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01

Introduction

Message from our Group Managing Director

At Havelock One we are dedicated to creating a safer and more sustainable world for all. We recognise the impact our industry has on the environment, and we are committed to reducing our carbon footprint while driving meaningful change.

2024 marked a year of tangible achievements in our sustainability journey. We were proud to obtain ISO 45001:2018 certification, reinforcing our zero-injuries policy to health and safety. Our stringent approach resulted in 3.6 million safe man-hours, supported by continuous training, health screening, and robust safety initiatives.

We also made strides in reducing our environmental impact. Solar power generation at our labour camp facilities increased to over 62,000 kWh, while chemical waste was reduced by nearly 80.62%, down to 2,331 kWh. Additionally, we recycled 13,230 kg of paper and 442 CBM of skip waste—helping to curb the volume of materials sent for disposal.

Beyond environmental sustainability, we remain deeply committed to our people. Our latest culture survey reflected this, with a 90%+ alignment in key areas, confirming the strength of our values and workplace environment. We also continued our collaboration with Surge for Water, ensuring access to clean, safe drinking water for communities in need.

By focusing on smarter material choices, expanding our recycling and reuse initiatives, and improving energy efficiency, we are pushing for a lower-carbon future in fit-out and manufacturing. Together, with our partners and clients, we will continue to build spaces that are not only functional and beautiful but also responsible and future-ready.

Syed Kashif Akhtar
Group Managing Director



Overview

Havelock One's sustainability focus aligns with the UN-approved Global Reporting Initiative (GRI) standards. This report highlights our sustainable initiatives to harness solar power, reduce paper and plastic waste, manage e-waste, conserve energy, recycle materials, and implement a comprehensive waste management system across our Bahrain facilities. These initiatives aim to build a sustainable ecosystem within the organisation, driving positive change on a broader scale.

We publish this annual sustainability report to address stakeholder concerns and transparently communicate our progress in achieving sustainable goals, financial performance, and leveraging opportunities. We integrate environmental, social, and governance (ESG) principles into our operations through a structured approach, creating systematic change and long-term value.

Our vision, organisational goals, and commitment to exceeding client expectations continue to set us apart. As we strive to reduce our carbon footprint and meet sustainability targets, our sustainability committee welcomes feedback, comments, and suggestions from sustainability@havelockone.com.



02

Sustainability

2024 Performance Summary



Our Environmental Impact

In 2024, our initiatives achieved significant progress, with solar power generation increasing to **62,785 kWh** and chemical waste generation decreasing to **2,331 KG**. We **recycled 13,230 KG** of paper and **442 CBM** of skip waste, contributing to a notable reduction in waste sent for disposal compared to previous years.



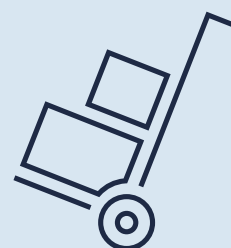
Our People

We received the **‘First Mover in Championing Mental Health Care Award’** by Trijog, for our firm commitment to employee wellness. A total of **734** employees participated in the training and development programme. **90%** scoring for our **culture survey** highlights a strong alignment with our values and a positive workplace environment.



Health, Safety & Environment

Achieved ISO 45001:2018 certification, reinforcing our commitment to maintaining the highest standards of health and safety in the workplace. We achieved **one million safe man-hours** in KSA with zero Lost-Time Injuries (LTI). Our fit-out divisions recorded **3.6 million** safe man-hours, supported by trainings, health screenings, and robust safety initiatives.



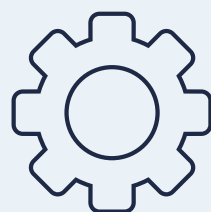
Responsible Procurement

Our primary supply item—**FSC certified** wood makes up **55%** of our total volume. We organised an additional FSC Standards Awareness training, engaging **29** participants in strengthening their understanding of sustainable practices. We also continue to purchase recycled products for packaging.



Being Part of a Community

We maintained our collaboration with **Surge for Water**, reaffirming our commitment to ensuring universal access to clean and safe drinking water for the community. In a meaningful contribution, our Company donated **eight pallets of fabrics and leathers** to Bahrain’s Ministry of Culture, supporting local handicrafts and the initiatives of the Bahrain Authority for Culture and Antiquities.



