



# ESG REPORT 2023

DELIVERING SUSTAINABLE LOGISTICS INNOVATION

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**Note:** This PDF is interactive and includes [hyperlinks](#) for easy navigation.



## INTRODUCTION

In this chapter, we provide a comprehensive overview of the company, including key facts and figures. We highlight significant achievements and milestones that underscore the company's growth and success.

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## Message from the Managing Director

I am delighted to present GWC's ESG report for the Year 2023. It reflects our steadfast dedication to the environment and the communities we serve and resonates deeply with the principles outlined in Qatar National Vision 2030 that emphasises responsible development with respect for our people and environment.

For the past two years, GWC has adhered to the voluntary guidelines established by the Qatar Stock Exchange for ESG reporting. In line with our commitment towards continual enhancement, our reporting for 2023 now aligns with the globally recognised GRI standards. This transition ensures heightened transparency, offering stakeholders deeper insights into how we integrate environmental and social responsibility into our operations.

At GWC, we acknowledge the far-reaching impact of our actions beyond mere business operations. We recognise our responsibility toward societal well-being, human rights and sustainability. Consequently, we have embedded social, ethical, and environmental considerations into our daily practices, shaping our corporate ethos and operational strategies.

Moving forward, our focus remains on responsible growth, serving our stakeholders, communities and customers with integrity. We are steadfast in providing a safe and healthy workplace for our workforce, fostering continuous improvement and innovation to bolster our ESG values.

I extend my sincere gratitude to our management and team for their unwavering support and dedication.

Sincerely,

**Sheikh Abdulla Bin Fahad Bin Jassim Bin Jaber Al Thani**  
Managing Director



## Message from the Group Chief Executive Officer

I am pleased to present the ESG report for the year 2023, showcasing our unwavering dedication to environmental stewardship, social responsibility, and inclusive growth.

At GWC, we have adopted an environmental strategy aimed at lowering our carbon footprint and promoting sustainability across our operations. This strategy encompasses initiatives such as reducing greenhouse gas emissions, embracing renewable energy sources and implementing waste minimisation and recycling programs. We are devoted to improving energy efficiency through the deployment of advanced technology and energy management systems, while also prioritising sustainable water practices through rigorous conservation measures and oversight. Our transparent reporting and specific goals underscore our dedication to environmental responsibility and sustainable progress.

In 2023, we achieved notable progress in reducing our environmental footprint. A 4% reduction in Scope 2 GHG emissions compared to 2022 demonstrates our dedication to sustainability. Moreover, our focus on transitioning to low-emission vehicles, including the adoption of electric vehicles, signifies our steadfastness to reducing direct emissions (Scope 1) and embracing innovative solutions across our fleet operations.

Our initiatives extend beyond GHG emissions reduction. We've implemented energy-efficient measures across our facilities, including the integration of LED lights, occupancy sensor-based lighting and solar-powered infrastructure. These efforts resulted in a significant reduction in our Scope 2 GHG emissions related to electricity consumption. Water conservation remains a priority for us, reflected in a 20% decrease in water consumption compared to the previous year. Through technological advancements and procedural changes, such as smart metering and the use of treated sewage effluent water for irrigation, our per-capita water consumption decreased by 11% from 2022, showcasing our ongoing dedication to sustainable practices.

In addition to environmental initiatives, we are dedicated to fostering diversity and inclusion within our workforce. The increase in female representation and our steady Qatarisation rate underscore our efforts to create an inclusive workplace culture. We are expanding recruitment initiatives and partnering with local educational institutions to provide practical opportunities for Qatari nationals, promoting their integration into our workforce.

Our commitment to social responsibility is integral to our identity. Through community development initiatives and stakeholder engagement, we strive to positively impact the communities we serve. By leveraging our resources and expertise, we aim to address both social and environmental challenges, fostering sustainable development and collective well-being.

Sincerely,

**Ranjeev Menon**  
Group Chief Executive Officer



## Company Overview

GWC (Q.P.S.C.) stands as the premier provider of logistics and supply chain solutions within the State of Qatar. Since its establishment as a Qatari shareholding company in 2004, GWC has been delivering top-tier solutions across various industry verticals. Leveraging a global shipping network and a deep understanding of client needs, GWC ensures the provision of high-quality solutions.

Our success is underpinned by a team of dedicated and innovative professionals, supported by cutting-edge IT systems and logistical infrastructure. Notably, the Logistics Village Qatar stands as the largest self-contained logistics hub in Qatar, showcasing our commitment to excellence.

Expanding beyond Qatar, GWC has established operations in strategic locations across the GCC and internationally, including Qatar, Khazaen (Oman), Saudi Arabia, Sitra (Bahrain), Dubai (UAE) and the Netherlands. Our services extend to warehousing, energy services, freight forwarding, contract logistics, and more, reflecting our significant role in regional and global logistics sectors.

Strategically located operational sites, including warehousing facilities and marine services, ensure comprehensive coverage across key areas. From Ras Laffan to Bu Faseela, and from Khazaen to Dubai, GWC remains dedicated to delivering logistical excellence and sustainability across its operations.

GWC's commitment to excellence is evident in its diverse range of services, which encompass yard operations, liner representation, port agency services, cruise ship hosting and husbandry services. This comprehensive approach reflects our steadfast dedication to meeting and exceeding the logistical and supply chain management needs of our clients, both regionally and globally.



GRI 2021: 2-1, 2-6, 3-3



# GWC at a Glance

## STARTED IN 2004

The journey began as a small start-up with a **big dream**

<b>30</b> Staff	<b>15,000</b> sqm Leased warehouse	<b>15</b> Vehicles
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## WHERE WE STAND NOW

<b>N°1</b> Logistics service provider in Qatar	Over <b>4,000</b> Staff	Over <b>4 Million</b> sqm Logistics infrastructure
Over <b>2 Million</b> Freight tons handled	Over <b>1,600</b> Vehicles	Over <b>2.5 Billion</b> Documents archived

<p>OFFICIAL LOGISTICS PROVIDER</p>	<p>SUSTAINABLE LOGISTICS</p>
<p>2019   2022   2024 Best Customs Brokerage Company in Qatar by the General Authority of Customs</p>	<p>AUTHORISED SERVICE CONTRACTOR FOR UPS IN QATAR</p>
<p>Qatar   UAE   Bahrain   Netherlands   Oman   KSA</p>	

## VISION

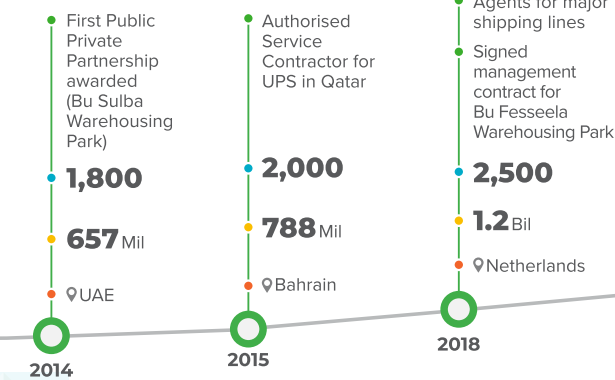
We continue to set standards and strive to be the market leader for integrated supply chain solutions in the region.



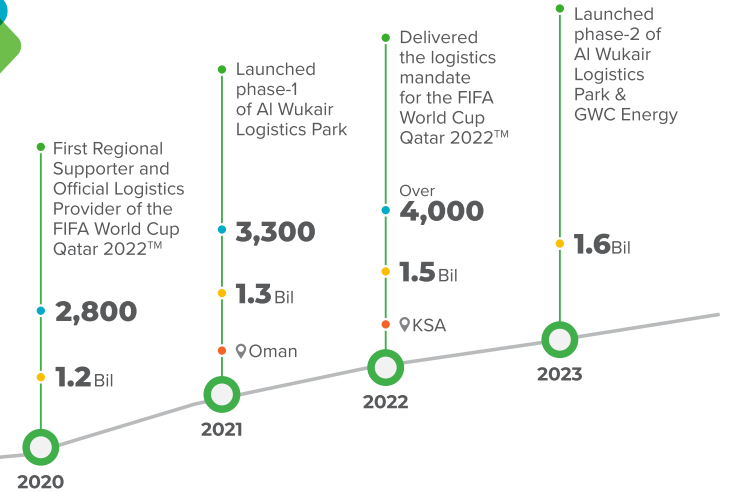
● Milestones ● Staff ● Revenue ● Expansion



### Warehousing Solutions



### Integrated Supply Chain Solutions



### Global Solutions



# 4 Million SQMs of Logistics Parks

For over two decades, GWC has proven to be the partner of choice for public and private sectors in developing their vision for bespoke logistics parks.



