



2024

# Environmental, Social and Governance

# Environmental, Social and Governance

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Gulf Hotels Group is proud to present its first Environmental, Social and Governance (ESG) report, marking a significant milestone in our journey toward sustainability and responsible business practices. As part of our commitment to transparency and accountability, this report has been prepared in alignment with regulatory requirements, reflecting our initial steps in integrating ESG principles across our operations.

With a legacy of hospitality excellence, Gulf Hotels Group is committed to responsible business practices that support environmental sustainability, social progress and strong governance. While this is our first formal ESG report, it builds on our ongoing efforts in sustainability, community engagement and corporate governance.

This report marks the beginning of our structured ESG journey, outlining our progress, commitments, and areas for further improvement. As we advance our ESG strategy, we remain dedicated to fostering sustainable growth that benefits our stakeholders and the communities we serve.

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ESG Report 2024

# ENVIRONMENT

## ENVIRONMENT

We are committed to integrating sustainability into our operations through a structured Environmental Management System (EMS) aligned with ISO 14001:2015 standards. Both Novotel Al Dana Resort and Gulf Executive Residence have achieved this certification, and we are implementing a phased approach to extend it across our portfolio. Gulf Hotel Bahrain is currently undergoing the certification process, and future alignment with Green Key certification is being considered for Crowne Plaza Bahrain, which currently follows IHG's sustainability framework.

Beyond Bahrain, Gulf Court Hotel Business Bay in Dubai has also successfully met the Dubai Department of Tourism and Commerce Marketing (DTCM) Hotel Sustainability Requirements. These guidelines cover key areas such as energy and water efficiency, waste reduction, sustainable procurement, guest education, and employee training. Meeting these standards reinforces our commitment to responsible operations and environmental best practices across all our properties.

Looking ahead, we are actively exploring additional sustainability initiatives to further reduce our environmental impact. We are reviewing potential projects focused on energy conservation, water efficiency and waste reduction, including enhanced recycling programs for bottles and other materials. As we assess and refine these initiatives, we remain committed to implementing practical and effective solutions. Further details will be shared as these plans take shape.

### Energy Usage, Intensity and Mix

We track direct energy consumption across our hotels in Bahrain and Dubai, allowing us to assess our energy usage and identify opportunities for improved efficiency. Monitoring our consumption helps us determine the efforts required to enhance sustainability and reduce our environmental impact. In 2024, our total direct energy consumption amounted to **76,917.88 MWh**, encompassing fuel and electricity usage.

We are actively implementing a range of energy-saving initiatives to further reduce our environmental impact. As part of our ongoing renovation projects, we have begun implementing energy-saving measures such as LED lighting fixtures, dimmers and occupancy sensors to optimize energy use in occupied and unoccupied spaces. Crown Plaza has also recently installed electric vehicle (EV) charging stations to support sustainable transportation. These steps also aim to maximize the use of natural daylight, reducing our reliance on artificial lighting.

In addition to these measures, we are exploring innovative energy solutions to further advance our sustainability goals. Notable initiatives under consideration include installing heat pumps for hot water generation, developing a comprehensive building management system, and launching Energy Conservation and Efficiency Training programs through our Learning Management System (LMS) portal, accessible to all Gulf Hotels Group properties.

A major milestone in our renewable energy journey is the Solar Project which we aim to commence in 2025. This phased initiative will introduce EWA-approved solar systems across key properties, including Gulf Hotel Complex, Crowne Plaza Hotel Bahrain, Novotel Al Dana Resort, and Gulf Brands International Warehouse. With a projected capacity of over 4.7 million kWh annually, this project will significantly reduce our carbon footprint and operational costs.

### GHG Emissions and Intensity

We are committed to minimizing our greenhouse gas (GHG) emissions through efficient energy use and sustainable practices. Our reporting currently focuses on Direct GHG Emissions (Scope 1), reflecting emissions from fuel consumption across our operations.

Emissions	2024
Direct GHG Emissions (Scope 1)	4,678,092.28 kgco2
Indirect GHG Emissions (Scope 2)	N/A
Total GHG Emissions	4,678,092.28 kgco2
GHG Emissions Intensity	N/A
Non-Renewable Energy	N/A

Some of the initiatives detailed under Energy Usage above will contribute to the reduction of GHG emissions by lowering the amount of energy used.