Technology

We successfully completed the **ISO 27001** surveillance audit, with no non-conformities or concerns identified. This reaffirms our compliance and commitment to maintaining robust information security management standards. Our IT department triumphed at CIO Connect, **winning three awards**: IT Manager of the Year, Cybersecurity Excellence, and Sustainability Excellence (IT & Technology).

Our Approach to Sustainability



We are committed to integrating eco-friendly innovations and sustainable practices across all operations to reduce our environmental footprint.

- Committed to eco-friendly innovations and sustainable practices.
- Responsible sourcing and procurement measures.
- Implementing energy efficiency programs with third-party support.
- Strengthening waste management systems.
- Reducing plastic usage across operations.
- Advancing carbon footprint reduction initiatives.
- Pursuing ISO environmental certifications group-wide.

Sustainable Projects

LEED and ESTIDAMA

LEED (Leadership in Energy and Environmental Design) 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.

KSA

- Starbucks, KAFD, Riyadh
- Balenciaga, Khayyat Centre, Jeddah
- Cluster 3- Marriott Autograph Collection, Sindalah Island NEOM
- Equinox Resort (MLH), AMAALA, Red Sea
- Village Boutique Hotel, AMAALA, Red Sea
- The Avenues Mall, AlKhobar

QATAR

- Hamad International Airport Duty-Free: Ralph Lauren, PUIG-Phantom, Hublot, DIOR and others.
- Place Vendome Mall: Burberry, D&G, Hublot, Alexander McQueen, Tommy Hilfiger.

UAE

- Zayed International Airport, Abu Dhabi: Polo Ralph Lauren, Hermes, Penhaligon's, Bath & Body Works, DFS multi-brand area, Pernod Ricard group, Starbucks and others.
- Sheikh Zayed Desert Learning Centre
- Serenity Dental Clinic
- Etihad Airways at Al Ain
- VOX Cinemas in Nakheel Mall

BAHRAIN

- National Bank of Bahrain (Various branches)
- New International Bahrain Airport Duty-Free: Vilebrequin, Estée Lauder, Ralph Lauren, Pernod Ricard group.
- Marassi Galleria mall: Gucci, Prada and D&G.

Greener Stores for Starbucks

The key difference between the LEED program and Greener frameworks is a focus on operational metrics. These Starbucks (SBX) stores have met the 'Greener Stores' strategies that meet rigorous requirements for waste, energy and water savings.

KSA

- Hail Saudi German Hospital
- Madinah Airport-Int'l Terminal
- AlUla AlJadedah
- Riyadh SABB Bank Tower

BAHRAIN

- Marassi Galleria mall (Ground Floor)
- Marassi Galleria mall (First Floor)

KUWAIT

- Hampton by Hilton, Salmiya Ground Floor

TURKEY

- Bursa Ahmet Taner Kislali Bulvari
- Balikesir Eresidence
- Istanbul Umraniye Yamanevler DT
- Forum Diyarbakir
- Sakarya Mavi Durak
- Onik isubat Tekerek



Delivering LEED Projects

UAE

We followed the ESTIDMA guidelines for the installation of various projects at the Abu Dhabi International Airport, 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. 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 was diverted from landfills during the construction phase.

QATAR

Hamad International Airport (HIA) Duty-Free is a LEED Silver-certified building. We carried out the fit out of stores including Ralph Lauren, PUIG—Phantom, Hublot, DIOR, and others. HIA is 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.

Place Vendome Mall in Qatar is a GSAS 2-star premises, and we have completed prestigious stores for Burberry, D&G, Hublot, Alexander McQueen, Tommy Hilfiger, etc.



SAUDI ARABIA

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.



03

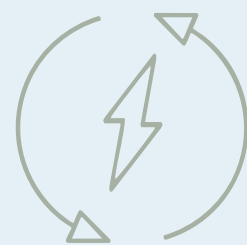
Environment

Our Environmental Impact



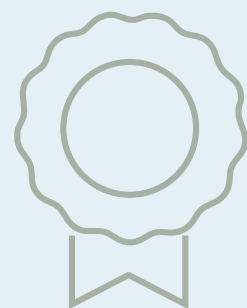
In response to the urgent challenges of climate change, we are dedicated to driving meaningful change through sustainable practices. As a fit-out company, we are committed to transforming our operations to reduce environmental impact, mitigate risks, and seize opportunities for innovation. Our goal is to lead as a responsible partner in the global effort to decarbonise and combat climate change.