## AL WUKAIR LOGISTICS PARK

**1,500,000** SQM

**469,408** SQM

WAREHOUSES, LIGHT INDUSTRIAL UNITS AND DISTRIBUTION CENTRES



## LOGISTICS VILLAGE QATAR

**1,000,000** SQM

**408,117** SQM

WAREHOUSES AND DISTRIBUTION CENTRES



## BU SULBA WAREHOUSING PARK

**517,375** SQM

**195,358** SQM

WAREHOUSES AND DISTRIBUTION CENTRES



## BU FESSEELA WAREHOUSING PARK

**469,408** SQM

**188,953** SQM

WAREHOUSES AND DISTRIBUTION CENTRES







## Industry Specific Hubs

### RAS LAFFAN INDUSTRIAL CITY

**400,000** SQM

**50,000** SQM

SUPPLY BASES AND WORKSHOPS

### MESAIEED INDUSTRIAL CITY

**65,000** SQM

**15,000** SQM

HAZMAT WAREHOUSES AND DISTRIBUTION CENTRES





## Business Units Summary

### Contract Logistics

GWC continues to be the market leader for warehousing and distribution solutions for all industries. Our offerings cater to individuals, SMEs and MNCs, and we handle items as diverse as food and beverage, FMCG, hazardous goods and equine livestock. Our sports and events logistics services received a boost this year after delivering the FIFA World Cup Qatar 2022™. The company also offers the benefit of its experience through consulting services.

### Records Management Services

A pioneer in records and asset management solutions in Qatar, GWC currently stores billions of customer documents in advanced storage facilities accredited by i-Sigma, ISO and ISMS certifications. The services provided cover the entire lifecycle of physical records, including digitisation of documents, storage of physical and digital documents, time-bound document retrieval, indexing and cataloguing accessed by document management systems, as well as secured destruction of physical and digital documents. Additionally, the team provides comprehensive fixed asset tagging and inventory management.

### Logistics Hubs

GWC is the largest private sector developer of logistics hubs in the region, building over 3.8 million square meters of world-class logistics infrastructure, serving both local and international clients. The company constantly bids on new projects and management agreements for logistics infrastructure. The hubs provide supply chain services to clients in numerous sectors including aviation, telecommunications, fine art, records, and many other industries on a 3PL and 4PL basis, in addition to industry-specific hubs such as those serving the oil and gas industry in Ras Laffan and Messaieed industrial cities.

### Forwarding

We offer land, air and sea freight, customs clearance, project logistics, and international moving and relocations. The freight profit centre benefits from a global network while leveraging on a mammoth asset base, strong domain knowledge and capabilities, allowing it to maintain the lion's share of the local freight market.

### Relocations

For local and international moves, GWC offers complete door-to-door services, and comprehensive insurance available for all relocation activities. The company also provides meet and greet and departure services, helping clients navigate through the procedures needed to settle in or leave the country with ease.

### Fine Art

GWC deploys industry-specific warehousing, trucking and manpower assembly according to the best international museum standards to provide fine art logistics and adjacent services such as restoration and fumigation. This allows GWC Fine Art to handle specialised packing, shipping, tarmac support, installation and de-installation of some of the world's priceless artworks both in outdoor and indoor venues.

### Transport

GWC manages the largest transport fleet in the State of Qatar, which includes over 1,600 trucks, trailers and specialised vehicles, using state-of-the-art tracking, analysis, and optimisation systems, while offering a wide range of services such as general, hazardous and cold chain transport, as well as container yard management and shipping containers maintenance and repair.

### ASC for UPS

GWC is the Authorised Service Contractor (ASC) for UPS in the State of Qatar. GWC continues to expand the courier giant's market share in the country through judicious use of the company's logistics infrastructure and support staff, as well as strong marketing of UPS Express services and UPS Supply Chain Solutions.

### Marine Services

Through various established subsidiaries, GWC offers shipping agency services including yard operations, liner representation, port agency services, cruise ship hosting and husbandry service, taking advantage of the country's continually developing infrastructure and unparalleled technological advancements.

### GWC Energy

GWC Energy offers complete shipping, maritime and logistics solutions that are customised for clients in the energy sector. Manpower, equipment, marine logistics, warehousing, supply base management, bunker supply and rig, and mob/demob assistance are among the core services. Along with onshore and offshore services, GWC Energy also offers support for paperwork and customs.

### Consulting

Our consulting solution is dedicated to optimising supply chain operations by minimising logistics costs and enhancing inventory control, visibility, productivity and efficiency. Our team, comprising industrial engineers, Six Sigma professionals and consulting experts, employs best practices in supply chain and logistics to deliver leading solutions that are both efficient and cost-effective. This enables our clients to concentrate on their core business activities. Our comprehensive service offerings include data collection and analysis, process engineering, staffing solutions, both conceptual and detailed warehouse design, and technology implementation. These services collectively ensure that we meet the diverse needs of our clients, driving significant improvements in their supply chain operations.

### International Operations

By expanding its presence in regional and international markets through branch offices and subsidiaries, GWC continues to seek new opportunities, strengthening its position and revenue streams by offering specialised and integrated supply chain and logistics services for clients in a variety of industries. In addition to new locations, GWC actively seeks new fields to enter as part of its business diversification strategies, allowing for new, well-studied business opportunities to be a part of its revenue streams. GWC currently has overseas operations in the United Arab Emirates, Saudi Arabia, Oman, Bahrain and the Netherlands.



### Our Integrated Supply Chain Solutions



## Integrated Supply Chain Solutions

15 Business units catering to every major industry vertical





# GWC Solutions



## GWC CONTRACT LOGISTICS

GWC is the market leader in warehousing and distribution, providing cost-efficient and industry-focused solutions to large, medium and small companies in Qatar and the GCC. Our state-of-the-art infrastructure, combined with lean practises and unique warehouse management system seamlessly integrate with the customers' IT system, provides a competitive edge for our clients.

Over **500,000** Pallet locations

**99.99%** Inventory accuracy

**-25° C to +25° C** Climate controlled storage

**ISO 28000:2007** Supply chain security and resilience

## GWC HAZMAT

GWC Hazmat offers ISO-certified and government-approved end-to-end Hazmat logistics solutions. Our strategically located facilities in Ras Laffan, Mesaieed Industrial Cities, and LVQ can handle more than 60 types of hazardous classification materials. These facilities are equipped with 24/7 manned security, CCTV monitoring, and industry-specific fire fighting systems.

Over **23,000** Pallet locations

**ISO tank storage**

**100%** Inventory accuracy

**DROPS** DANGEROUS GOODS REGULATORY OPERATIONAL PRACTICES

**UNClass 2 | 3 | 4 | 5 | 6 | 8 | 9** and non-classified

## GWC PHARMA

GWC Pharma offers 25,000 square metres of infrastructure equipped with temperature-controlled, refrigerated, and frozen chambers built to the latest specifications. Qatar's first MOPH licenced and GDP-certified 3PL facility offers solutions that meet the distinctive requirements of the pharmaceutical industry by providing a wide range of services to medical providers and pharmacies alike, managed by QCHP certified professionals.

**100%** Accuracy **35,000** Pallet positions

**-70° C to +25° C**

Temperature and humidity controlled GDP compliant warehouses

## GWC DISTRIBUTION

GWC provides reliable logistics services with a vast distribution network, efficient time-sensitive deliveries, and advanced tracking technology. With over 350 specialised vehicles, GWC can handle different demands, including express delivery, and continually develops innovative delivery models to exceed customer expectations. GWC's last mile services generate value for customers and their consumers, contributing to their business success.

Over **350** Distribution fleet

**Real-time visibility**

Over **200,000** Deliveries per month

**Electronic PODs**

## GWC CONSULTING

GWC Consulting team comprises of industrial engineers, Six Sigma professionals, data scientists and consulting experts who focus on bringing about the best practises in logistics to ensure the clients' entire supply chain is efficient and cost-effective.