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# Environment

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## Water

Water conservation is a key priority, and we are committed to reducing consumption and optimizing efficiency across our operations. Most of our water usage is concentrated in areas typical of the hospitality and restaurant industry, including pools, laundry services, kitchens, and guest facilities. To address this, we closely monitor our water consumption and reclamation efforts, ensuring resources are used responsibly and waste is minimized. Our total water consumption across our four hotels in 2024 is shown below:

Water	2024
Total water consumption (cubic meters)	356,566.7

As part of our forward-looking sustainability strategy, we are exploring initiatives to enhance water conservation and efficiency. One key project under study is a proposed Laundry Wastewater Recycling Plant, which, if implemented, could enable the recycling of approximately 250,000 liters of water daily at Gulf Hotel Laundry Services. This initiative is being evaluated for its potential to reduce freshwater consumption, minimize wastewater discharge, and enhance operational efficiency.

We are also strengthening water management practices across our properties. Crowne Plaza operates a Reverse Osmosis (RO) plant, enabling 100% of its water to be produced in-house, reducing reliance on external water sources. Following the recent renovation and repair of Gulf Hotel's pool systems, we have improved water efficiency by reducing unnecessary water loss. Additionally, we are in the process of installing water meters across our outlets to monitor daily consumption, detect leaks, and optimize water usage, ensuring a more effective and sustainable approach to water management.

## Waste

In our operations, the primary sources of waste are excess food, plastic, and paper. To address food waste, we have implemented initiatives to monitor and minimize excess, including donating surplus food in collaboration with the Conserving Bounties Society during Ramadan and other large events. Additionally, we are developing waste reduction standard operating procedures (SOPs) to minimize food wastage across our Food and Beverage operations and improve resource efficiency, while also exploring composting and other methods to repurpose food waste effectively.

To further enhance our waste management efforts, Crowne Plaza Bahrain has introduced composting bins for organic waste recycling and has transitioned to bulk guest amenities to significantly reduce plastic usage. The hotel has also implemented sustainable packaging solutions, including cloth laundry bags, kraft paper toiletries, and paper-based drinkware, reinforcing its commitment to minimizing single-use plastics across its operations.

Additionally, we have introduced QR code digital menus across our properties, eliminating the need for frequent reprints and reducing paper consumption. We have also partnered with Masar (Bahrain Contact Cleaning WLL) to implement a comprehensive waste management and recycling program for Gulf Hotel Bahrain and Gulf Executive Residence Juffair, ensuring the responsible collection and processing of non-hazardous materials such as paper, plastic, and e-waste.

Sustainability efforts are also being integrated into our catering activities, where we strive to eliminate single-use plastics wherever possible. Instead, we are adopting more sustainable alternatives, such as canned water, biodegradable takeaway containers and paper straws. Additionally, we are exploring consolidated sustainable packaging solutions across our operations to further reduce plastic waste.

As part of our ongoing commitment to waste reduction, we are also assessing the feasibility of a Water Purification and Glass Bottling Plant at Gulf Hotel, Bahrain. The project is currently under review but, if implemented, this initiative would replace single-use plastic bottles with glass alternatives, contributing to both waste reduction and long-term sustainability goals.



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# SOCIAL

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# Social

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At the core of our operations is a strong commitment to promoting a diverse, inclusive and supportive environment for all employees. We believe that our success is deeply connected to the well-being, growth and empowerment of our workforce. From nationalization efforts and gender equality to fostering professional development and ensuring a safe working environment, we prioritize the welfare of our people and the communities we serve.

Our policies on non-discrimination, health and safety and human rights reflect our dedication to ethical practices, while our focus on training and development ensures that our employees have the skills they need to thrive. We actively support the local economy by creating job and internship opportunities for Bahraini nationals and engage in initiatives that contribute to the broader community. Together, these efforts define our social responsibility approach and demonstrate our ongoing commitment to responsible and sustainable business practices.

Notably, in 2024, Gulf Hotels Group initiated the process to be certified as one of the Best Places to Work, and successfully achieved this certification in 2025. This recognition reflects our commitment to fostering a positive and engaging workplace culture. This certification recognizes our dedication to employee well-being, career development, and best HR practices. Our results highlighted strong scores in workplace experience, teamwork, leadership and corporate social responsibility—reinforcing our focus on building an inclusive, people-centric organization.