Our Environmental Impact



62,785kWh

generated from our renewable energy initiatives, incl. solar panels.



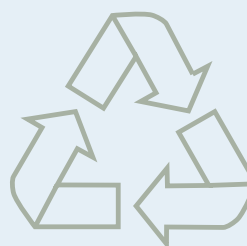
ISO 45001

ISO 45001:2018 certified for our manufacturing facility, Askar Bahrain.



13,230kg

paper recycling through a structured recycling program.



80.62%

reduction in chemical waste weightage.

Approach

Climate change is a defining challenge of our era, and we recognise our role in addressing it. We focus on optimising manufacturing processes, adopting energy-efficient technologies, and minimising resource wastage across our projects. Our renewable energy initiatives, including solar panels, generated 62,785 KWH in 2024, contributing to reduced carbon emissions. Department Heads lead by example, encouraging teams to identify and address resource inefficiencies, ensuring a sustainable approach to operations.

As a fit out company, we prioritise sustainable materials, reduce waste during installations, and explore energy-efficient solutions for our designs. By enhancing waste management, and pursuing ISO 45001:2018 certifications, we aim to set new standards for sustainability in the interiors industry.

Performance

Conserve Energy

Tackling the global energy crisis is a collective responsibility, and Havelock One is committed to sustainable energy practices. Our installation of solar panels at the Bahrain camp facility focused on harnessing natural resources, reducing power consumption, and supporting the environment.

- **Quest for embracing solar energy**

We have installed solar panels at our Bahrain camp facility and plan to expand this initiative to both factories in Bahrain. In 2023, the panels generated 55,654 kWh of electricity, increasing to 62,785 kWh in 2024. This progress underscores our ongoing efforts to embrace renewable energy and reduce our carbon footprint.

- **Usage of sensor lights to reduce power**

Translucent acrylic panels have been installed in the factory to reduce the need for powered lights. All factory lights will be upgraded to sensor-operated LED lighting, enhancing energy efficiency.



Our Environmental Impact

Save paper – Reduce, Reuse, Recycle

In 2024, we recycled 13,230 kg of paper through a structured cardboard recycling program, which helped reduce waste and better use resources.

To further reduce paper use, we worked with department heads and the IT team to introduce online systems, replacing many manual paperwork processes. This initiative made daily tasks easier and encouraged a shift towards digital workflows.

We also switched to digital business cards, reducing the need for printed ones while keeping professional networking simple and efficient.

Smart Water Use

The installation of sensor taps in washrooms has been yielding positive results, significantly reducing water wastage and reinforcing conservation efforts. This initiative continues to serve as a daily reminder for employees about the importance of preserving precious water resources.

Chemical Waste Management

In 2023, we implemented a structured chemical waste management process to prioritise recycling and enhance sustainability. By 2024, the benefits of this initiative became evident, with a significant reduction in waste disposal compared to previous years.

Chemical waste generated on our factory premises was systematically segregated into recyclable and direct waste. Recyclable waste, primarily thinners, was processed through a dedicated thinner recycling machine, producing reusable thinner as a by-product.

The residual waste from recycling, along with direct waste, was securely stored in labeled container bins and exported to a licensed waste disposal contractor for safe and compliant disposal.

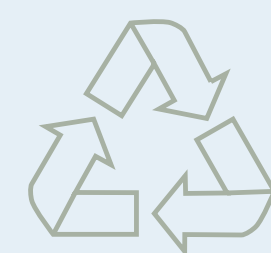
Our recycling initiatives have significantly reduced waste disposal over the years, with 2024 seeing a remarkable decrease in waste sent for disposal compared to previous years.