Over **75** Consulting services to our clients

**15** Logistics and shipping experts

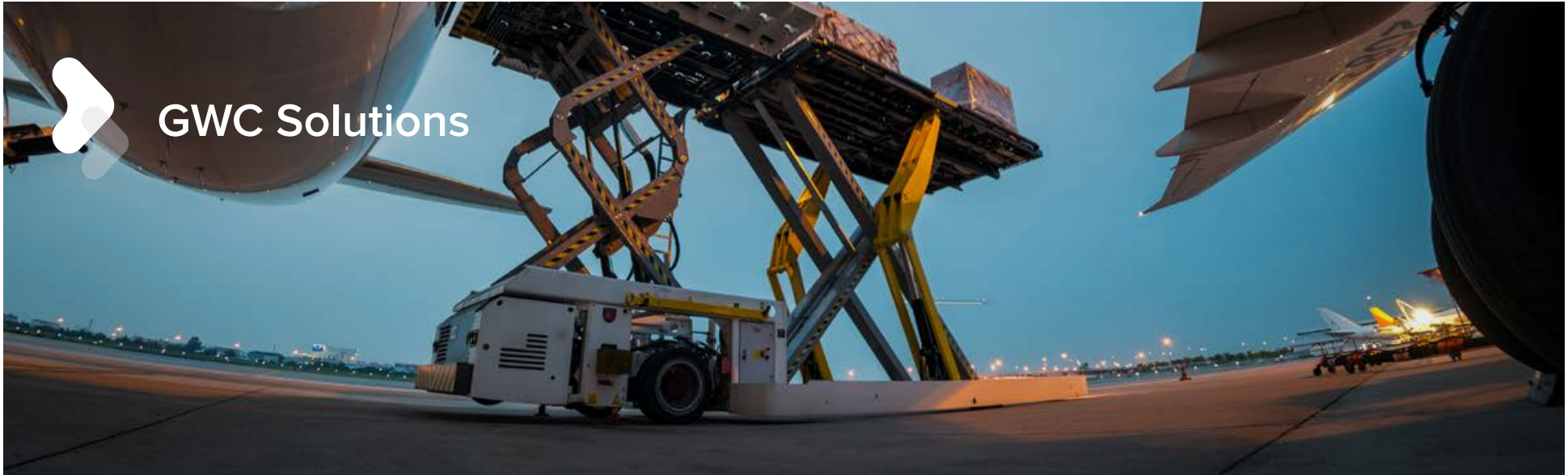
Successful supply chain consulting services delivered to different industry domains

**Retail**

**FMCG**

**Aerospace and Defense**

**Energy logistics**



# GWC Solutions

## GWC FORWARDING

GWC's expansive global network and well-established partnerships with carriers provide a buffet of transit time options with optimised costs and tailor-made logistics solutions. Our consolidation programme at strategic locations give us a definite competitive advantage, along with our advanced tracking and visibility, tech-driven expediting, EDI capabilities, and delivering uncompromised customer expectations. Our in-house customs brokerage and the transport team ensures the quickest turnaround of shipments, with adherence to HSE and compliance. Above all, our people and the relationships we foster with our clients has been paramount to our success.

**125**  
Countries reached

**550**  
Freight offices worldwide

**~95%**  
Customer retention



2019 | 2022 | 2024  
Best Customs Brokerage Company in Qatar

Sea Freight  
**60,000**  
yearly TEUs

Air Freight  
**14,000**  
yearly tonnage



Integrated Management System



## GWC TRANSPORT

GWC, the largest transport fleets in Qatar, providing clients with a complete logistics value chain. Our tracking and analysis systems allow for customised and cost-effective transport solutions for various industries.

Over **1,600**  
Transport vehicles (different sizes)

Container depot **100,000**sqm  
Al Wukair

Over **12,000**  
Trips monthly

Yearly container throughput **130,000**  
TEUs

Automatic ISO tank cleaning facility

Handling capacity of over **4,500**  
ISO tanks per year

## GWC PROJECTS

GWC Projects is known for its smooth execution of complex projects with tight deadlines and limited budgets. Our expertise in chartering, OD cargo transportation, risk assessment, project management, route survey, feasibility study, combined with our early engagement and domain knowledge gives the client a competitive advantage for end-to-end project shipments. The key element in any project is safety. Our dedicated HSE team supervises and supports every task while ensuring visibility and reporting to clients throughout the project duration.



Oversize cargo



Complex projects

Over **1 million**  
tons freight yearly

## GWC RECORDS

GWC is a leading provider of records and asset management solutions, offering a full range of services including **collection, storage, digitization, retrieval, and destruction** of paper documents, **data tapes**, and more. The company has earned multiple certificates for its commitment to industry best practises. GWC's state-of-the-art storage facilities are equipped with automated heat and smoke detection systems and FM200 gas-based fire suppression system, and currently housing billions of customer documents.

Over **1.6 Million**  
Box storage capacity

Over **2.5 Billion**  
Documents stored

**99.99%**  
Inventory accuracy

Physical delivery  
Normal within **24** hours  
Express within **4** hours

Electronic delivery  
Normal within **60** minutes  
Express within **15** minutes





# GWC Solutions

## GWC RELOCATIONS (Residential/Offices/Industrial)

GWC Relocations uses competent personnel and materials to safely move the clients' personal belongings or office assets within, out of, or into Qatar, while also providing assistance with settling in or leaving the country by guiding clients through the necessary procedures with ease.

**99.9%**

Customer satisfaction rate



FIDI ACCREDITED INTERNATIONAL MOVER

**200,000** cbm

Handled annually



## GWC EVENTS

GWC Sports logistics has the experience and assets needed to manage the logistical requirements of any indoor or outdoor championships, sporting events, conferences and exhibitions. Deploying dedicated resources to each event along with access to specialised handling and transportation capabilities, the trained team has repeatedly measured up as an accomplished one-stop provider of logistical solutions. Skilled at time-bound operations, prioritisation, issue resolution, inventory checks and even map reading; GWC Sports ensures that everything proceeds smoothly and without delay.



Multiple-venue management



Results delivered in tight deadlines



Venue management services



Reverse logistics

Over **200** Events successfully delivered

## GWC FINE ART

GWC Fine Art logistics has proven itself as one of the few service providers in the Middle East, capable of offering highly specialised fine art logistics services. Using industry-specific warehousing, trucking and manpower assembled on the best international museum standards, GWC Fine Art handles every step of the irreplaceable pieces of art.

Over **300**

Events/Exhibitions

Over **50**

Specialised crew

Specialised Fine Art warehouse and transport assets

Partner of choice for museums and galleries globally



## GWC EQUESTRIAN

GWC is the provider of choice in equestrian logistics, providing end-to-end solutions for the transport of horses and related assets by land and air. Partnering with the best grooms and veterinarians during the transport and quarantine; the horses' arrival at their final destination is done safely and comfortably. From stable to stable and back again, GWC Equestrian provides solutions for every leg of the journey.

Over **3,000**

Horses transported

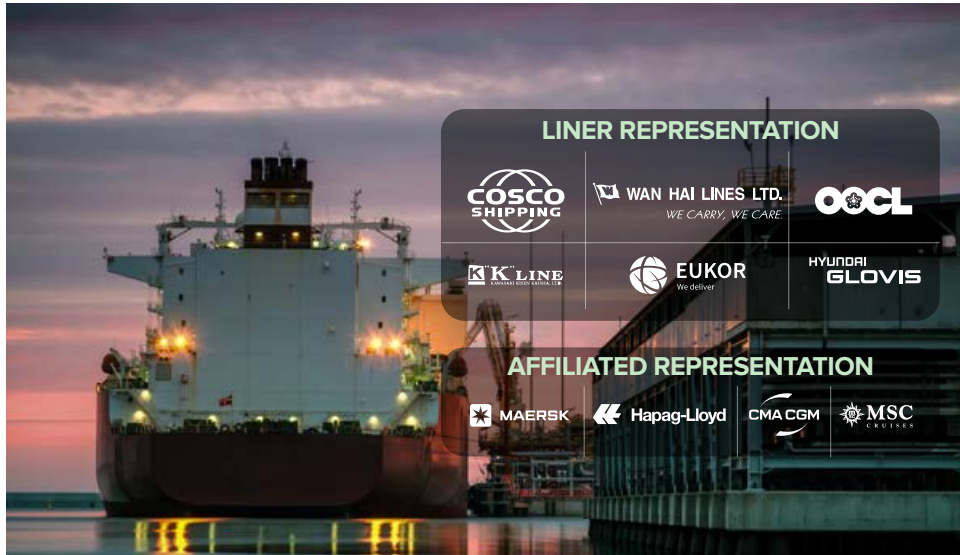


Charter flights



Specialised handlers

Partner of choice for CHI and LGCT events



GWC Marine is a wholly owned subsidiary of GWC (Q.P.S.C), established in the year 2015 with the aim of offering services that meet customers' growing needs, which include full cargo agency, crew logistics, husbandry, transits, dry docking, bunker calls, protective agency, financial management, and fully outsourced solutions managed through our service centre hubs.

