billion import substitute and energy efficiency project. Additionally, Qalaa and its subsidiaries engage in fruitful partnerships with business sector institutions, export credit agencies, international development finance institutions, educational institutions, and governmental bodies such as ministries of education, higher education, social solidarity, planning and administrative reform, youth and sports, and international cooperation. Additionally, they collaborate with international sustainability organizations and rating agencies such as UN Women, UN Global Compact, Global Impact Investing Network (GIIN), Global Reporting Initiative (GRI), and a wide range of civil society organizations to identify goals, necessary mechanisms for their achievement, and evaluate them optimally to maximize their positive .economic, environmental, and societal impact on the Egyptian economy

By adhering to our responsible sustainability framework, Qalaa Holdings is creating value for its stakeholders and contributing to the sustainable .development of the economies and societies in which it operates

Does the company identify these goals and report on the progress made within .3 ?the framework of the United Nations Sustainable Development Goals (SDGs)

Yes

The company sets a number of goals related to climate change, local community development, poverty alleviation, gender equality, and quality education, and reports on its progress in its periodic reports to the United Nations, annual .reports, and others

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

The company is in the process of issuing its first sustainability report which • follows GRI standards and United Nations SDGs covering the period from 2020 to .2022 in addition to reporting its GHG emissions on an annual basis

:Tawazon (ECARU) & (ENTAG) -

ECARU & ENTAG are actively working toward achieving specific United Nations • Sustainable Development Goals (SDGs), including Goal 5 (Gender Equality), Goal 7 (Affordable and Clean Energy), Goal 11 (Sustainable Cities and Communities), Goal 12 (Responsible Consumption and Production), Goal 13 (Climate Action), and .Goal 17 (Partnerships for the Goals)

:ARESCO -

The company is trying to achieve its sustainable goals in the near future •

Has the company clearly declared its commitment towards corporate social .4 ?responsibility standards

Yes

The company is committed to implementing a comprehensive, publicly declared :plan for corporate social responsibility and community development through Allocating sustainable financing for initiatives in this regard, whether through - pioneering initiatives such as the scholarship program in collaboration with the .government, or the "Decent Life" initiative

Committing to uplifting communities, investing in infrastructure, enhancing - .living standards, supporting youth and the local community

Measuring environmental impact, embodying performance, and community - .engagement

.Establishing partnership circles -

Promoting environmental awareness in surrounding communities, focusing on - .education, human development, and creating shared value

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o The Egyptian Refining Company is implementing a large and sustainable community development program that includes improving the quality of education, women & youth empowerment, income generation, and empowering people with disabilities, in addition to providing outstanding educational grants for outstanding students. It's worth noting that the company conducted a detailed study to assess the social and environmental impact of the project on surrounding communities, focusing on four main areas within its programs for the**
 - :development of surrounding communities, which include**
 - .o “Mostakbaly” program to support education and scholarships**
 - .o “Tamkeen” and “Mashrouy” program to increase income and entrepreneurship**
 - .o “Reyada” program to build youth capacities**
 - .o “Takaful” program to support people with disabilities**
- :Tawazon (ECARU) & (ENTAG) -**
- o ECARU & ENTAG have clearly declared their commitment to corporate social responsibility (CSR) standards, integrating sustainability, environmental responsibility, and social impact into their business practice**

**Does the company follow a clear and explicit policy / principle regarding .5
?community investments**

Yes

Yes, Qalaa Holdings follows a clear and explicit policy regarding community investments. The company is deeply committed to fostering responsible and sustainable investments that enrich and improve the lives of its employees and neighboring communities. Recognizing human capital as the cornerstone of its corporate objectives, Qalaa prioritizes addressing the diverse needs of its workforce and local communities. The company's community initiatives are integral to advancing holistic human capital development, contributing to a more

cohesive and inclusive national economy. These initiatives are strategically aligned with sustainable development goals related to human capital enhancement and are an essential part of the company's overall sustainability strategy.

:Examples at subsidiary level, including but not limited to

:The Egyptian Refining Company (ERC) -

- o ERC adopts transparent policies governing corporate investment in social development and dedicates a fixed annual budget for this purpose, underscoring its commitment to fostering sustainable growth and social progress

Tawazon: (ECARU) & (ENTAG) -

- o ECARU & ENTAG follow a clear and explicit policy on community investments, supporting sustainable development initiatives and social impact projects

Does the company participate in public or private sector initiatives concerned with community development .6

Yes

The company has established a comprehensive blueprint for uplifting local communities through a dedicated team focused on corporate social responsibility.

Since its inception in 2004, Qalaa Holdings has embraced the significance of collaborative endeavors and actively contributed to governmental initiatives such as "Hayah Karima" and social protection networks. Furthermore, it has played an instrumental role in extending vital services like gas and energy to remote villages, alongside engaging in various private sector and civil society initiatives.

Forging strategic partnerships form a cornerstone of Qalaa Holdings' approach, aimed at amplifying positive impacts on both regional economies and adjacent communities, while maximizing benefits for as many individuals as possible.

Qalaa Holdings and its subsidiaries forge fruitful collaborations with business sector institutions, export credit agencies, international development finance institutions, educational bodies, and governmental entities, including ministries of

education, higher education, social solidarity, planning, monitoring, administrative reform, youth and sports, and international cooperation. Additionally, they partner with esteemed international sustainability organizations and rating agencies like the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Global Compact, the Global Impact Investing Network (GIIN), the Global Reporting Initiative (GRI), and an array of civil society organizations.

Moreover, our subsidiary ERC contributes to enhancing the public health sector through providing support to Elkhosos Central Health Hospital, ElNas Hospital, and the National Institute of Urology & Nephrology.

A wide array of civil society organizations collaborates to define goals and necessary mechanisms, ensuring their optimal implementation to maximize their positive economic, environmental, and social impact on the Egyptian economy.

Examples at subsidiary level, including but not limited to

Tawazon: (ECARU) & (ENTAG) -

- o ECARU & ENTAG actively participate in public and private sector initiatives focused on community development, supporting sustainability, waste management, and environmental responsibility projects.

ASCOM (ACCM) -

- o The company participates in all our mega projects, the ESIA studies and public hearing sessions are implemented

External Assurance (G6).6

1. Are the company's ESG disclosures assured by an independent third party?

Yes

Qalaa Holdings is exploring collaboration with an environmental consulting firm and sustainability reporting service providers, as well as an independent third party, to prepare a comprehensive report for Qalaa and its subsidiaries. This report will undergo review and auditing of the data and information included, .aligning with key global frameworks for reporting

Some of Qalaa Holdings' largest companies use independent third-party such as .ERC, the largest revenue generator for Qalaa Holdings
:Examples at subsidiary level, including but not limited to

The Egyptian Refining Company (ERC) -

- o ERC has verified its GHG emissions inventory for 2021 and 2022 by an independent third party, which constitutes a significant part of the company's .environmental disclosures

:Tawazon (ECARU) & (ENTAG) -

- o ECARU & ENTAG do not disclose whether their ESG disclosures are assured by .an independent third party

:ASCOM (ACCM) -

- o Internally monitored and verified, the EPD is checked via 3rd party consultant

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