Chemical Waste Trend 2021-2024



Our Environmental Impact

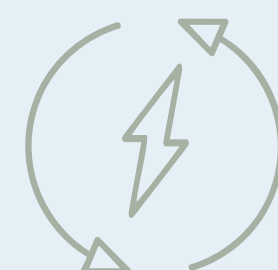
Initiatives



Enhancing Waste
Management



Reducing Our
Carbon Footprint



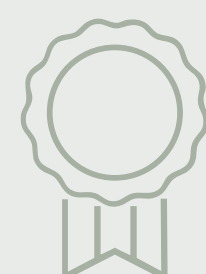
Power Efficiency
Program



Reducing Plastic
Usage



Responsible
Procurement



Environmental
Certification



Solar Power
Implementation



Reducing VOC
Emissions

04

People



People



We are proud to have a diverse team representing over 25 nationalities, each bringing unique perspectives and experiences. The results of our recent cultural survey reaffirmed that we have fostered a workplace where employees feel valued. By encouraging collaboration and open communication, we ensure that every team member has a voice and the space to develop their skills.

People

Approach

How we hire

At Havelock One, we understand that finding the right talent can be a challenge, but we've developed a well-structured and smooth process to ensure success. From planning resources for the year ahead to refining our hiring strategies, we focus on a structured approach that includes a clear interview process and smooth onboarding. This helps us find and welcome skilled professionals into our team.

How we nurture our talent

From clearly explaining job roles to setting the right performance expectations, we ensure the critical factors are communicated clearly. We emphasise the importance of managers engaging regularly with both new joiners and existing employees. This consistent interaction ensures that employees receive constructive feedback and creates an environment where exceptional work is recognised and appreciated.

Family first is a core value at Havelock One. We understand that life can be unpredictable, and we are committed to supporting our employees through various challenges. Whether requiring extended leave, working from home, or arranging special accommodations, we make every effort to accommodate individual needs ensuring they are valued and supported rather than having to step away during difficult times. We find flexible solutions that allow our employees to balance work with their personal circumstances. This approach has enabled many to work remotely while remaining active contributors, and we're proud to have an extended team that continues to thrive from remote locations, contributing to our overall success.

How we engage

We've established a dynamic and interactive channel for communication from the moment employees join Havelock One through a structured induction process and ongoing engagement throughout the cycle. We recognise the demands of our industry and strive to create a workplace that is both functional and welcoming. By incorporating greenery, modern setups, and bright, cheerful colors, we aim to create a comfortable and uplifting environment for our employees.

We understand that a positive work environment makes a difference, which is why we introduced the "Mpower" program. This initiative gives managers a budget to plan team gatherings for milestones like project completions, birthdays, and work anniversaries, creating opportunities to connect and celebrate together.

Our HR team actively engages employees through webinars, sports events, and various activities that mark important occasions such as National Days, Women's Day, and more. These events serve to create a sense of community and sustains a culture of recognition and appreciation. Wellness is a core priority at Havelock One. We firmly believe in learning, practicing, and consulting when it comes to mental and physical well-being. To support our employees in achieving mindfulness, we offer a variety of webinars, yoga sessions, and access to expert counsellors to guide employees in taking proactive steps toward their well-being.

Employee feedback is taken seriously at Havelock One. We are always looking for ways to enhance our operations and

improve employee satisfaction. To enhance interactions and improve the experience, we are advancing our "Digitisation" efforts, making it easier for employees to engage with HR and access relevant resources.

We also follow the HR Business Partner approach, where each HR representative is dedicated to supporting a specific business unit from start to end. At Havelock One, we focus on creating an environment that nurtures engagement, supports wellness, and drives continuous improvement, making sure our employees feel valued and supported every step of the way.



People

Performance

Talent Acquisition

We create meaningful conversations during interviews to help candidates feel welcomed and connected from the start. By working closely with universities, we engage with emerging talent through industry discussions, factory visits, and campus interactions. Our partnerships with NICMAR and Bahrain Polytechnic facilitate knowledge exchange and open opportunities for internships and full-time roles. We initiate workshops with universities to strengthen our engagement with future professionals, wherein young talent can showcase their abilities and be shaped as leaders of tomorrow.

Training & Development

We offer on-the-job trainings where employees are directly mentored by our leaders and managers. This hands-on approach allows our employees to grow and develop their skills in a real-world context. In addition, our 'Taquadam' online learning platform offers employees the flexibility to learn at their own pace while industry experts deliver specific technical training to ensure the highest level of expertise.

Employee Recognition

Our key initiative for employee recognition is the Mashkoor Program, a dedicated online platform where managers can publicly acknowledge and motivate employees for their contributions. This platform also enables peer-to-peer recognition, celebrating milestones such as tenure and valuable service to the company. Appreciation goes beyond office-based staff, ensuring that factory employees are also recognised, with notable contributions highlighted and celebrated across the board.