**10**  
Main lines

**55**  
NVOCCs

Over  
**30,000**  
Import RORO - Vehicles

Over  
**3,000**  
Vessel calls

**25,000** TEUs  
Import

**6,000** TEUs  
Export

Over  
**50%** Market share - Import of passenger vehicles



For over two decades, GWC has been dedicated to delivering shipping, logistics, and marine services to clients from around the world. Emphasising world class performance, a long-term approach, innovation, ethics, and a strong human touch, GWC delivers a flexible and value-adding portfolio to help businesses grow. GWC is committed to making our customers' ambitions and strategic targets, the centre of all our actions and decisions.

yearly  
**1,500**  
Vessel calls

**2,500**  
Crew changes

**1,750**  
Import & export shipments



## Digital GWC

GWC's Digital Infrastructure and Business Applications adapt to an agile and scalable approach to streamline our operations, improve efficiency, and enhance customer satisfaction. The focus on corporate digital strategy is mainly focused on:

- Automation
- Data analytics
- Mobile technology
- Cloud computing
- Innovation



LEDD Technologies is a fully owned subsidiary of GWC Q.P.S.C, established in 2018 to be the digital transformation partner of choice, supporting internal processes and our clients digital journey.





## Our ESG Strategy

At GWC, we are guided by a unified strategy that aligns with our shared vision, mission and core values, placing a strong emphasis on our commitment to Environmental, Social, and Governance (ESG) principles. Our strategy is anchored in three fundamental pillars: sustainable logistics, inclusive growth and ethical leadership. These pillars form the basis of our efforts to minimise our environmental footprint, promote social inclusion and uphold the highest standards of governance and integrity.

### Environmental Strategy

In alignment with our commitment to sustainable logistics, we prioritise initiatives aimed at minimising our carbon footprint and optimising resource efficiency. This entails:

- Implementing measures to reduce greenhouse gas emissions.
- Advancing waste reduction and recycling efforts across our operations.

### Social Strategy

Our social strategy revolves around creating an inclusive work environment, nurturing employee growth and engaging with communities to drive positive social impact. Key components of this strategy include:

- Cultivating an inclusive workplace culture that values diversity.
- Providing opportunities for professional development and career advancement to all employees.
- Prioritising health and safety initiatives to ensure the well-being of our workforce.
- Actively participating in community engagement activities to support local initiatives and contribute to societal well-being.

### Governance Strategy

Ethical leadership and governance excellence are fundamental to our operational framework. To maintain the highest standards of integrity and accountability, we adhere to the following governance principles:

- Leading with integrity and transparency in all business dealings.
- Upholding rigorous ethical standards and compliance practices across GWC and our subsidiaries.

This strategy is summarised into our overall ESG goal which is *“Delivering Sustainable Logistics Innovation, Inclusive Growth and Ethical Leadership.”*





### Our ESG Framework

Our ESG Framework is embedded with our vision, mission and core values as an organisation. It represents our strategic direction towards our commitment to sustainable logistics, inclusive growth, and ethical leadership. It also provides a representation of our alignment with the UN's Sustainable Development Goals and our support of Qatar's National Vision 2030 which emphasises that developments should be carried out with responsibility and respect for people and the environment.

The ESG framework guides our efforts across several key areas as demonstrated in the diagram here.

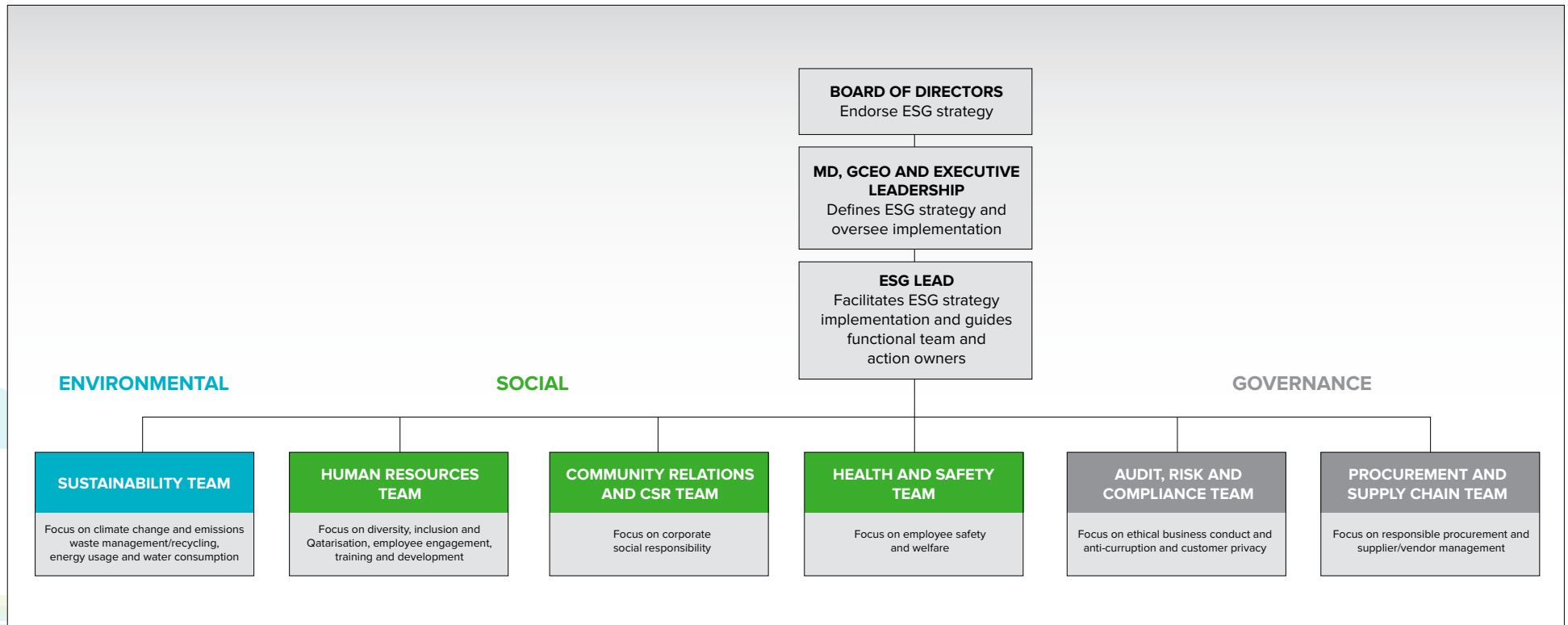




## Our ESG Oversight

GWC's ESG governance is structured to embed environmental, social and governance considerations into the centre of our corporate strategy. This robust structure is led by the Board of Directors, which endorses our overarching ESG Strategy and ensures vigilant oversight. Supporting the Board's vision, the Managing Director, the GCEO and the Executive Leadership define and supervise our ESG strategy and its implementation.

At the operational level, our dedicated ESG team plays an important role in facilitating this strategy across various operational facets. These teams are also the driving force through their respective focused efforts in actualising our commitment to sustainable logistics innovation, inclusive growth, and ethical leadership. This is demonstrated further as specified in the diagram below.





## 2023 Key Highlights

### SUSTAINABLE LOGISTICS

#### Targets and 2023 highlights

#### Our Strategy

Reducing our carbon footprint and maximising resource efficiency by cutting greenhouse gas emissions, advancing waste reduction, recycling, and adopting renewable energy

#### OUR TARGET

##### Emission Reduction

**3%**  
reduction in Scope 1 emissions by 2030 from the 2023 baseline

##### Energy (Electricity)

**6%**  
reduction in Scope 2 emissions by 2030 from the 2023 baseline

##### Water

**12%**  
reduction in our consumption by 2030 from the 2023 baseline

##### Waste Reduction

**20%**  
reduction in the quantity of waste generated by 2030 from the 2023 baseline

##### Recycling

**20%**  
increase the recycling rate of waste diverted from landfills through recycling or reuse by 2030 from the 2023 baseline

#### OUR 2023 HIGHLIGHTS

**29,705.55 tCO2e**  
Baseline for Scope 1

**59,415.43 tCO2e**  
Baseline for Scope 2

**953,283 m3**  
Baseline

**17,985.04 mt**  
Baseline

**2,234.97 mt**  
Baseline



# INCLUSIVE GROWTH

## Targets and 2023 highlights

### Our Strategy

Create an inclusive, safe work environment, encourage employee growth, and support our communities. Prioritising diversity, professional development, health and safety, and community engagement to drive positive social impact.

