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01

Introduction

Message from our Group Managing Director

At Havelock One, we are committed to making impactful strides towards a more sustainable future. Through innovative practices and dedicated partnerships, we've achieved significant milestones in our sustainability journey. In 2023, our commitment to renewable energy soared as we produced 55,654 KWH of power from our solar panels installed at our camp facility. This not only reduced our carbon footprint but also showcased our dedication to harnessing clean energy sources.

We illuminated the path towards energy conservation by implementing sensor lights in our Bahrain offices, effectively reducing power consumption. This initiative not only exemplifies our dedication to sustainable practices but also demonstrates our ongoing efforts to optimise energy usage across our operations. Upholding our pledge to sustainability, we boosted our contribution of certified timbers, increasing it from 30% to an impressive 57% of the total volume used in our projects. This significant uptick underscores our commitment to responsible material sourcing and forest conservation. Strengthening bonds with our local communities, we partnered with Surge for Water, advocating for universal access to clean, safe water. Additionally, we rallied

behind the Cairo Old Crocs at the Dubai Rugby 7s, raising vital funds for the Brain Tumour Charity. These partnerships reflect our ethos of giving back and making a positive impact beyond business. Among our proudest achievements is the substantial decrease in chemical waste. From June onwards we have achieved almost zero chemical wastage from our factory operations.

Embracing the digital frontier, we transformed into a fully digitised business, streamlining our systems and processes for enhanced efficiency. From pioneering collaboration tools to innovative apps for HR activities, site-audit reporting, NCR, and HSE, we're revolutionising the way we operate. We took a monumental step towards sustainable construction by spearheading the manufacturing and interior joinery for the GCC's first LEED Platinum Starbucks store. Collaborating closely with the client, we prioritised eco-friendly materials, setting a new standard for green architecture.

As we reflect on our accomplishments in 2023, we remain steadfast in our commitment to sustainability, continuously striving to innovate, collaborate, and lead the way towards a greener, brighter tomorrow.

Syed Kashif Akhtar
Group Managing Director



Overview

Havelock One adheres to the UN-approved Global Reporting Initiative (GRI) standards for this report. Our efforts have been concentrated on harnessing solar power, reducing paper and plastic waste, managing e-waste, conserving energy, exploring strategies for recycling polishing material, and implementing a comprehensive waste management system within our factory premises in the Kingdom of Bahrain. These initial steps aim to develop a sustainable ecosystem within the organisation, contributing to positive changes on a larger scale. We release our sustainability report annually to address stakeholder concerns and communicate the company's progress in sustainable goals, finances, and leveraging opportunities.

In this consolidated reporting structure, we adopt a systematic approach to address the impact and integration of Environmental, Social, and Governance (ESG) topics crucial to Havelock One Interiors' operations. Our commitment lies in creating systematic change and establishing long-term values.

This report also chronicles Havelock One's 25-year journey, highlighting achievements, awards, and key milestones within the design industry. Our vision, organisational goals, governing policies, and commitment to exceeding client expectations set us apart from competitors.

Dedicated to reducing our carbon footprint and achieving sustainability goals, Havelock One welcomes comments, feedback, or suggestions on the report's content. Reach out to us at sustainability@havelockone.com.



02

Sustainability

2023 Summary Performance



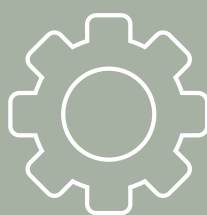
Health, Safety & Environment

Havelock One Interiors KSA has successfully completed over 1 million safe man-hours, totalling 1,126,440, from January to October 31, 2023, without any lost time injury (LTI). We achieved 1 million man hours without any lost injury time.



Our People

Havelock One's Taqadam initiative has conducted 65 training sessions in 2023. Our 25 years' anniversary has been celebrated by 3 employees along with the organisation.



Technology

We have taken a leap by going fully digitalised with our systems and processes - online + centralised approvals, communication and collaboration tools added, apps developed for HR activities, site-audit reporting, NCR and HSE. Newly installed machines in the factory also help conserve energy.



Our Environmental Impact

55,654 KWH of electricity has been produced from the solar panels installed at the camp facilities. We have significantly reduced the chemical wastage through our systematic waste management policy. From June 2023, we have achieved almost zero chemical wastage.



Responsible Procurement

Wood being our major supply item is already a sustainable material; moreover, FSC materials now contribute to 57% of the total volume.



Being Part of a Community

We continued the partnership with Surge for Water to support the initiative of creating a world where everyone has access to clean, safe drinking water. We also support the Cairo Old Crocs at the Dubai 7s event to raise funds for the Brain Tumour Charity.

Our Approach to Sustainability

We've embraced green innovations and sustainable practices, adapting every step of our processes to minimise environmental impact.

- Adopting responsible procurement measures.
- Exploring the use of water-based paints which reduce VOC emission.
- Enhancing our existing waste management system.
- Reducing the plastic usage.
- Moving towards reducing our carbon footprint.
- Exploring a power efficiency program supported by a third party.
- Environmental certification through ISO across the group.