Women Empowerment

Since launching the Sadeeqati initiative in 2021, we have continued to support and uplift the women of Havelock One. Through training, workshops, and wellness programs, we provide opportunities for professional growth and personal well-being, ensuring every woman on our team feels valued and empowered.

Employee Wellness

In 2024, we prioritised employee well-being through health check-ups, yoga sessions, and mental health webinars like "Brain Fitness." Recognised with the 'First Mover in Mental Health Care Award,' we continue to encourage a supportive workplace, ensuring holistic wellness for all.

Employee Engagement

Our M-Power tool allows managers to organise engaging team events and celebrations without delay. We also launched Family Open Day, allowing employees to bring their families for factory or office tours, strengthening bonds and including loved ones in Havelock One's success journey.

Factory tour
43 families

139
visitors



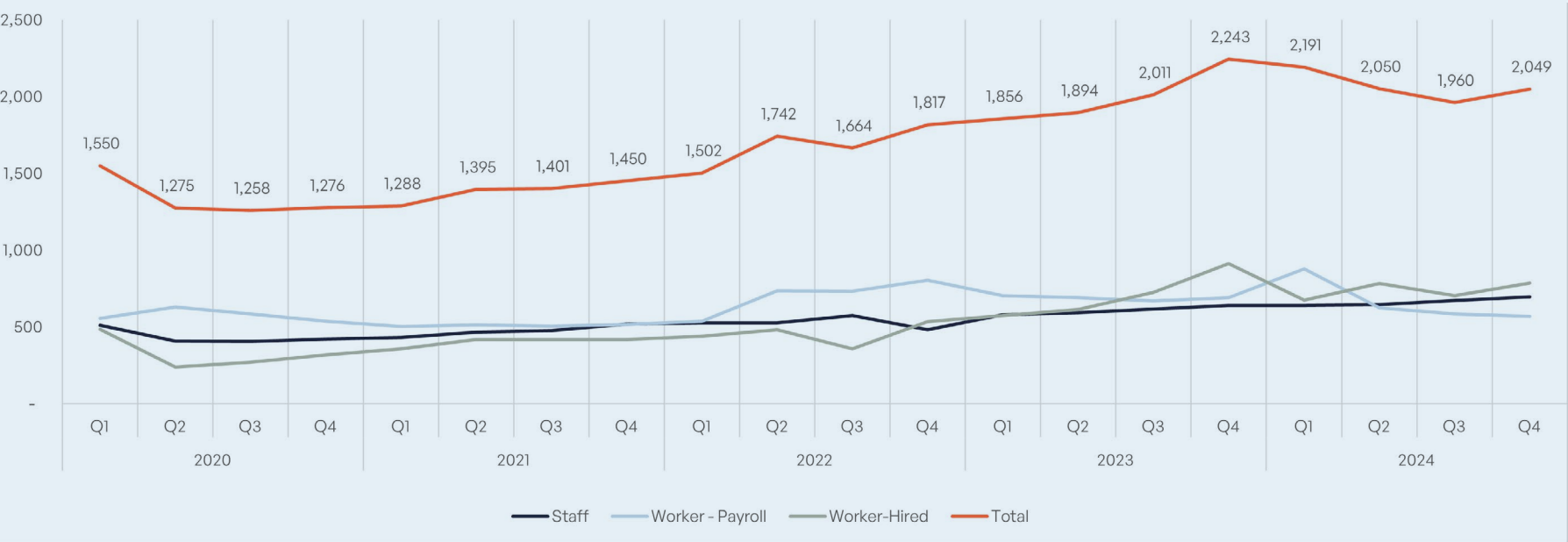
185
service
milestones



People

Statistics

Headcount



(As on 01/01/2025)

Category	AUH	BAH	DXB	FRA	IND	KSA	KWT	QTR	Total
Staff	53	318	42	1	38	200	31	13	696
Worker-Visa	9	545	14	-	-	-	-	-	568
Worker-Hired	-	358	-	-	-	427	-	-	785
Total	62	1,221	56	1	38	627	31	13	2,049