#### OUR TARGET

##### Diversity and Inclusion

**7.5%**

female employee representation by 2030 from the 2021 baseline

##### Employee Health and Safety

**< 1**

total recordable incident rate every year

##### Community Investment

**2.5%**

annual contribution of our annual profit to the Sports and Social Activities Fund in Qatar

#### OUR 2023 HIGHLIGHTS

**5.05%**  
Baseline

**0.32**  
Baseline

**QAR 6,231,123**  
2023 Contribution



# ETHICAL LEADERSHIP

## Targets and 2023 highlights

### Our Strategy

Leading with integrity and accountability and maintaining high ethical standards.

#### OUR TARGET

Ethics and Compliance

**100%**

Employees are trained on GWC's Code of Conduct and Anti-Corruption

#### OUR 2023 HIGHLIGHTS

**Net Profit (QR Million)**

**215**  
2023

**Local Procurement (QR Million)**

**277**  
94% of our spending in 2023

**Earnings per share (QR)**

**0.37**  
2023

**Gross Revenue (QR Million)**

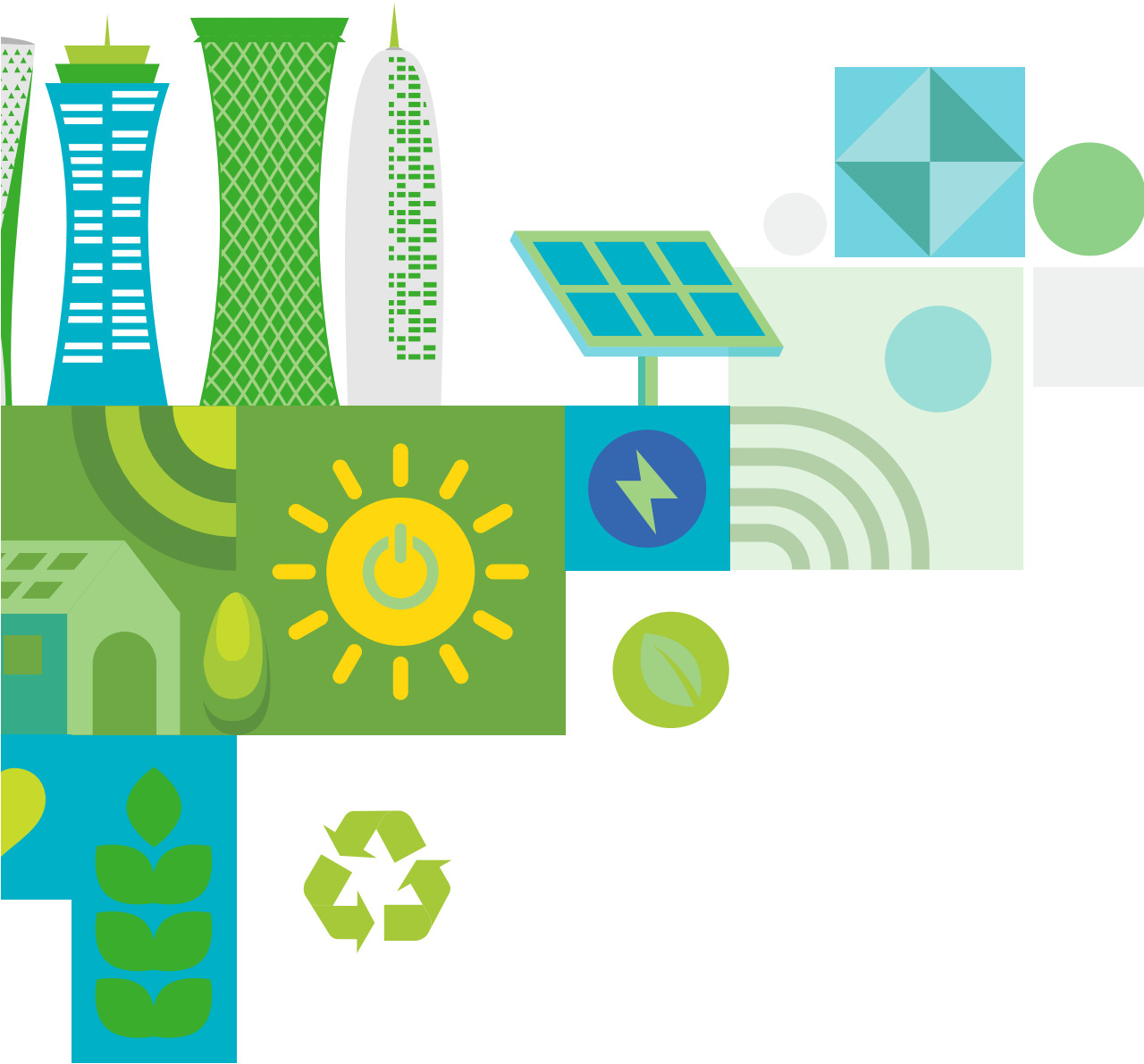
**1,500**  
2023

**Total Assets (QR Billion)**

**5,197**  
2023

**Net Profit (QR Million)**

**215**  
2023



## SUSTAINABLE LOGISTICS

In this chapter, we share our progress towards our commitment to emissions reductions and waste recycling.

<a href="#">Our Strategy</a>	<a href="#">21</a>
<a href="#">Our Path to 2030 Emissions Reductions</a>	<a href="#">22</a>
<a href="#">Our Emissions Reduction Controls</a>	<a href="#">23</a>
<a href="#">Waste Management and Recycling</a>	<a href="#">27</a>



## Our Strategy

As climate change remains a challenge across various industries, we at GWC are motivated to inspire others towards a more sustainable and inclusive future through our actions. GWC recognises the environmental regulations and standards across the areas we operate in and commits to surpassing these benchmarks through a robust environmental management system, underpinned by our policies and standards.

Our adherence to international benchmarks and the continuous evaluation of our practices against those of similar industries reaffirm our commitment. GWC proudly maintains ISO 14001:2015 certification for Environmental Management Systems (EMS) across our key business and support functions specifically in Doha, Qatar, including Contract Logistics, Pharma, Hazmat, Records Management, Transport, Freight Forwarding, Projects, Marine Services, Fine Arts, Consulting, and Relocation specifically.

Our commitment towards minimising our carbon footprint can be narrowed down to:

Address climate change impacts and reduce emissions by:	Manage waste responsibly through:	Optimize energy usage and promote efficiency through:	Manage water resources responsibly by:
<ul style="list-style-type: none"> <li>Implementing measures to mitigate greenhouse gas emissions.</li> <li>Monitoring emissions and reporting transparently on performance.</li> </ul>	<ul style="list-style-type: none"> <li>Implementing waste reduction, reuse, and recycling programs.</li> <li>Monitoring waste generation and disposal practices to minimise environmental impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Implementing energy management systems.</li> <li>Investing in energy-saving technologies and practices.</li> </ul>	<ul style="list-style-type: none"> <li>Implementing water conservation measures.</li> <li>Monitoring water usage and identifying opportunities for efficiency improvements.</li> </ul>