LEED Certified Projects

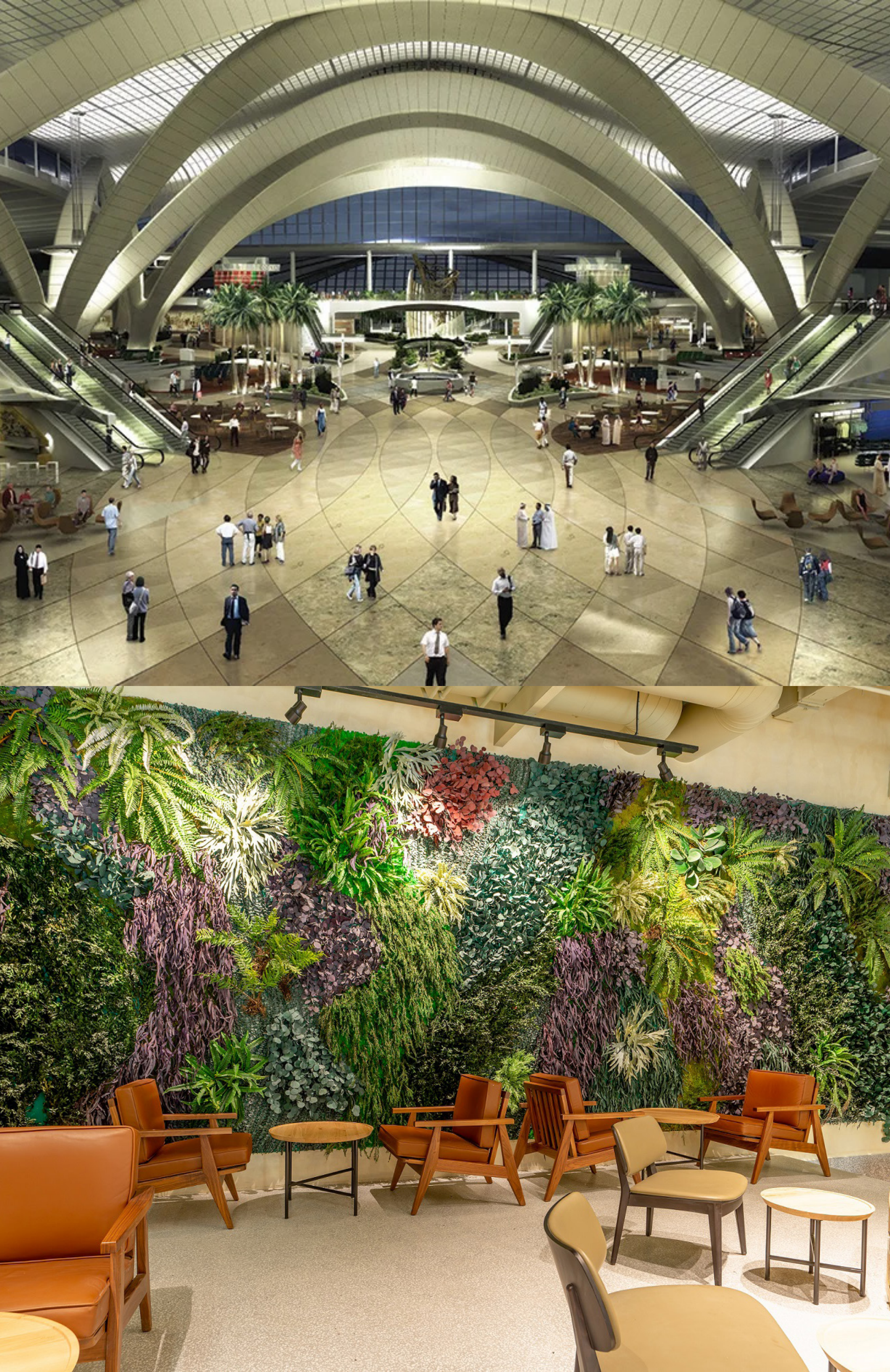
LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world. Available for virtually all building types, LEED provides a framework for healthy, efficient, and cost-saving green buildings. LEED certification is a globally recognised symbol of sustainability achievement and leadership. We have been involved in multiple projects with LEED standards and the ones following the Pearl design rating from the ESTIDAMA green building rating systems and guidelines.

We have carried out the manufacturing and interior joinery for the GCC's first LEED Platinum Starbucks store. The store in KAFD, Riyadh, is one of the first F&B stores in the GCC to have been awarded the prestigious LEED Platinum certification, and one of only six Starbucks stores globally.

We worked with our client to deliver the millworks manufacturing and interior joinery, using ecofriendly materials such as certified timbers and low VOC paints, adhesives, and materials. The award-winning store was

recognised for incorporating eco-friendly materials, including recycled terrazzo and local marble, to create natural patterns throughout the store interiors. It also includes a biophilic design with a collection of green walls, natural trees and planters that provide a sense of calm and relaxation to customers. The store also scores well on the use of water-efficient indoor fixtures, the elimination of CFCs, energy modelling compliance, the use of energy-efficient equipment and lighting fixtures, and the use of chilled water from the base building using compliant refrigerant.





Additional Green Projects

UAE

Sheikh Zayed Desert Learning Centre, Serenity Dental Clinic, Etihad Airways at Al Ain, VOX Cinemas in Nakheel Mall, and various brand outlets at Abu Dhabi International Airport. At the Abu Dhabi International Airport, we followed the ESTIDMA guidelines for the installation of various projects, including- POLO Ralph Lauren, Hermes, Penhaligon's, Bath & Body Works, DFS multi-brand area, Pernod Ricard group, Starbucks, and others - We handled the Estidama approval process under the supervision of an external consultant appointed by us. The airport has been awarded a three Pearl design rating from the Estidama green building rating system making it the largest singular building to be rated globally and the highest-rated airport terminal in the Gulf Cooperation Council (GCC). In addition to the use of recycled materials, the use of regionally sourced materials has cut carbon emissions due to shorter journeys to sites. Equally, 75 per cent of construction waste is being diverted from landfills during the construction phase. Bahrain National Bank of Bahrain, Several brands' outlets at the New International Bahrain Airport Duty-Free such as Vilebrequin, Estee Lauder, Ralph Lauren, Pernod Ricard group at Duty-Free arrivals and departures. Several projects in the Marassi Galleria mall such as Gucci and D&G are LEED certified.

Saudi Arabia

Al Moosa Specialist Hospital

Qatar

Qatar Duty-Free is a LEED Silver certified building. We were involved in various projects- like Ralph Lauren, PUIG - Phantom, Hublot, DIOR and others. Hamad International Airport will be the first airport in the region to achieve a 4-star Global Sustainability Assessment System (GSAS) rating as part of plans to expand its capacity to more than 53 million passengers annually by 2022. The terminal will also be a LEED Silver certified building, featuring several innovative energy efficiency measures.

03

Environment

Our Environmental Impact

Objective

In light of the ongoing challenges posed by climate change, the global community recognises the crucial role that corporations can play in decarbonising the planet. To address this, the Company is committed to undertaking a comprehensive transformation in its operational activities and performance, aiming to mitigate risks and capitalise on opportunities.

Our proactive measures aim to position us as a responsible contributor to combating climate change.

Approach

Recognising climate change as the defining issue of our time and a significant obstacle to sustainable development, governments and businesses are united in efforts to reduce energy wastage and limit global warming. Our company is steadfast in its commitment to improving manufacturing processes, employing technologies to minimise energy consumption, and reducing resource wastage.

The 'Green@Work' campaign fosters eco-friendly practices at the workplace, instilling an ecoconscious culture that begins with the support of employees. Department Heads play a pivotal role in championing green initiatives and encouraging their teams to report any observed resource wastage.



Our Environmental Impact

Performance

Conserve Energy

Addressing the global energy crisis is a shared responsibility of both organisations and individuals. As a socially responsible entity, Havelock One has initiated sustainable energy practices. The installation of solar panels at our Bahrain camp facility exemplifies our commitment to leveraging natural resources for environmental support and reducing power consumption.

- Quest for embracing solar energy

We have installed solar panels at our camp facility in Bahrain. The motive behind this is to support the environment by utilising natural resources and subsequently reduce power consumption. Currently, Havelock One has planned to implement solar panels in both of our factories in Bahrain. The solar panels installed in the camp facilities were able to produce 55,654 KWH of electricity in the year 2023.