## Nationalization

We are fully aligned with Bahrain's Economic Vision 2030 and are committed to contributing to the Kingdom's goal of self-reliance by steadily increasing the number of Bahraini nationals in our workforce. We actively promote nationalization across our operations, ensuring that we contribute to the development of local talent in Bahrain. As part of our commitment, we have implemented several training programs, such as the 2-month summer internship organized in 2024 and the Almostaqbal Program, which is further detailed under Community Initiatives.

Across our hotels and properties, Bahraini nationals make up **18.33%** of our total workforce—a significant figure in an industry that is typically expat-dominated. Additionally, **41.30%** of our executive management team consists of Bahraini nationals, reflecting our commitment to developing local leadership and fostering career growth within the community.

Work Force	2024
Total number of employees	1042
Nationals among total employees	191
Bahrainization Rate	18.33%

## Gender Equality and Diversity

We are committed to fostering a diverse and inclusive workforce, ensuring that all employees, regardless of gender, have equal opportunities to grow and succeed. In 2024, **8 female employees** were appointed to leadership roles, reflecting our dedication to promoting gender equality at the highest levels. Additionally, **145 women** were recruited throughout the year, reinforcing our commitment to attracting and retaining female talent across all departments.

We also strive to maintain pay equity, ensuring that women and men in the same positions receive equal pay for equal work. To uphold this commitment, we actively monitor the ratio of median male to median female compensation, which currently stands at **1.016**, as part of our broader efforts to foster fairness and inclusivity across the organization.

Work Force	2024
Men	906
Women	255

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# Social

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## Training and Development

We are dedicated to the continuous development and training of our staff, equipping them with the skills needed to excel in their roles. Our training programs cover a wide range of areas, including customer service excellence, data protection and privacy, health and safety standards, information technology skills, and leadership and management development, ensuring our team stays up to date with the latest industry practices.

Beyond internal training, we also support external development initiatives. One key program is our summer internship for university students at our Bahrain properties, which provides hands-on hospitality experience and helps nurture the next generation of talent. This initiative is highlighted under Community Initiatives.

Employees also have access to "Topsy", a comprehensive online learning platform, from the moment they join the organization. This platform supports their professional development and career growth by providing a wide range of industry-specific training courses and skills enhancement opportunities.

Crowne Plaza employees participate in IHG's "Room to Grow" program to support leadership training and professional development for employees.

Employee Training	2024
Total employees trained	1189
Total training courses	1568
Total training hours	311,341
Average training per full time employee	262 hours per year – 21.83 hours a month

## Employee Turnover

We prioritize the well-being and development of our employees and are committed to creating a positive work environment that supports our team's growth and stability. By monitoring turnover rates, both voluntary and involuntary, we ensure that our workforce management strategies are effective and that we continue to protect the interests of our employees across all levels.

Employees	2024	
	Voluntary	Involuntary
<b>Number of Employees who left the Group</b>		
Full Time	321	49
<b>New Hires</b>		
Full Time	471	
Part Time	118	
Temporary Employees	42	

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# Social

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## Temporary Worker Ratio

Given the nature of our industry, we are sometimes required to appoint part-time employees for specific events or operational needs. Part-time employees and contractors/consultants make up **11%** of our total workforce, with **10%** of our headcount consisting of part-time employees and **1%** comprising contractors and consultants. These temporary roles are often outsourced through third-party service providers that we regularly work with to meet our business requirements efficiently. In doing so, we expect and require that all third-party partners adhere to our ethical standards pertaining to fair labor practices and the protection of workers' rights. This approach reflects our commitment to social ESG principles, ensuring that both our employees and outsourced workers are treated with dignity, respect, and fairness throughout all operations.

## Non-Discrimination

We are committed to fostering a workplace where every employee is treated with respect and dignity. Our internal policies ensure that all individuals, regardless of background or identity, have equal opportunities and are protected from discrimination or harassment. These policies are regularly reviewed and updated to remain effective and aligned with best practices. Any incidents of non-compliance are addressed promptly to uphold a safe, fair, and inclusive work environment for all.

## Health and Safety & Injury Rate

We recognize that the success of our business is closely linked to the well-being of our employees. We prioritize the health and safety of our employees, guests and partners through proactive programs designed to prevent workplace injuries and illnesses. We are proud to report that in 2024, we recorded zero fatalities and only 13 work-related injuries, as registered with the Social Insurance Organization, reflecting our commitment to maintaining a safe and healthy work environment.

