

## Sustainability Policy

**We aim at business excellence by providing quality products and services to our customers and consumers safely with due regard to the environmental impact of our activities.**

**We are committed to making a difference for the better of our Customers, Performance, People and Planet.**

**We set targets on our Sustainability Focal Areas, monitor, and review same to achieve our objectives.**

### CUSTOMER

- We listen to our customers and consumers to understand their needs and develop products & services that meet their expectations.
- We create value for our customers and consumers, by being agile to changing market imperatives, by being innovative and by focusing on quality, service, safety and sustainability.
- We develop new product lines, brands and services and explore new distribution channels to enhance the lives of our customers and consumers.
- We value long-term relationships with our customers and consumers.

### PERFORMANCE

- We create value for our stakeholders while reinforcing our business acumen by placing safety, health, environmental and quality, innovation and governance matters at the core of our processes.
- We pursue continual improvement and innovation whilst fostering vital interactions with our stakeholders.
- We communicate on our activities and report on our sustainability performance.
- We comply with regulatory and other relevant requirements and are continuously in dialogue with the authorities to improve our operations.
- We position ourselves as a trusted player in the industry with respect to our stakeholders and we associate ourselves with reliable partners having the know-how, experience, and technology to consolidate our offerings.
- We strive towards business excellence in a responsible and ethical manner.

## PEOPLE

- We value and foster our talents, promote our flexible entrepreneurial and passionate spirit while maintaining our strong family foundation.
- We promote a positive and responsible culture by embracing best practices to ensure the safety, health, welfare, and development of our people.
- We embrace people diversity.
- We value, challenge, and reward our people.
- We support the communities through our social engagements.

## PLANET

- We aim at reducing the environmental impact of our activities by managing our resources and processes responsibly for a better future.
- We adopt a holistic approach to sustainability and address the challenges of sustainable development across our value chain by integrating the sustainable development goals (SDGs), United Nations Global Compact principles and group Planet Goals.

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