- Usage of sensor lights to reduce power

In an effort to reduce energy consumption, the sensor lights installed in our Bahrain offices strategically targets areas with shorter occupancy durations, such as lobby and walkway spaces, providing an effective platform for energy savings.

Save Paper – Reduce, Reuse, Recycle

Paper usage plays a vital role in sustainability, and we have made a strong effort to reduce paper consumption, with good results. With the support from several department heads and our IT team, our Company has developed several online systems and modules to tackle the manual paperwork. Thus, we encourage our employees to 'go digital' to reduce the use of paper where possible. Our new paper and cardboard waste management process aims to streamline our efforts towards a more sustainable workplace.



Smart Water Use

To emphasise the importance of water conservation, sensor taps have been installed in washrooms. This serves as a reminder to employees about the critical goal of conserving precious water resources in alignment with today's sustainability priorities for both individuals and corporations. Management process aims to streamline our efforts towards a more sustainable workplace.

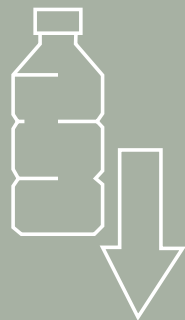


Our Environmental Impact

Initiatives



Enhancing Waste Management



Reducing Plastic Usage



Solar Power Implementation



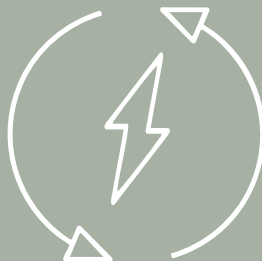
Reducing Our Carbon Footprint



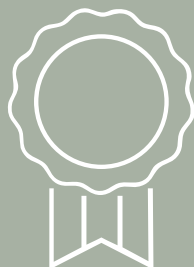
Responsible Procurement



Reducing VOC Emissions



Power Efficiency Program



Environmental Certification

04

People

People

Our organisation thrives on the richness of diversity, welcoming individuals from diverse backgrounds, each contributing unique values to our collective ethos. We are dedicated to nurturing a team culture that serves as a platform for individuals to showcase their skills, fostering personal growth that significantly enhances the value we bring to our esteemed organisation.

Approach

Goal-oriented and customer-centric

At Havelock One Interiors, we are committed to realising our promise of "Evolving Partnerships Effortlessly". This commitment entails building strong relationships, starting from within our own team, and instilling our values to deliver exceptional work through thoughtful precision. Our human resource management is dedicated to identifying, recruiting, and training individuals who share a common drive for performance and a passion to meet market demands and client needs.

Freedom and responsibility

Regardless of seniority, we expect all employees to think along and ahead, leveraging our collective experience and expertise to anticipate challenges. This level of autonomy requires teamwork and cohesion, particularly in the dynamic fit out contracting and manufacturing environment for interior projects. We encourage independent thinking while offering guidance and support, ensuring our shared goals lead to success.

Stability and continuity

Despite the cyclical nature of the construction business in the Middle East, our company has consistently grown over the past two decades. We take pride in offering a secure and stable environment, allowing our dedicated team members to leverage their skills proudly under the Havelock One banner. Our focus on stability extends to fostering a blend of experienced and new talent, facilitating mentorship, and promoting career progression through the right tools and training.

Employee feedback

We are committed to continuous improvement, actively seeking, and addressing constructive feedback. Our participation in the Great Place to Work survey in 2020 resulted in the certification of our offices as GPTW in the UAE, Bahrain, and Kuwait.



People

Performance

Women Empowerment

In celebration of International Women’s Day on March 8, 2021, we launched the "**Sadeeqati**" initiative, meaning "my female friend," specifically for the women staff at Havelock One. This initiative includes a series of talks, training, workshops, and other activities focused on women’s wellness, emphasising the development and wellbeing of our female staff.



Cultivating Excellence and Diversity

At Havelock One Interiors, our mission revolves around embracing diversity. Our team culture is a dynamic platform, propelling personal growth and skill showcase in a workplace that nurtures positivity, blending seasoned expertise with fresh talent, and fostering mentorship to ensure a thriving journey for all.





People

Performance

Training and Development

We introduced "**Taqadam**" – an online training and learning program designed to upskill employees during the challenging times of COVID-19 pandemic. What began as a response to the immediate needs of the workforce has now transformed in to a powerful tool for continuous learning and professional development at Havelock One.

The online platform accommodates diverse learning styles and schedules, enabling individuals to balance work commitments with ongoing professional development. Taqadam offers tailored learning paths for our employees providing a diverse array of courses to meet individual and organisational needs.

The platform's feedback mechanisms play a crucial role in its success. Regular assessments and feedback loops allow employees to track their progress, while Havelock One gains valuable insights to continually enhance the quality and relevance of the courses offered.

The learnings from Taqadam helped employees apply new methods of working in their roles, enhancing professionalism and improving our work culture. The online learning initiatives were first introduced in COVID time when there was a reduced workflow, so that the employees could utilise their free time learning and upskilling. As a result of prioritising training and learning as a business, we have made substantial surge in learning sessions conducted and we are able to mould a curious, ever learning and creative workforce.