## Employee Engagement Initiatives

We place great emphasis on the well-being and satisfaction of our employees, continuously implementing initiatives to enhance their overall experience. In 2024, we conducted an internal employee engagement survey to assess the workplace environment and identify areas for improvement. Based on employee feedback, we introduced changes, including adjustments to working hours and benefits, to better align with employee needs. We have also organized multiple health awareness programs conducted throughout the year, including Cancer Awareness, Men's Health Awareness, and Bahrain Sports Day activities.

We are also committed to recognizing and developing talent from within. Numerous employees have been promoted internally, taking on additional responsibilities and cluster roles, allowing them to grow professionally while contributing to the Group's success. Additionally, we have employee recognition and rewards programs, team-building activities, employee feedback platforms and career development opportunities to further engage and support our workforce.

Another example of our commitment to supporting our employees, GHG absorbs the 1% unemployment insurance contribution to the Social Insurance Organization (SIO) on behalf of all staff, rather than passing this cost onto employees.

## Community Initiatives

We believe in contributing to the betterment of the communities in which we operate. Our initiatives are focused on both developing local talent and giving back to society through strategic partnerships and charitable endeavors.

2024

Amount of Community Contributions	47,185.150
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# Social

## Community Initiatives (cont.)

Our focus is on creating long-lasting, positive impacts through a variety of programs and initiatives. These efforts include:

### 1. Hospitality Training and Development

The Group has always been committed to fostering local talent in the hospitality industry by offering hands-on training and development programs across our properties. In 2024, we provided structured on-the-job training to **24 university students** and fresh graduates in various departments at Gulf Hotel Bahrain, Crowne Plaza and Novotel. This initiative offered valuable insights into both front and back-office operations, helping participants gain practical experience in the hospitality field.

In line with our focus on nurturing future leaders, we also offer the **Al Mostaqbal Program**, a comprehensive initiative designed for Bahraini nationals aged 18-25. This program provides full scholarships for a degree in Hospitality Management, along with an attractive salary during the course of study. Participants benefit from structured training and, upon successful completion, are guaranteed a managerial role within the Group. In the 2023/2024 cycle, five employees successfully graduated from the program, and six new participants were recruited for 2024/2025.

As part of our commitment to developing local talent, we also work closely with INJAZ Bahrain to provide specialized educational programs that equip Bahraini youth with industry-relevant skills. This partnership supports employee development while bridging skills gaps across all education levels, benefiting both graduates and non-graduates.

We also continue to offer internships and courses through various programs such as Typsy, ensuring that young professionals gain valuable experience and skills needed to thrive in the hospitality industry.

### 2. Charitable Partnerships and Donations

We support local charities and social initiatives across Bahrain as part of our corporate social responsibility. Each year, we provide financial contributions to a wide range of organizations dedicated to various causes, including healthcare, social welfare, and disability support. Among the recipients are the Child Care Home, Bahrain Society for Sickle Cell Disease Patients Care, the Bahrain Historical & Archeological Society, Al Rahma Centre, Bahrain Sports Deaf Federation, and the Busaiteen Sports & Cultural Club. Crowne Plaza has also recently donated furniture and items from Bahrain Conference Center renovation to charities like Bilad Al-Qadeem Society, Sunni Waqf, and Kaaf Humanitarian. GHG is also funding the construction of a canteen at INJAZ Bahrain's newly built headquarters.

### 3. Sponsorships, Social Initiatives and Community Engagement

We actively support various social initiatives and charitable organizations through events hosted at our properties. These efforts underline our dedication to contributing to the well-being of the community and supporting causes that align with our values. Below are some of the key initiatives undertaken in 2024:

- i. **Bahrain Mobility International Centre:** Gulf Hotel Bahrain hosted the closing ceremony of the regional conference focused on addressing health issues for individuals with disabilities.
- ii. **Bahrain Down Syndrome Society:** Crowne Plaza Bahrain supported the charitable event dedicated to children with Down Syndrome and their families, providing a warm and inclusive environment for the occasion.
- iii. **Tree of Life Charity Society:** Gulf Hotel Bahrain hosted the Orphan's Graduation Ceremony, offering vital support to this meaningful event.
- iv. **Ministry of Municipalities Affairs & Agriculture - Mara'ee Bahrain:** We served as a sponsor and contributed to the success of the Mara'ee Bahrain 2024 event by providing beverages, service staff, and equipment for the Opening Ceremony.
- v. **Think Pink Bahrain:** Gulf Hotel Bahrain served as a sponsor and the venue for Think Pink Bahrain's 20th Anniversary Fundraising Gala Dinner, contributing to their breast cancer awareness and support initiatives.
- vi. **Our Responsibility:** Gulf Hotel Bahrain supported the celebration of Eid Al Adha for orphaned children.
- vii. **Bahrain Diabetes Society:** As part of the "Bahrain Diabetes & Obesity Conference," we sponsored the food and beverages for the public seminar held at Gulf Hotel Bahrain.
- viii. **Smile of Bahrain - "Future Society of Youth":** Gulf Hotel Bahrain hosted the "Our Children are Gold" campaign event, honoring supporters and volunteers while supporting children with cancer and their families.
- ix. **Routes:** We sponsored the Routes World 2024 which is a global event bringing together aviation and tourism leaders to discuss strategic route development and its impact on connectivity, trade and economic growth.

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# Social

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## 3. Sponsorships, Social Initiatives and Community Engagement (cont.)

- iv. **First Health Conference for Disabled People** hosted by Crowne Plaza to promote inclusivity in healthcare
- xii. Gulf Hotels Group hosted **INJAZ Bahrain's 16th Annual Young Entrepreneurs Competition** at the Gulf Hotel Bahrain in April 2024, showcasing the entrepreneurial talents of over 300 finalists from local high schools and universities.
- xiii. **Collaboration with Bahrain Paralympic Committee and BBK** for a wheelchair donation program, providing 53 wheelchairs to support mobility for individuals with disabilities.
- xiv. Crowne Plaza hosted **Iftar gatherings** and events for children with Down Syndrome.
- xv. Crowne Plaza organized **Cultural Diversity Day at Bahrain National Museum** and community engagement initiatives celebrating various national holidays.

## 4. Food Donation Bank

We have an ongoing partnership with the Conserving Bounties Society, Bahrain's leading food bank, dedicated to reducing food waste and supporting those in need. During Ramadan and other large events, we collaborate with the Society to donate surplus food at the end of each day. Crowne Plaza has also collaborated with KAAF Humanitarian on World Hunger Day to donate surplus food to those in need. This initiative ensures that excess food from our hotels and restaurants is collected, packaged and redistributed to families, expatriate workers, and other individuals in need across the Kingdom of Bahrain. In addition, the partnership helps significantly reduce the environmental impact of food waste by diverting it from landfills.

## 5. Support Local Businesses

As part of our commitment to supporting Bahrain's economic growth in alignment with Vision 2030, we are dedicated to sourcing from local suppliers to strengthen the local economy and promote sustainable development. By prioritizing local procurement, we ensure that our supply chain remains resilient, responsible, and in line with best practices for sustainability.

The economic benefits generated by working with local suppliers have a substantial impact, contributing to job creation and overall community prosperity. In 2024, we continued to engage with local suppliers across our operations, and our procurement spending reflects our commitment to fostering local business growth. We leverage every opportunity to support local suppliers, reinforcing our role in the community and ensuring that the benefits of our operations are shared widely with local businesses.

### Child & Forced Labor

We have a strict zero-tolerance policy regarding child labor and forced labor in all areas of our operations. We do not engage in any form of child labor or forced labor within our operations. Our Supplier Code of Conduct also encourages that all suppliers and vendors adhere to these standards, ensuring that they do not engage in or support such practices.

### Human Rights

Internally, our Code of Conduct and Employee Handbook reflect our dedication to creating a fair, inclusive, and supportive workplace. We actively encourage employees to voice any concerns related to human rights through our confidential Whistleblowing Mechanism, providing a safe space free from retaliation for all employees.

We are fully also committed to upholding human rights throughout our operations and ensuring that all individuals are treated with dignity and respect. Our Supplier Code of Conduct also encourages that our suppliers and vendors adhere to the same principles, ensuring they respect and promote human rights in their business practices.



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# GOVERNANCE

## GOVERNANCE

Gulf Hotels Group is deeply committed to upholding the highest standards of corporate governance. Our approach to governance is guided by the High-Level Control Modules of the Central Bank of Bahrain (CBB) Rulebook, the Corporate Governance Code issued by the Ministry of Industry and Commerce, and the Bahrain Commercial Companies Law and its related orders and regulations. These frameworks ensure that our governance structures support transparency, accountability, and effective decision-making across all levels of the organization.