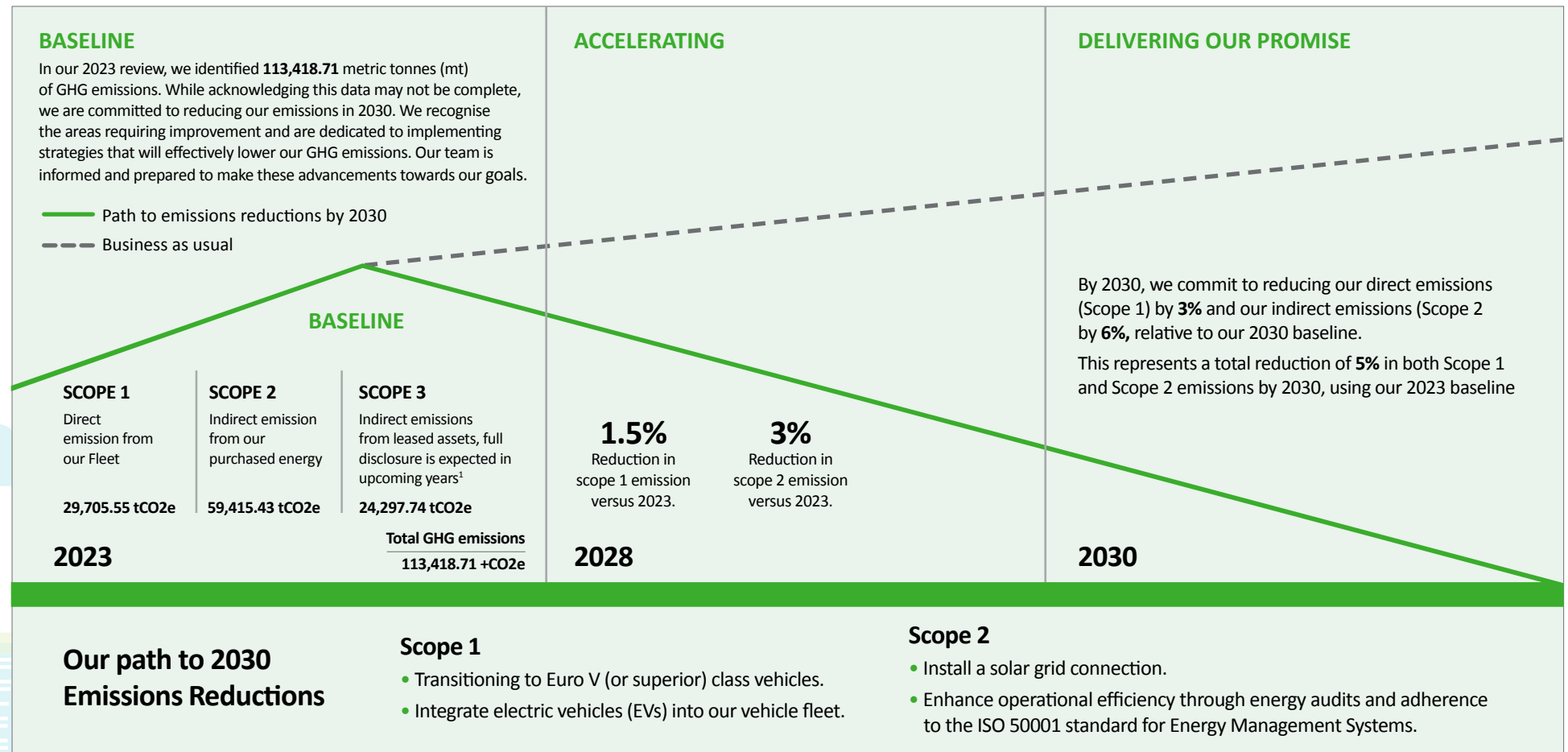




# Our Path to 2030 Emissions Reductions

## Our Strategy

By 2030, GWC aims to decrease its carbon emissions by 3% for Scope 1 and 6% for Scope 2, commencing in 2023. Our Scope 3 data is currently limited to our operations in Qatar and is under ongoing development. This endeavour aligns with our commitment to assist Qatar in reaching its overarching goal of reducing carbon emissions by 25% by 2030.



<sup>1</sup> Complete data for Scope 3 total emissions is not currently available, and a target for 2023 has not been set. The existing disclosure is limited to activities with Qatar.



## Our Emissions Reduction Controls

GWC is dedicated to minimising its impact on climate change by reducing the carbon footprint of both its operations and its working partners. This commitment is implemented through our operational controls and sustainability initiatives, which are integral parts of our business strategies.

In 2023, we achieved a 4% reduction in our Scope 2 emissions compared to the levels in 2022. Despite this achievement, the addition of a new facility at Al Wukair Logistic Park has led to an overall increase in our Scope 2 emissions. Moving forward, GWC is committed to continuing its efforts to reduce its carbon footprint through a variety of initiatives and activities aimed at further lowering emissions.

Our 2023 progress in reducing GHG emissions:

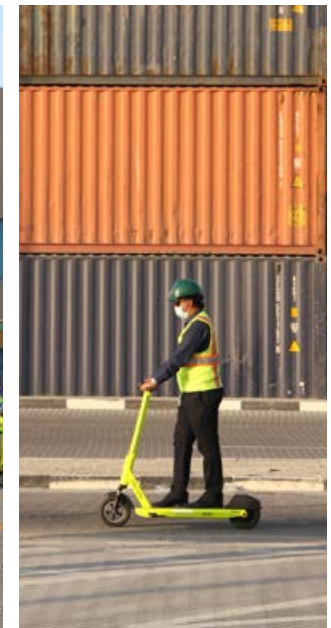
Scope and Description	
Scope 1 - Fleet emission	29,705.55 tCO2e
Scope 2 – GWC Energy Consumption	59,415.43 tCO2e
Scope 3 – Tenants Energy Consumption, Waste Produced, Business Travel	24,297.74 tCO2e
<b>Total</b>	<b>113,418.71 tCO2e</b>

### Utilising EV Vehicles-Owned (Scope 1)

Our commitment to reducing direct emissions (Scope 1) is exemplified by our fleet’s transition to low-emission vehicles, including the utilisation of electric vehicles (EVs). This only addresses fleet emissions but also encompasses refrigerant usage through alternative refrigerants and energy efficiency improvements in our facilities. To enhance these efforts, we have implemented route planning to optimise travel paths, reducing CO<sub>2</sub> emissions and fuel consumption. Scheduled maintenance ensures our vehicles operate at peak efficiency, and we actively monitor fuel consumption monthly. Although most of our Material Handling Equipment (MHEs) and forklifts used in warehouses are electric, reducing our overall greenhouse gas (GHG) emissions, we acknowledge that certain heavy equipment like container stackers and cranes currently lack electric alternatives. We are exploring innovative solutions to address this gap.

Significant to 2023, GWC is actively working towards decarbonising our vehicle fleet by identifying our key business units that contribute towards significant Scope 1 emissions proposing the ideal EV, based on vehicle power requirements and total load needed to be transported. The key business units that have been identified for EV retrofit based on current emissions are CL- Distribution, Transport and Freight Forwarding departments.

Across our Qatar logistics hubs, GWC has implemented the use of electric scooters for conducting safety inspections and security patrols. This practice is a key part of our commitment to clean energy and will continue as a sustained effort.



GRI 201: 3-3, 302-1, 305-1, 305-2, 305-4, 305-5



### Making our Workplace more Sustainable (Scope 1 and 2 Emissions)

Our workplaces reflect our commitment to lower HG emissions through significant energy efficiency improvements and the procurement of energy-efficient equipment. We have retrofitted older HVAC fixtures and lighting with energy-efficient systems, including LED lights, and implemented occupancy sensor-based and daylight-utilising lighting in our warehouses. Solar-powered streetlights and the installation of skylights further reduce our reliance on artificial lighting, contributing to a significant reduction in our Scope 2 emissions related to electricity consumption.

Significant to 2023, GWC has achieved GSAS Design and Build 1 star certification for Phase 1 of our buildings constructed in Al Wukair Logistics Park. Phase 1 consists of 12 buildings and 451 warehousing units covering a built-up area of 113,195 sqm. For Phase 2, GWC had envisioned to achieve a higher rating and had achieved an increased star rating from 1 to 2 in GSAS Design and Build scheme. Phase 2 consists of 14 buildings and 527 warehousing units covering a built-up area of 132,248 sqm.

### Our Water Consumption

Recognising the importance of water conservation, we have employed the latest technologies and procedural changes to minimise water use across our operations. By retrofitting taps with aerators, conducting daily inspections for leaks, and using treated sewage effluent water for irrigation, we have made substantial strides in reducing our water footprint. The installation of smart meters with cloud-based monitoring enables us to oversee and optimise water consumption in our buildings, demonstrating our proactive approach to water conservation.

In 2023, GWC successfully reduced its water consumption to 953,283 cubic meters, marking a 20% decrease from the previous year. This significant reduction was primarily due to scaled-back operations and a smaller workforce compared to the high-demand period during the FIFA World Cup 2022™, alongside our dedicated water conservation initiatives. Notably, our per capita water consumption improved from 304 cubic meters per head in 2022 to 270 cubic meters per head in 2023, a reduction of 11%. This improvement is attributed to the continuous implementation of water-saving measures, including the installation of water-efficient fixtures across our facilities and the use of recycled water from our Sewage Treatment Plant (STP).