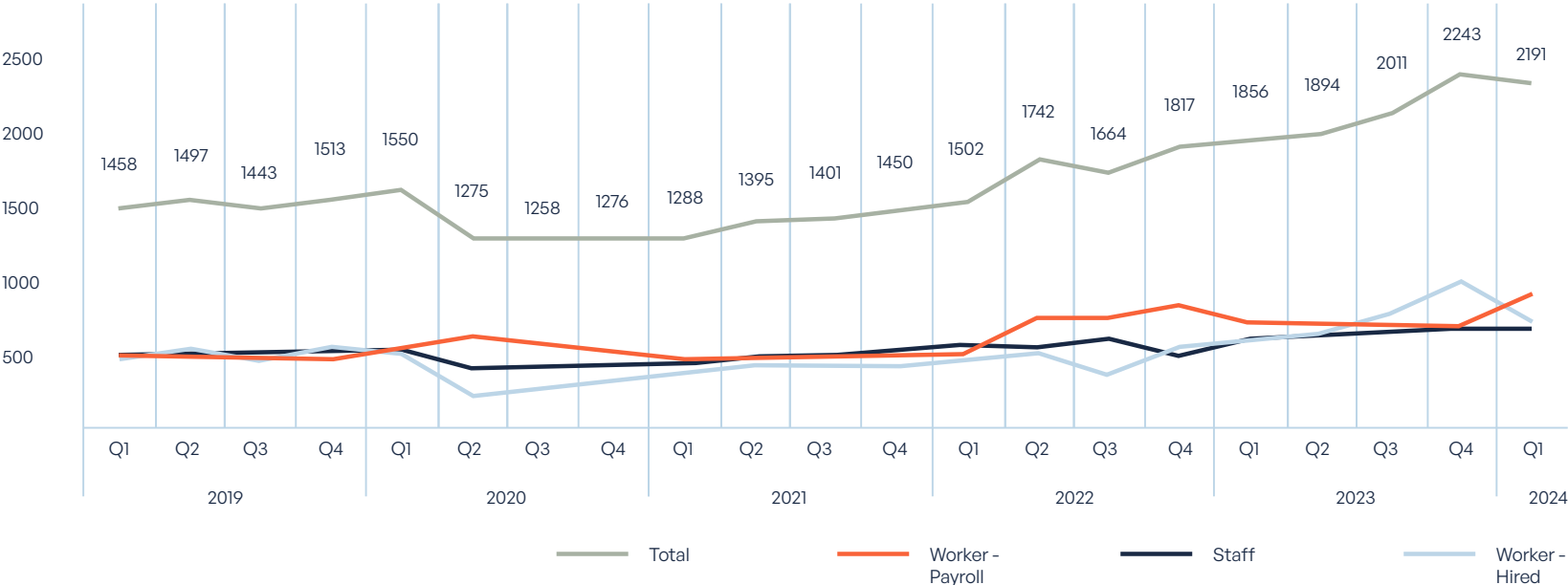
Taqadam goes beyond traditional e-learning by offering an interactive and engaging learning experience. The initiative has empowered individuals to take ownership of their development, resulting in a workforce that is not only more skilled but also more motivated and engaged.



People

Statistics

Headcount



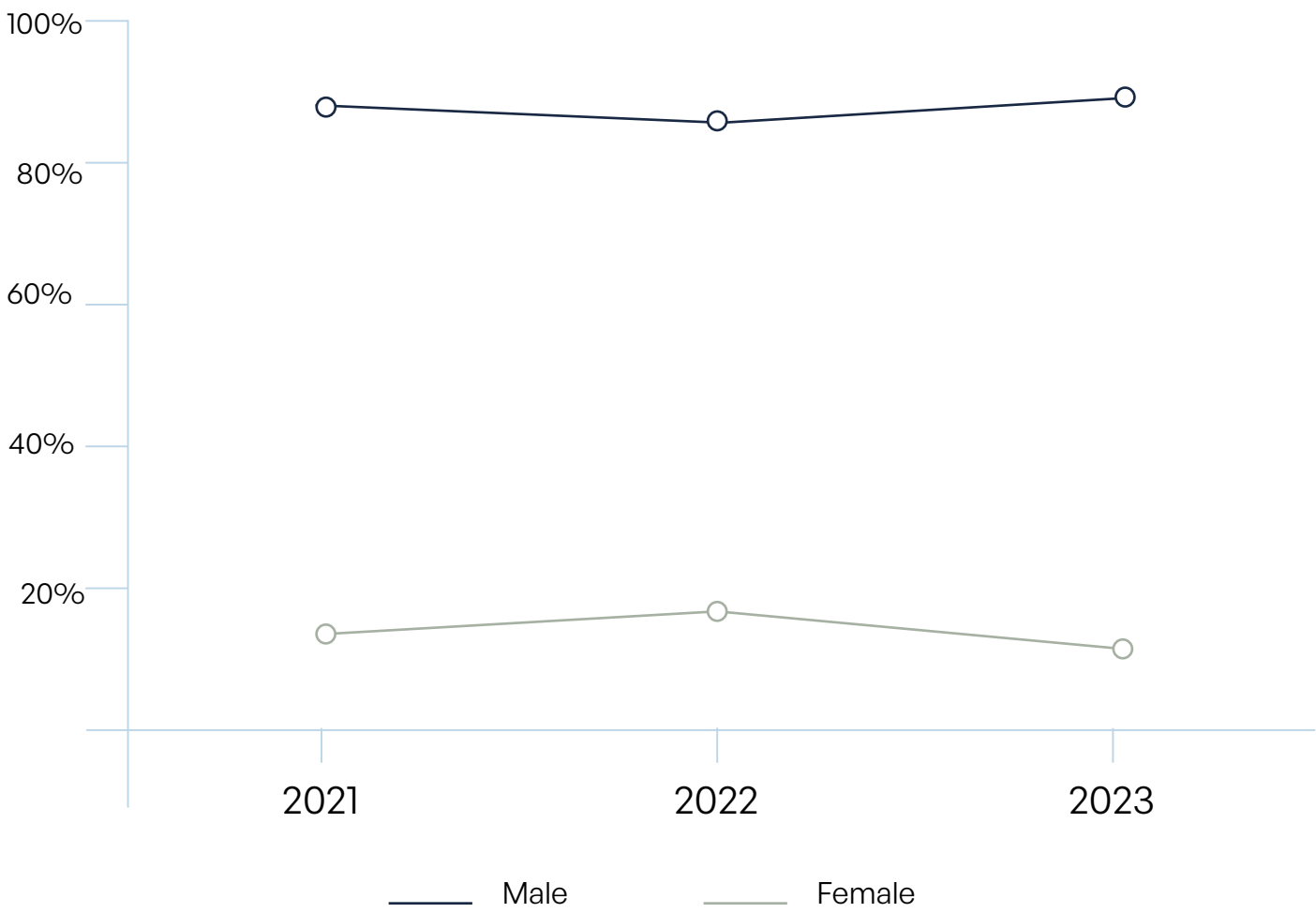
Category	AUH	BAH	DXB	IND	KSA	KWT	QTR	TOTAL
Staff	9	651	14	-	-	-	-	674
Worker-Visa	-	515	-	-	362	-	-	877
Worker-Hired	53	32	43	28	143	33	14	640
Total	62	1,492	57	28	505	33	14	2,191

Diversity

Nationality	Staff	Workforce	Total
Bahraini	48	24	72
Bangladeshi	4	19	23
British	14		14
Bulgarian	1		1
Egyptian	16		16
Filipino	40	1	41
Indian	399	589	988
Jordanian	14		14
Kenyan	1		1
Lebanese	18		18
Lithuanian	1		1
Nepali	4	34	38
Nigerian	2		2
Pakistani	23	15	38
Polish	1		1
Portugese	1		1
Saudi	7		7
Sri Lankan	20	4	24
Syrian	11		11
Tunisian	3		3
Yemeni	1		1
Emirati	4		4
Russian	1		1
Ghanian	1		1

Gender Overview

Category	BAH	UAE	KSA	Kuwait	Qatar	Total
Full Time Staff	349	95	139	32	14	629
Male Staff	284	84	137	30	11	546
Female Staff	65	11	2	2	3	83
% of Full Time Male Staff	81%	88%	99%	94%	79%	87%
% of Full Time Female Staff	19%	12%	1%	6%	13%	13%



05

Health, Safety & Environment

Health, Safety & Environment

Objective

Havelock One Interiors places a significant emphasis on health and safety across all operations, with a particular focus on the construction and manufacturing industries.