The Corporate Governance Principles serve as the foundation for governance at Gulf Hotels Group. The Board of Directors is responsible for the overall direction, oversight, and management of the Group, supported by four key committees: Audit Committee, Executive Committee, Investment Committee, and the Nomination, Remuneration, and Corporate Governance. In 2025, we will also be restructuring our Board committees to enhance efficiency and ensure streamlined decision-making.

While our Corporate Governance report is submitted separately to the Ministry of Industry and Commerce (MOIC), this ESG report includes the highlights and key information required by Bahrain Bourse guidelines and the CBB Rulebook.

### Board of Directors' Composition, Diversity and Independence

Our Board of Directors is composed of 11 non-executive directors, ensuring strong and independent oversight. Following the 2024 elections, we have increased female representation to 18%. Additionally, 36% of the Board consists of independent members, reinforcing objective and impartial decision-making. We also maintain a clear separation between the roles of Chairman and CEO to ensure effective governance and compliance with the highest corporate standards.

The data below reflects the Board composition as of the end of 2024. Changes to the Board made in late December 2024 will be reflected in the next reporting cycle.

Board of Directors	2024
Total Directors	11
<b>By Gender</b>	
Men	9
Women	2
<b>By Representation</b>	
Elected	7
Appointed	4
<b>By independence</b>	
Non-Executive	11
Independent	4

The current tenure of the Board runs until March 2028.

### Supplier Code of Conduct

In 2024, we introduced a new Supplier Code of Conduct to reinforce ethical procurement and practices and ensure vendors align with Gulf Hotels Group's commitment to environmental sustainability, human rights, and responsible business operations. The Code sets clear expectations, requiring suppliers to comply with environmental regulations, use resources efficiently, and minimize their impact on biodiversity and climate. It also upholds fair labor practices, prohibits forced and child labor, and promotes workplace equality. Additionally, it ensures adherence to trade laws, anti-corruption policies, and data privacy standards while maintaining ethical business practices.

Starting in 2025, we will introduce compliance assessment mechanisms to evaluate supplier adherence and encourage them to uphold these principles and standards throughout their supply chains. Our Know Your Supplier (KYS) practice further strengthens this commitment by requiring vendors to disclose key information, ensuring transparency and fostering long-term partnerships with suppliers who share our commitment to ethical business operations, creating a more responsible and resilient supply chain.

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# Governance

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## Conflict of Interest

Gulf Hotels Group is involved in several agreements and transactions with its shareholders and related parties. To manage these relationships, we implement an internal policy that governs related party transactions, ensuring full compliance with legal and regulatory standards.

Our procurement process, including tendering, is conducted transparently and competitively, ensuring fairness for all parties involved. In addition, we require all suppliers and service providers to complete Know Your Supplier (KYS) forms, which mandate the disclosure of any potential conflicts of interest. These disclosures are reviewed and maintained in our vendor database to uphold integrity and transparency. While this process has been in place for some time, we introduced new forms and enhanced procedures in 2024, which we believe will further strengthen our ability to identify and mitigate conflicts of interest within our procurement practices.

Board members are also required to disclose any external interests or activities to the Nomination, Remuneration and Governance Committee annually, and they must promptly notify the company of any potential conflicts that arise. Directors are required to abstain from participating in decisions or discussions where conflict does or may exist.

All related party transactions are fully disclosed in our annual financial statements.

## Ethics and Anti-Corruption

We maintain a zero-tolerance policy toward corruption, bribery, and unethical business practices.

## Data Privacy and Protection

We are committed to safeguarding the personal information of our guests, employees, and business partners. In alignment with local regulations, we have recently updated our Privacy Policies which governs the collection, processing, and storage of personal data across all of our operations. Through our partnerships with Marriott and Accor, we are enhancing these protections, particularly at our flagship properties, Gulf Hotel Bahrain and Gulf Court Hotel Business Bay. Additionally, we have adopted appropriate platforms and systems to ensure compliance across all our operations.

Employee training also remains a key part of our approach, ensuring that our team is well-informed and equipped to handle data responsibly.

KPIs	2024
Number of data privacy violations reported during the period	0
Number of data privacy violations involving personally identifiable data	0