Gender Overview

Category	BAH	FRA	IND	KSA	KWT	QTR	UAE	Total
Full Time Staff	318	1	38	200	31	13	95	696
Male Staff	262	0	29	197	29	11	84	612
Female Staff	54	1	9	3	2	2	11	82
% of Full Time Male Staff	82%	0%	76%	98%	94%	85%	88%	88%
% of Full Time Female Staff	18%	100%	24%	2%	6%	15%	12%	12%

Culture Survey

Organisational Culture

In 2024, we appointed an agency to conduct an organisational culture survey to measure and analyse our current collective working practices, also known as Organisational Culture. The responses collected are helping us identify the working practices and relevant change initiatives that will further strengthen our organisation and align it with our long-term strategy.

The feedback, measured across six parameters, demonstrates a strong alignment with our core values and highlights the positive workplace culture we’ve collectively built. At the same time, the survey has also identified some areas for improvement, which provide us with valuable opportunities to grow and refine our workplace environment.

Here's what works well at Havelock One



Going forward, each of our divisions and departments will be issued with a detailed results from the survey. This will enable them to identify key focus areas and develop clear initiatives for implementation, enhancement, and communication within their teams.

05

Health, Safety & Environment

Health, Safety & Environment



At Havelock One, health, safety, and environmental (HSE) responsibility is at the core of our operations. We prioritise the well-being of our employees, contractors, suppliers, and clients by implementing stringent policies and effective procedures across our sites and factories. Through continuous training and proactive measures, we ensure a safe and compliant work environment for all.

Health, Safety & Environment

Approach

Our HSE strategy aligns with GCC labour laws and global standards. We hold ISO 45001:2018 certification for Bahrain, Qatar, and UAE, and ISO 14001:2015 for UAE and Qatar offices.

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.

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 trained Fire Marshals
- 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
- 3.6 Legal Compliance Procedure.
- 3.7 Work at height procedure

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
- 4.6 HSE internal audit procedure
- 4.7 Hazardous material procedures: use, storage, handling and disposal
- 4.8 HSE risk assessment dashboard

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
- 5.8 Safety communication program

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
- 7.9 Corporate environmental policy

8. Procurement

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

9. Record keeping

- 9.1 Documentation of key HSE records
- 9.2 Training matrix of workers trainings
- 9.3 HSE risk assessment dashboard

Health, Safety & Environment

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.



ISO 45001

ISO 45001:2018 certified for our manufacturing facility, Askar Bahrain.



3.6 Million

Safe man-hours recorded by our fit out divisions.



Health & Wellness Initiatives

At Havelock One, we prioritise the health and well-being of our employees and workers through regular health screenings and continuous monitoring of individuals with lifestyle conditions such as high blood pressure and diabetes. To ensure their safety, we restrict them from physically demanding tasks and working at heights, with special indicators on their helmets for easy identification and monitoring.

In 2024, we conducted various wellness initiatives, including general health check-ups, eye examinations, and theme-based webinars to promote overall well-being. Additionally, we conduct medical drills to enhance emergency preparedness and arrange transportation for employees and workers to healthcare facilities on a weekly basis, based on the severity of their condition.

Category	BAH	UAE	KSA	KWT	QTR	Total
Man-Hours	2,546,142	455,826	167,518	265,330	155,725	3,590,541
Fatalities	0	0	0	0	0	0
Incidents	0	0	3	2	1	6
Lost Time Injuries (LTI)	1	1	0	0	0	2
Fatality Rate	0	0	0	0	0	0
Incident Frequency Rate	0.08	0	4	1.5	0	5
Number of Occupational Disease Cases	0	0	0	0	0	0
Occupational Diseases Rate	0	0	0	0	0	0
Total Recordable Injuries	0	0	2	0	0	2
Total Recordable Injury Rate	0	0	2	0	0	2
Lost Time Injury Frequency	0.4	0	0	0	0	0.4
Days of Lost Time due to LTI	14	1	0	0	0	15



Health, Safety & 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
- Nebuliser
- Wheelchair
- Stretcher
- Medical oxygen
- Adjustable hospital bed
- Digital blood pressure monitor
- Essential first aid medicines
- Automatic defibrillator machine

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



25
Consultation

25
Treatment



836
Consultation

836
Treatment

These are all minor first aid cases in Bahrain office.