Our commitment is demonstrated through the implementation of clear policies and effective procedures, which are applicable to all relevant stakeholders, including employees, contractors, suppliers, vendors, clients, and others present on sites/factory.

Approach

Our Health, Safety and Environment (HSE) strategy follows both GCC labour laws and global standards, and we hold ISO 45001:2008 certification for our UAE office and ISO 14001:2015 for our offices in UAE and Qatar.

The company has instituted a robust Health and Safety program, supervised by a team of qualified and certified professionals including men and women. To optimise safety coverage, rotational shifts for HSE representatives are implemented, ensuring safety oversight of more than 98% of our factory operations.



Health, Safety & Environment

Our approach centers on:

1. Occupational health & hygiene

- 1.1 Health awareness and training
- 1.2 Heat stress & illness prevention and protection plan
- 1.3 Drinking water portability tests
- 1.4 Health insurance for staff and workers
- 1.5 Workers medical checkup
- 1.6 Hand sanitisers in key locations
- 1.7 Periodic assessment of air quality and noise levels
- 1.8 Temperature and humidity monitoring
- 1.9 Provision of personal protective equipment
- 1.10 Health and wellness promotion

2. Emergency preparedness & response

- 2.1 Revised emergency evacuation layout/routes
- 2.2 Standardised designated assembly area
- 2.3 Periodic mock evacuation drills – fires, chemicals, etc.
- 2.4 Approved first aid room and nurse by Bahrain ministry of health
- 2.5 Accident/incident reporting, communication and management
- 2.6 Monthly accident/incident review by executive management
- 2.7 Adequate fire marshals trained by Bahrain civil defence
- 2.8 Adequate fire detection and suppression systems

3. Standard operating procedures/policies

- 3.1 Fire safety plan
- 3.2 QHSE statement
- 3.3 Traffic control & management
- 3.4 PPE programme
- 3.5 Hot work procedures

4. Hazards identification, risks assessment & control

- 4.1 Facility risk assessment
- 4.2 Safety inspections
- 4.3 Risk assessments of critical machines and non-routine operations
- 4.4 Non-conformance tracking - (action tracking & recording form)
- 4.5 Permit-to-work system

5. Safety communication, awareness, training & education

- 5.1 Weekly toolbox talks
- 5.2 Multilingual safety video & toolbox briefings
- 5.3 Supervisors’ monthly safety training/meeting
- 5.4 Monthly safety committee meetings
- 5.5 Safety posters/signages in common languages, key areas/units
- 5.6 Safety training room
- 5.7 External third-party training

6. Promoting positive safety culture for continual improvement

- 6.1 Safety recognition programme
- 6.2 Training based on training need assessments
- 6.3 Workers’ representatives in committee/monthly meetings
- 6.4 Leading by examples from senior management
- 6.5 Senior management’s periodic employee communication

7. Environmental management/protection

- 7.1 Managing hazardous waste control unit (chemical waste management)
- 7.2 Enhance chemical waste collection and disposal
- 7.3 Chemical list inventory
- 7.4 Labelling chemical containers
- 7.5 Safety data sheet trainings
- 7.6 Chemical protective PPE (clothing/mask/gloves)
- 7.7 Environmental impact assessment
- 7.8 Renovated main paint storage area

8. Procurement

- 8.1 Procurement procedure for HSE compliance
- 8.2 Safety elements in contractor selection process

9. Record keeping

- 9.1 9.1 Documentation of key HSE records

Performance

Havelock One Interiors is pleased to report no fatalities for the year, with only minor First Aid cases recorded among its workforce and subcontractors.

Category	Bahrain	UAE	KSA	Kuwait	Qatar	Total
Man-Hours	3,401,712	1,049,287	1,619,860	585,596	117,698	6,774,153
Fatalities	0	0	0	0	0	0
Incidents	1	0	13	0	0	1
Lost Time Injuries (LTI)	1	0	0	0	0	1
Fatality Rate	0	0	0	0	0	0
Incident Frequency Rate	0.03	0	0.8	0	0	1
Number of Occupational Disease Cases	0	0	0	0	0	0
Total Recordable Injuries	1	0	2	0	0	3
Total Recordable Injury Rate	0.03	0	0.12	0	0	0
Lost Time Injury Rate	1	0	0	0	0	0
Days of Lost Time due to LTI	3	0	0	0	0	3

Health, Safety & Environment

Health & Wellness Initiatives

Medical check-up

Under our employee wellness programme, we have been conducting various wellness interventions for staff and workers. Some of our wellness initiatives include eye check-up, health check-up, webinars and talks on a healthy lifestyle and launching of mental health helpline (online).

We also carried out theme-based webinars including 'Breast cancer awareness', 'Men who talks heals' and 'Sleep well' for employees. Events like yoga day and online learning courses through Taqadam were also launched to cater to employees' wellness aspects each year.