Our Sewage Treatment Plant (STP) played a crucial role by recycling 153,773 cubic meters of sewage, which was repurposed as irrigation water, contributing to our biodiversity conservation efforts and the beautification of our facilities.

Looking forward, GWC is committed to further reducing water consumption by continuing to enhance our water recycling programs and integrating advanced water-saving technologies.

Additional details regarding water management at GWC include:

- Water Sources: All GWC facilities across Qatar receive their water supply from the Kahramaa grid, ensuring a consistent and regulated source of water for our operations.
- Water Discharge: Water discharge is managed through third-party contractors at most of our sites, which are situated in remote areas without access to municipal sewage networks. Only our head offices are directly connected to the sewage grid.
- Regulatory Compliance: We adhere to regulations set by the Ministry of Municipality and Environment (MME) concerning the disposal of wastewater. Although we currently rely on third-party contractors for compliance monitoring, we are taking steps to enhance oversight to ensure full compliance with all relevant regulations.

TOTAL WATER CONSUMPTION	SOURCE	WATER WITHDRAWAL	WATER DISCHARGE	NET WATER CONSUMPTION
<b>Middle East Operations - Qatar</b>	3 <sup>rd</sup> Party - Kahramaa	<b>953,283(m3)</b>	Data incomplete	Data incomplete
KSA, Bahrain, Oman, UAE	Data incomplete	Data incomplete	Data incomplete	Data incomplete
<b>European Operations - Netherlands</b>	Data incomplete	Data incomplete	Data incomplete	Data incomplete



### Electricity Consumption (Scope 2)

Our approach to managing electricity consumption involves a holistic strategy of energy efficiency and monitoring. The retrofitting initiatives, alongside the installation of smart meters, allow us to closely monitor and manage our energy performance, leading to substantial reductions in Scope 2 emissions. These efforts are complemented using renewable energy sources where possible, further aligning our operations with sustainability goals.

GWC required 157,869,572 kWh (568,330 GJ) of electricity in 2023. This is a 10% utilisation increase from 2022 due to the opening of additional facilities at Al Wukair Logistic Park which has completed its Phase 2 construction and commissioning as of 2023. Compared to our existing infrastructure for last year (excluding Al Wukair), GWC has reduced 4% of its energy consumption in 2023 i.e., 137,239,040 kWh for 2023 vs. 142,288,248 kWh for 2022. This has been achieved by continuous monitoring and effective control measures of our equipment in our warehouses, as well as seasonal-based energy efficiency controls for our HVAC, Lighting and Auxiliary power units. We acknowledge that we had not fully outlined the scope and boundaries of our energy utilisation and consumption according to GHG Protocol standards in our previous report. This year GWC has refined its reporting approach, delineating the scope of our energy consumption data, which now explicitly excludes energy used by our tenants.

Our operations are categorised into two main types:

- **Assets/Buildings Operated by GWC:**  
Energy consumption in these assets is directly controlled and operated by GWC. Purchased energy for GWC’s direct use contributes to Scope 2 emissions and is an essential aspect of our GHG emissions inventory.
- **Leased Assets/Buildings:**  
For assets leased out, GWC does not control the energy utilisation, as this responsibility is managed by the tenants. Therefore, energy consumption by tenants in these leased spaces is classified as Scope 3 emissions.

TOTAL ENERGY CONSUMPTION	TOTAL
<b>Middle East Operations</b>	<b>157,869,482 kWh</b>
Qatar	GWC – 112,104,585 kWh (Scope 2) GWC Tenants – 45,764,897 kWh (Scope 3)
KSA, Bahrain, Oman, UAE	Data incomplete
<b>European Operations – Netherlands</b>	Data incomplete

### Clean Energy (Scope 1)

We are committed to clean energy use as part of our strategy to minimise our environmental impact. This commitment is evidenced by our shift towards renewable energy and investing in solar power, such as streetlights and the integration of skylights in our facilities. These initiatives not only reduce our carbon footprint but also underscore our dedication to sustainable energy practices.

Looking ahead to 2024, GWC is reinforcing this commitment by actively exploring further solutions to decarbonise our operations. We are launching pilot projects for both EVs and solar power generation in 2024, with plans to expand these initiatives in the subsequent years. These steps are pivotal in our journey to meet our emissions reduction targets by 2030, marking our ongoing dedication to sustainable logistics operational practices and a cleaner, greener future.



### Enhancing Transparency in Freight Forwarding Emissions (Scope 3)

We recognise the importance of managing emissions from our freight forwarding operations. Due to insufficient or incomplete data, we are unable to report these emissions for 2023 comprehensively. However, we are proactively establishing a foundation for detailed reporting in 2024. In partnership with our Freight Forwarding Team through our Sustainability Team, we are in the process of creating a robust framework. The framework is designed to quantify total emissions accurately and underscore the measures implemented for their control. Our objective for 2024 is to deliver a thorough account of these emissions, demonstrating the steps we are undertaking to manage and reduce their impact.

### Monitoring and Engagement in Tenant Energy Consumption (Scope 3)

During 2023, we diligently recorded our tenants' energy consumption within our Qatar operations, which amounted to 45,764,897 kWh. While GWC's ability to directly manage these figures is limited, we fully acknowledge our responsibility in guiding the environmental impact management across our leased facilities. Our approach is not just about oversight; it is also actively leading the charge in environmental care within our real estate portfolio.

We are committed to proactive interactions with our tenants, aiming to nurture a culture deeply rooted in sustainability and energy consciousness. This includes initiating meaningful discussions, disseminating best practices, and fostering the integration of the responsible measures we practice in our operations. Through these collaborative efforts, we strive to make a tangible impact on energy conservation across our operations.

### Reducing Business Travel through Hybrid Working Models (Scope 3)

In our efforts to address Scope 3 emissions from business travel, we acknowledge the potential adoption of hybrid working models as a strategic move aimed at substantially diminishing the necessity for travel. It is important to note that the information regarding the precise impact of these initiatives on our Scope 3 emissions remains unavailable and incomplete for 2023.

This limitation underscores a gap in our current data collection and analysis capabilities, highlighting an area for future enhancement as we continue to develop a deeper, more quantifiable understanding of our sustainability practices.

### Reducing our Supply Chain Emissions (Scope 3)

Our efforts to mitigate Scope 3 emissions extend into our supply chain, we recognise the adoption of environmentally friendly practices among our suppliers and partners as a key strategy. However, it is important to highlight that, as of 2023, comprehensive data detailing the exact impact of these initiatives on our Scope 3 emissions is not available.



## Waste Management and Recycling

At GWC, our commitment to sustainable waste management is at the forefront of our operational strategies, as evidenced by the comprehensive waste data we report. This data, encompassing all waste generated from our operations across Qatar, is meticulously gathered through on-site documentation, waste tracking system, and strategic partnerships with our waste management partners. Our approach to data collection considers various factors, including the weights of damaged pallets, skip capacities for general waste and the disposal of old tyres and batteries, ensuring a holistic approach to our waste management practices.

### Our Approach

Our proactive approach to minimising waste generation includes several key strategies:

- **Source Reduction:** We have adopted measures to diminish waste at its origin, streamlining warehouse processes to lessen material wastage.
- **Reuse and Repurpose:** We actively promote the reuse and repurposing of materials within our operations, aiming to extend their useful life and minimise waste.
- **Recycling Programs:** Our commitment to sustainability is further demonstrated through the expansion and improvement of recycling programs, equipping our employees with the necessary resources and facilities to recycle effectively.

GWC is driven by clearly defined waste management and recycling targets focused on waste reduction and the enhancement of recycling efforts. Our goal is to achieve a significant increase in the percentage of materials recycled each year. To meet these ambitious targets, we have initiated several waste control activities and initiatives:

- **Waste Segregation:** We have instituted comprehensive waste segregation programs to ensure recyclable materials are separated from general waste at source.
- **Recycling Infrastructure Improvement:** Our investment in recycling infrastructure includes the installation of additional recycling bins and equipment, facilitating easier and more effective recycling processes.
- **Employee Engagement:** Through regular training sessions and awareness campaigns, including toolbox meetings, we educate and encourage our employees about the critical importance of waste reduction and recycling, fostering a culture of active participation in sustainability initiatives.

Our dedication to reducing waste underscores our commitment to environmental stewardship and aligns with our strategic objectives for delivering sustainable logistics innovation.