06

Responsible Procurement

Responsible Procurement



Our aim is to uphold ethical sourcing, responsible procurement, and transparency while ensuring efficiency and quality. We expect our suppliers to align with our Code of Conduct and comply with modern slavery regulations. Prioritising accredited suppliers, we are implementing a risk-based, IT-driven vendor management system. Additionally, our whistle-blower line is accessible to suppliers, reinforcing accountability.

Responsible Procurement

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 optimise our packaging process by minimising the amount of material used for different shipping methods.
- We remain committed to purchasing recycled products for packaging.



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.

Figure – A

In 2024, we continued our commitment to increasing reliance on sustainable products, achieving significant progress. While 30% of our forest products were from sustainable sources in 2021, this figure has now risen to 55%, accomplished without any additional impact on landed costs.

Description	Year 2022 (In CBM)	Year 2023 (In CBM)	Year 2024 (In CBM)
Wood	2,210.60	2,240.28	1,502.16
Boards & Core	3,088.54	3,425.58	2,876.42
Laminate & Veneer	96.31	123.12	118.08
Total Forest Products Purchase (FSC & Non-FSC)	5,395.45	5,788.98	4,496.63
Certified Purchases	2,694.64	3,277.17	2,471.29
% of Certified Purchases Against Total Forest Products	50%	57%	55%

Wood being our major supply item is already a sustainable material; moreover, certified timber contributes to

55%
of the total volume.

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

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. 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 for the year 2022 was to switch our white wood used for palletising to certified timbers and we

Responsible Procurement

have achieved the same on the year 2023. Starting March 2022, all white wood purchased is 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 14 mm high density OSB boards.

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.

Our focus for the year 2025

In 2025, our focus will be on upgrading our packing processes by introducing semi-automatic and fully automatic packing machinery. This initiative aims to improve efficiency, reduce manual effort, and enhance the overall quality of our packing operations. Alongside this, we will refine our Standard Operating Procedures (SOPs) for packing to ensure consistency, safety, and sustainability. These steps are part of our ongoing efforts to optimise operations while maintaining a commitment to quality and environmental responsibility.



07

Community



Community



At Havelock One, we believe in giving back to the communities we serve. Through meaningful initiatives, we support local artisans, sustainability efforts, and charitable programs. Whether it's donating materials, partnering with organisations like Surge for Water, or creating opportunities for young talent, our commitment to social responsibility is an integral part of who we are.

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, 2020 & 2021

In 2019, our factory employees participated in the 40th Annual Charity Raft Race, raising BHD 25,000 for programs supporting individuals with disabilities.

We partnered with the British Club of Bahrain for the Great British Charity Golf Day, raising BHD 6,531 for the Al Sanabel Orphan Care Society. Our marketing team also conducted a teaching program at a Dubai boys' school, sharing insights on marketing and advertising.

In 2020 and 2021, we supported 'Surge for Water,' a global initiative providing sustainable water and sanitation solutions. These efforts reflect our commitment to empowering communities and making a positive social impact.

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, minimising diagnosis times, and offering support and information to individuals with brain tumours, along with their families.



2024

In 2024, Havelock One donated approximately eight pallets of high-quality fabrics and leathers to Bahrain's Ministry of Culture (MOC) under the Bahrain Authority for Culture and Antiquities (BACA). The materials were transferred to the Al Jasra Handicraft Centre, where they will be distributed to local craftsmen.

BACA's National Register of Craftsmen supports artisans at centers like Al Jasra Handicraft Centre and Manama Art Center, nurturing traditional and modern crafts while developing skills and businesses. The donation will be used for tailoring, home furnishings, and artisanal crafts, benefiting the local handicrafts industry and contributing to its sustainability.

We also continued our partnership with Surge for Water as a Community Developer Sponsor. The 11th Anniversary 'Design, Dine, Make a Difference' event was a record-breaking success, raising over AED 1,500,000!

08

Technology



Technology



We leverage technology to optimise resource usage, enhance efficiency, and minimise our environmental impact. By integrating digital tools and innovative solutions, we have improved operations, reduced waste, and enhanced productivity. Our commitment to smart, sustainable practices ensures that we continue to evolve while contributing to a more efficient and environmentally responsible future.