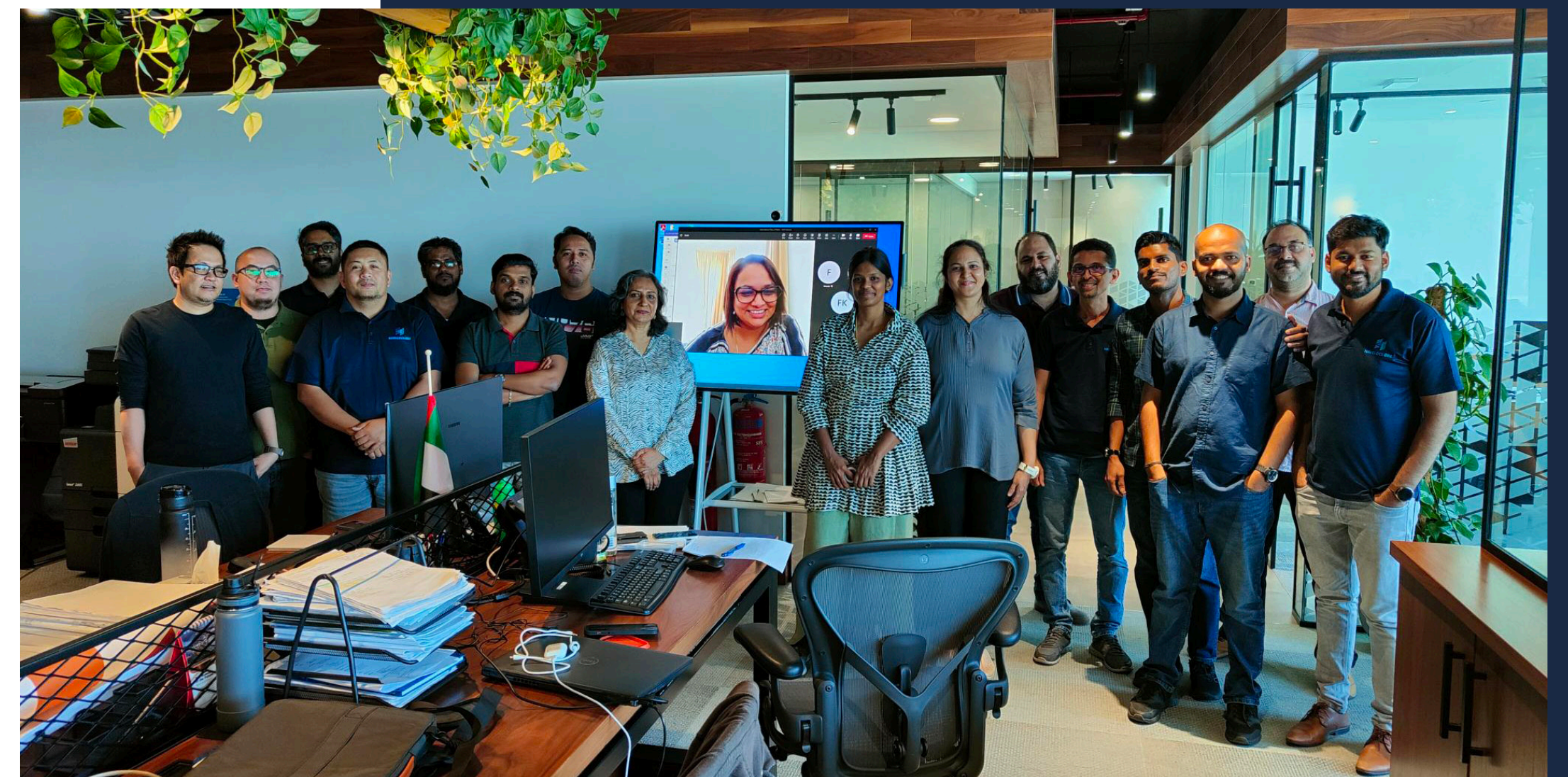
In 2023, along with these ongoing efforts to maintain a healthy workforce, we emphasised on a proactive approach towards wellness, by conducting a general Health Check-up. We in association with KIMS Health, scheduled a preliminary 'Health check-up camp' for the staff at all locations.

Health talk and counselling

When things get hard, it's helpful to have support. As part of the 'Employee wellness programme-selfcare with Havelock One,' we are committed to providing support during challenging times. Our focus is on offering confidential counselling services to address personal and work-related issues that may impact the health, mental, and emotional well-being of our employees.

Throughout the summer, we organised various Health and Wellness talks. To address specific health concerns, we designed theme-based webinars. For instance, 'Breast cancer awareness' sessions were organised, encouraging active participation from female employees across all our offices. These sessions provided valuable information and insights into breast cancer, contributing to a greater understanding of the topic.

Additionally, we focused on men's mental health with the theme 'Men who talks heals.' These webinars aimed to create awareness and initiate conversations around the mental well-being of male employees. We also conducted sessions on 'Sleep well,' emphasising the positive impact of good sleep hygiene on both professional and personal aspects of life.



Health, Safety & Environment

By offering a comprehensive employee wellness programme, Havelock One strives to provide the necessary tools and support to help our employees navigate challenges, promote well-being, and foster a positive and healthy work environment.

Nurse Room

As part of our continued commitment to caring for the health and wellbeing of our employees; we have revamped our First Aid room to a standard that is approved and licensed by the Bahrain Ministry of Health. Our First Aid room is well equipped with essentials to ensure we provide medical aid on time.

This Inclues:

- Stethoscope
 - Diagnostic sets
 - Automatic defibrillator machine
 - Nebulizer
 - Digital blood pressure monitor
- Wheelchair
 - Stretcher
 - Adjustable hospital bed
 - Medical oxygen
 - Essential first aid medicines

Also, we have a full-time registered nurse, certified by the National Health Regulatory Authority (NHRA) and supported by KIMS medical center to ensure availability of a medic in most of our active day shift hours, i.e.: from 9am to 5pm.

Statistics

Number of Staff Consulted	38
Number of Workers Consulted	1388
Number of Staff Treated	38
Number of Workers Treated	1388

These are all minor first aid cases in Bahrain office



06

Responsible Procurement

Responsible Procurement

Havelock One interiors recognise that one of our biggest impacts relates to the resources and materials we buy for our clients and our own operations. We also know that our clients are increasingly looking for their suppliers to ensure the materials used on their sites are responsibly produced and come from sustainable sources.

Approach

Our approach toward responsible procurement is to research and understand the correct source for purchasing raw material and required packing material.

- Havelock One is accredited to use certified timbers which enforces the procurement of raw material from reliable and sustainable sources.
- We also streamline our packing material by reducing the quantity of packaging required for various mode of shipments.



Responsible Procurement

Performance

Digital strategy

By utilising technology Havelock One has made the vendor selection process completely online.

All the required documents are now uploaded in a soft file and the entire process, starting from onboarding the vendor to the final payment, including management approvals, is an online process with zero usage of paper. With the streamlined vendor selection process, we are contributing towards reducing paper waste.

Material selection

We ensure that products come from responsibly managed forests that provide environmental, social and economic benefits.

Supplier selection

Sustainability goals can be 100% achieved with the support of our key suppliers, who are fully engaged and understand their role in our sustainability journey and success. We ensure our sustainability strategy and objectives are aligned with their's too.

Our vendor selection criteria apply to product quality, duration, estimates, cost etc. We discuss our sustainability requirements/ guidelines with suppliers, which becomes a primary selection criteria.

Packing procedures

We are optimising our packing system to reduce the amount of plastic, cardboard and wooden planks used to pack our finished products.

Our material packing process is categorised into five parts based on the mode of shipment.

Type A – High level

Type B – Medium level

Type C – Low level

Type D – Raw timber and plywood

Type E – Metal structure

The below table provides an easy explanation of our initiative:

Category	Type A	Type B	Type C	Type D	Type E
Wooden Pallet	-	✓	Reduced	✓	✓
Pu Sheet	✓	✓	✓	Reduced	Reduced
Edge Protector	✓	✓	Reduced	Reduced	Reduced
Polystyrene Protection	✓	✓	Reduced	Reduced	Reduced
Stretch Film	✓	✓	Reduced	✓	✓
Packing Ply	✓	-	Reduced	-	-
Soft Timber	✓	-	Reduced	-	-
Corrugated Roll	-	-	✓	✓	✓
Corrugated Sheet	-	-	✓	✓	✓

Loading optimisation

Streamlining the logistics process has significantly contributed to reducing our carbon footprint by optimising our transportation. Our logistic team ensures to fill the consignment space to the maximum capacity without transporting too much air and tries to mitigate multiple shipments, which subsequently helps reduce the carbon footprint.

Wood being our major supply item is already a sustainable material; moreover, certified timber contributes to 57% of the total volume.

Responsible Procurement

Sustainability initiative

Sustainability

Figure – A

The journey that we set last year on increasing our dependency on sustainable products is continuing and there has been remarkable progress on the same. Whilst 30% of our total forest products were from sustainable sources in the year 2021, this year It has jumped to almost 57% without having any additional impact on the landed cost.

Description	Year 2021 (In CBM)	Year 2022 (In CBM)	Year 2023 (In CBM)
Wood	1,888.00	2,210.60	2,240.28
Boards & Core	3,062.00	3,088.54	3,425.58
Laminate & Veneer	90.50	96.31	123.12
Total Forest Products Purchase (FSC & Non-FSC)	5,040.50	5,395.45	5,788.98
Certified Purchases	1,500.00	2,694.64	3,277.17
% of Certified Purchases Against Total Forest Products	30%	50%	57%

Packaging and sustainability

We have developed business relationship with a vendor from Turkey , for the PU foam edges L-shape and U-shape that we stock for packing purposes. (made of recycled materials and also recyclable (following the ISO standards 14001:2015)

One of the strategic plans last year was to switch our white wood used for palletising to certified timbers and we have achieved the same this year. Starting March 2022, all white wood purchased must be 100% certified.

Historically we were using approximately 5,000 MDF packing boards per year. We have since moved to using recycled OSB boards, replacing MDF with 10 mm and 14 mm high density OSB boards

Live supplier master portal

The supplier master portal created last year has been enhanced further to look at the purchasing history of the existing suppliers.

The certified timber suppliers can be listed by selecting the option of “yes” from the pull down menu.



Responsible Procurement

The following are some of the areas, supply chain will focus in the year 2024.

- Oxo biodegradable stretch film samples were tested and approved. This is currently under commercial evaluation, upon approval of which, this will be implemented.
- We started outsourcing cartons/boxes from recycled materials. This has been used for the packaging of 7 items in Starbucks projects. Similar exercise shall be continued for other projects.
- Products at the end of their life-cycle that our clients have requested disposal of will be segregated by material (e.g. metal, acrylic, glass, wood for easy recycling). We have a mutual agreement in place in Bahrain for scrap recycling.
- Checking the feasibility of using water based paint, with reduced VOC emission and less hazardous wastage. This is being tested and under evaluation, both technically and commercially.
- Involved with International Freight forwarder / freighters – who keeps record of carbon footprint with every shipment being moved inbound/outbound for us to compare it annually with our carbon footprint impact and put a plan forward to use more effective method of shipments which reduces the same.
- Shredding / compressing wood & panels waste to be reused as fillers or pallet foot.



07

Community



Community

Havelock One considers it our social responsibility to give back to the community we serve in whatever best form possible.

Approach

We are committed to giving back to our local communities and make every attempt to support them directly or indirectly. In the past, we have been providing short teaching sessions at school, raising funds for charity purposes, donations etc.



Community

Performance

2019

In late 2019, our Group operations director, Firas Al Ayed and our HR team donated 21 sets of Chinese tangrams to RIA institute Bahrain. These tangram sets, produced by our factory, are puzzle games that stimulate curiosity in young minds, promote problem-solving skills, enhance fine motor skills, and help children understand mathematical concepts.

Our factory employees participated in the 40th annual charity raft race competition, representing the company. This event, organised by the Royal club of Salmaniya, aimed to "Challenge disabilities" and raised BD 25,000/- for charitable programs supporting individuals in need of mental and physical support.

Havelock One collaborated with the British club of Bahrain to raise BD 6,531 for charity through the Great British charity golf day 2019. The funds were handed over to the Al Sanabel orphan care society.

Our marketing department conducted a teaching program at the Public Boy’s school in Dubai, where students were educated on the principles of marketing and advertising.

2020 & 2021

Due to COVID-19 restrictions, it was a challenge to organise any activities. However, we sponsored the great cause of 'Surge for Water' which aims to provide sustainable safe water, sanitation, and hygiene solutions around the world.

2022

For the third year in a row, we teamed up with Surge for Water to help create a world where everyone can have access to clean and safe drinking water.

Additionally, we contributed a communal prep kitchen table to the British preparatory school in Saar, Bahrain. The activities also emphasised the importance of sharing and providing food while playing.



2023

Havelock One continued its partnership with Surge for water. This year, the initiative was to provide comprehensive and sustainable solutions to communities, including building and fixing wells, implementing rainwater harvesters, ensuring safe toilets, and providing education on hygiene and menstrual health, among other efforts.

We supported the Cairo old crocs at the Dubai 7s event to raise funds for the Brain tumour charity. The charity focuses on funding research, increasing awareness about brain tumours, minimizing diagnosis times, and offering support and information to individuals with brain tumours, along with their families.



08

Technology



Technology

Havelock One has leveraged technology to optimise resource usage, streamline operations, and reduce environmental impact, ultimately fostering sustainability and efficiency in our processes.

Through digital tools and innovative solutions, we have significantly minimised waste, enhanced productivity, and contributed to a greener future.

Approach

At Havelock One interiors we have exploited the power of technology to make us more sustainable by reducing our paper consumption through digitalisation. Our new IT roadmap better supports business growth and provides strategies to standardise, virtualise, and cloud-enable our IT assets, allowing the company to focus on using technology for better operational efficiencies, while improving productivity and reducing IT troubleshooting.

Achievements

2023, Havelock One Interiors soared to new heights by securing five esteemed awards, recognising our unparalleled excellence in Information Technology. Our commitment to innovation, leadership, and transformative digital strategies has earned us the following accolades:

- ICT Leadership award
- CIO of the year (first instance)
- CIO of the year (second instance)
- CXO 50 award
- ISO 27001 Compliance for information security management



Technology

Performance

In this section, we demonstrate how Havelock One best utilises technology to make our ecosystem more sustainable:

Reduction of paper waste:

- Introduction of digital approval processes to shrink paper usage and streamline operational workflows.
- Introduction of mobile enabled shopfloor monitoring system to eliminate paper-based updates and provide online access to supporting documents with a reduction in physical printed copies.