Technology

Approach

1. Sustainable Infrastructure Modernisation & Upgrades

Energy-Efficient Hardware & Virtualisation

- Upgrading IT infrastructure to energy-efficient servers and storage systems, reducing power consumption and cooling requirements.
- Implementing virtualisation to consolidate workloads, reducing the number of physical servers.

Cloud-First Approach

- Implementing AvePoint and SharePoint Synchronisation to reduce reliance on on-premises storage, lowering energy usage.
- Migrating project data to OneDrive, reducing the need for high-energy-consuming data centers.
- Sustainable Disaster Recovery (DR) Strategy
- Cloud-based Disaster Recovery (DR) implementation minimises the need for physical backup systems, reducing hardware waste.
- Enhancing data redundancy and accessibility through efficient storage solutions, optimising energy consumption.

2. Network Optimisation & Remote Connectivity

Backup Line P2P Connectivity with North Factory

- Enhancing redundancy and failover capabilities to reduce downtime and unnecessary energy usage.
- Optimising bandwidth usage, ensuring efficient power consumption.

Connecting Remote Users to Azure

- Enabling seamless remote work, reducing travel-related carbon emissions.
- Enhancing operational efficiency by minimising reliance on physical IT infrastructure.

3. Security & Compliance Enhancements

Enhancing Data Security with Advanced Security Measures

- Reducing cyber risks, preventing data loss, and lowering the need for frequent hardware replacements.
- Improving security infrastructure upgrades with energy-efficient firewall solutions, reducing downtime.

Windows Autopilot Deployment

- Reducing IT resource consumption through zero-touch device provisioning.
- Extending device lifecycle by implementing centralised updates and remote management, decreasing e-waste.

4. Cyber Awareness & Digital Literacy for Sustainability

Training on Microsoft Security Suite and Copilot Solutions

- Educating employees on efficient digital collaboration and minimising printing and paper usage.
- Promoting secure, cloud-based data handling to reduce physical storage needs.

Cyber Awareness Initiatives

- Encouraging responsible IT usage to minimise redundant system processing and reduce power consumption.
- Regular training and updates to enhance cybersecurity practices, ensuring efficient resource utilisation.

5. Sustainable Office IT & Digital Workspaces

Centralised Management of Smart Office Screens

- Implementing energy-efficient display management, optimising screen usage, such as: screensavers for Laptops & Desktops, Snapcomm, Temp Sensor, etc. to conserve energy when devices are not in use.

Improved Wi-Fi Coverage and Internet Solutions to remote locations

- Enhancing wireless connectivity for cloud-enabled work environments, and energy-efficient and optimised connectivity solutions to reduce network hardware redundancies.

Digital Training & Paperless HR Processes

- Shifted internal training programs to digital platforms, reducing reliance on printed manuals and physical training materials.
- Automated HR processes that include Exit interview, Probation Period notification, Leave Management, Employee Recognition, etc.

QR-Based Project Asset Tracking System

- Introduced QR code asset management in KSA, reducing the need for physical asset tagging and improving tracking efficiency.

6. Sustainable Software Developed for Process Optimisation and Reducing Paper Usage

- Deploying digital time attendance solutions across business.
- Digitisation of subcontract workers' hiring process, housekeeping, and inventory management.
- Configuration of API to enable actualisation of digital business cards
- Digitisation of employee suggestion box across the business
- Automation of KSA customs duty processes
- Automation of GRN approvals to eliminate manual approvals.
- Streamlined vendor registration and black-listing processes through digital workflows,
- E-invoicing & Paperless Transactions adopted to automated financial workflows.



09

Transparency & Anti-Corruption

Technology



We are committed to maintaining an open and transparent environment across all levels of our organisation. We uphold the highest ethical standards in our interactions with employees, clients, subcontractors, and suppliers. By promoting trust and accountability, we ensure a workplace free from corruption and bribery, reinforcing our commitment to integrity in everything we do.

Transparency & Anti-Corruption

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.

- 100% of our employees are well knowledgeable about the company’s code of conduct and the same is easily accessible to them.
- 100% of our employees have acknowledged compliance with the company’s code of conduct on an annual basis.
- 100% of our new employees undergo the training and knowledge transfer about the code of conduct.
- We ensure compliance with modern slavery regulations where applicable.
- We uphold high standards in our supply chain and expect our suppliers to align with our Code of Conduct.

100% trained and
Employees accepted
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.





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