Transition to Microsoft 365 cloud services:

- Migration of our Microsoft application to the Microsoft 365 cloud platform, enhancing operational efficiency, scalability, and accessibility.
- Utilisation of cloud-based collaboration tools such as sharepoint and teams to facilitate remote work and boost productivity.

ISO 27001 compliance for information security management:

- Accomplishment of ISO 27001 certification, underscoring our dedication to information security and safeguarding sensitive data.
- Implementation of robust information security controls and protocols to protect against cyber threats and ensure data integrity.
- Building stakeholder confidence by upholding the confidentiality, integrity, and availability of our information assets through ISO 27001 compliance.

Optimization of hybrid it infrastructure:

- Fine-tuning of our hybrid IT infrastructure, encompassing both on-premises data centers and cloud services, to enhance efficiency and mitigate environmental impact.
- Continuous monitoring and optimisation of hybrid infrastructure performance to ensure costeffectiveness and environmental sustainability.
- Building stakeholder confidence by upholding the confidentiality, integrity, and availability of our information assets through ISO 27001 compliance.

Promotion of digital inclusion and accessibility:

- Launching initiatives to promote digital inclusion and ensure accessibility of our technology solutions to all users.
- Development of user-friendly interfaces and assistive technologies to accommodate diverse user needs and preferences.

Remote work enablement and carbon footprint reduction:

- Provision of remote collaboration tools and virtual meeting platforms to facilitate remote work and minimise the need for business travel.
- Implementation of infrastructure upgrades and security measures to support remote work capabilities securely from anywhere.
- Deployment of virtual private networks (VPNs), multi-factor authentication (MFA), and secure remote access solutions to protect sensitive data and ensure compliance with information security standards.



09

Transparency & Anti-Corruption

Transparency & Anti-Corruption

Havelock One Interiors focuses on being open and transparent with all its stakeholders; from our employees and clients, to our subcontractors and suppliers. Transparency develops trust, and it has been our foremost motive to build a strong and transparent environment in our organisation with no corruption and bribery.

Approach

Havelock One's approach towards a transparent and ethical organisation is ingrained in our Code of Conduct which provides the guiding principles we believe are integral in upholding ethical standards when conducting business.

- All our employees are well knowledgeable about the company's code of conduct and the same is easily accessible to them.
- All employees are requested to acknowledge compliance with the company's code of conduct on an annual basis.
- All our new employees undergo the training and knowledge transfer about the code of conduct.

Performance

Havelock One is committed to conducting its business operations with the highest level of ethical standards and in compliance with applicable laws. We do not tolerate any malpractices or inappropriate behaviour by our employees or business associates, and such cases are dealt with in accordance with our Whistle-blower policy.

Our whistle-blower policy provides a safe avenue to our employees and business associates to report any actual or suspected fraudulent, unethical, or unlawful activities. They can do so either by contacting our whistle-blower officer or through our website by accessing "Speak up" menu option. Person reporting the concerns has option to remain anonymous and is protected from any retaliation.

We also have gift policy and hospitality and entertainment policy which provide detailed guidance to our employees with respect to exchanging gifts, hospitality, and entertainment with its business associates such as clients, suppliers, and sub- contractors in order to prevent incidents of bribery and corruption.

Engagement is one of the transversal issues encompassing our transformational strategy. It is crosscutting for each focus area: people, communities, sourcing and environment. For those focus areas to achieve their commitments, a high degree of stakeholder engagement is required.



Transparency & Anti-Corruption

Stakeholder Collaboration

Our approach to stakeholder engagement is summarised in the following table, which presents key stakeholder groups, their interests and how we regularly engage with them. The results guide our strategy and annual reporting.

Stakeholder Category	Stakeholder Priorities	Our Response	Frequency of Engagement
Client / Customer	Meeting project timeline	- Preparation of project schedule At the beginning of project and revise schedule in case of change request - Updating & tracking the project key activities / critical activities on the gantt chart - Daily progress report - Weekly progress report - Monthly progress report - High level management meetings - Site based client meetings	- At the beginning of project and revise schedule in case of change request - Monthly - Daily - Weekly - Monthly - Weekly - Weekly
	Adherence to the design & quality	- Prior approval on mock-ups from designer & client - Sourcing of finishes sample and prior approval of designer & client on finishes - Preparation & approval on shop drawings prior manufacturing of finished products. - Producing 3D renders to show visuals	- On a continuous basis - On a continuous basis - On a continuous basis - Depending on the client / owner’s requirements
	Reliable Service	- Sourcing material from client nominated vendors (if specified) - Quality checks by QC department prior dispatching material on site	- On a continuous basis - On a continuous basis
	Value Engineering	Provide value engineering proposal to client & designer considering technically and commercially viable	As and when encountered
	Easy, clear and transparent billing system	- Submission of payment application to client - Submission of tax invoice after client certification on payment application	- Monthly - Monthly
Employees	Job security and satisfaction	- Engage employees, maintain open communication channels, and develop AC plans based on employee feedback. - Ensuring job security and continuation	Communicating with employee through various channels that includes social media and internal communication
	Employee benefits	Offer competitive benefits packages comparable to the local market	N/A
	Employee benefits	Offer recreational service and packages for senior employees at discounted rate.	Applicable to Manager cadre employees.
	Opportunities for growth and skills development	- Developed comprehensive training and development program “TAQADAM” that offers staff several opportunities to improve and hone their skills - Employee annual review	- Offering training program by sending periodical training opportunities to employees - Annually
	Health & Safety	- Maintain a health and safety policy for all employees and workers - Maintain insurance coverage for all employees - Conducted and hosted employee vaccination drive During the COVID-19 - Communicate COVID-19 travel restrictions to employees	- On a continuous basis - On a continuous basis - During COVID-19 - A continuous process
General Public and Community	Commitment to upholding health and safety standards Minimal visual and noise pollution	- Following safety standard to avoid any disturbance and fatality - Avoid working in non-working hours while working in a residential area	- A continuous process - A continuous process
Suppliers	Provide timely payment	- Conduct periodic evaluations - Maintain open channel of communication and clearly articulated contract terms and agreements to ensure parties agree on method and date of payments	- On a weekly basis - On a periodic basis and depending on each contract
	Remain informed about Havelock One’s policy, company guidelines and HSE standards	Communicate Havelock One’s vendors and subcontractors about the code of conduct company follows which is included in the T&C in the contract.	Havelock One shared the COC through the LPO (Contract agreement) and induction by the respective site Project manager to the supplier’s workers on the site.



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