### Our 2023 Waste Management and Recycling Efforts

In 2023, GWC intensified its focus on waste management, particularly in recycling across various departments within the organisation. Despite a slight reduction of 1.27% in the total volume of materials recycled compared to the previous year, this report highlights notable improvements in the recycling rates of specific types of waste.

The recycling of plastic wraps, which are predominantly used for pallet wrapping for storage and transportation purposes, saw an impressive increase of 118%. Recycling rates for used oil filters also surged by 394%, marking a significant focus on repurposing these materials in 2023. This increase in overall recycled materials was offset by either stable or reduced quantities of other waste categories. Notably, there was a decrease in the amounts of damaged pallets and shredded paper, indicating possible changes in consumption patterns within warehouse operations.

These trends underscore GWC's ongoing commitment to enhancing its waste management practices, aiming to reduce its environmental impact continually. GWC's dedication to sustainable waste handling and recycling initiatives reflects its broader commitment to environmental stewardship.

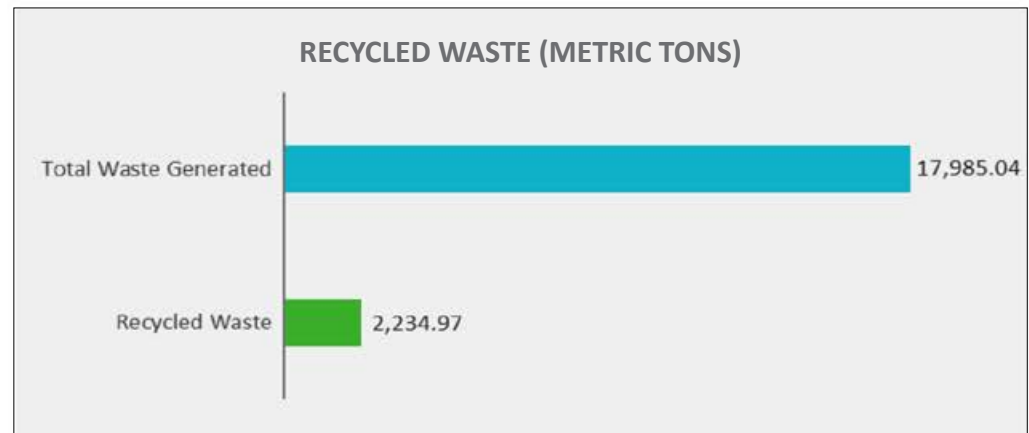
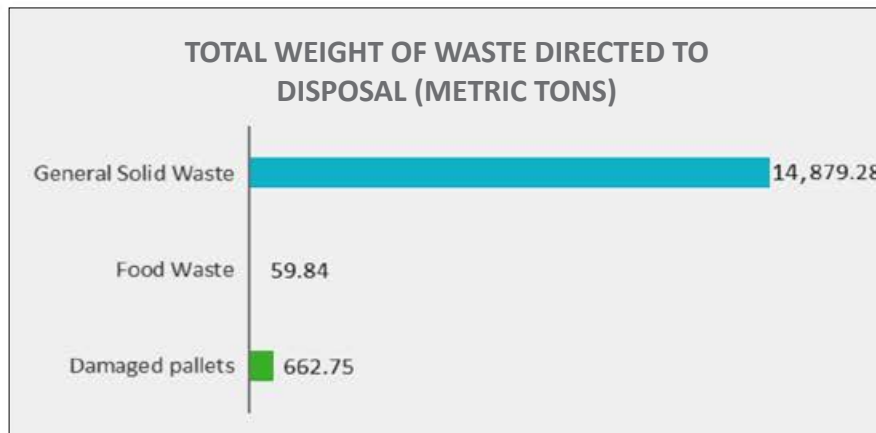
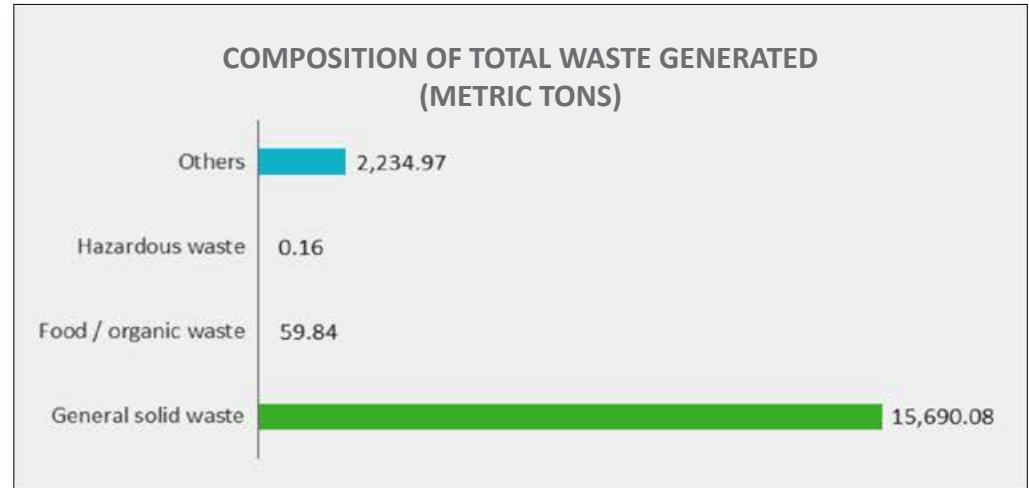
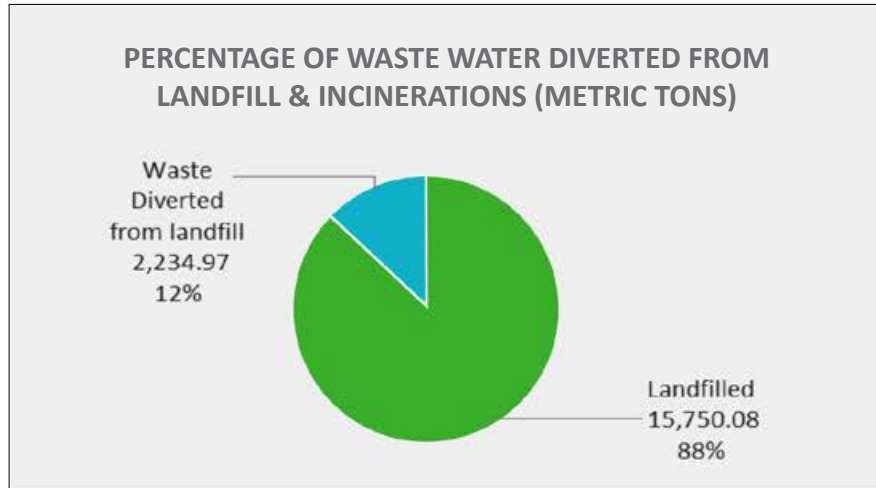
**Sources and Types of Waste at GWC (Doha operations only)**

GWC employs a diverse array of inputs and materials across its operations that contribute to waste generation, including, but not limited to, packaging materials, consumables, and various production-related items. The range of activities leading to waste production encompasses several operational aspects, such as warehouse operations and facility maintenance. Together, these elements represent the comprehensive scope of sources and activities within GWC that contribute to the generation of waste, highlighting the company's ongoing efforts to manage and mitigate its environmental impact through effective waste management practices.

RECYCLED WASTES IN KILOGRAMS					
Recycled Waste Type	2023	2022	2021	2020	2019
Carton Boxes	706,080	652,248	461,901	446,903	365,851
Shredded Paper	187,390	318,516	45,760	15,400	21,115
Used Oil	52,960	42,403.3	32,700	35,500	31,450
Old Tyres	131,750	139,582	89,180	105,144	115,908
RECYCLED WASTES IN KILOGRAMS					
Recycled Waste Type	2023	2022	2021	2020	2019
Plastic Wraps	138,377	63,450	39,070	39,123	67,807
Damaged Pallets	747,328	861,380	438,750	662,600	618,750
Old Batteries	25,512	40,591	11,250	13,500	11,250
Scrap Metal	214,740	87,040	44,395	6,000	6,000
Used Oil Filters	8,200	1,680	0	5,110	3,920
Spilled Material	160	0	489	3,920	0
Plastic Bottles	21,560	0	0	0	0
E-Waste	420	0	-	-	-
PVC Pipes	490	0	-	-	-
<b>Total</b>	<b>2,234,967</b>	<b>2,206,890</b>	<b>1,163,495</b>	<b>1,335,220</b>	<b>1,244,070</b>



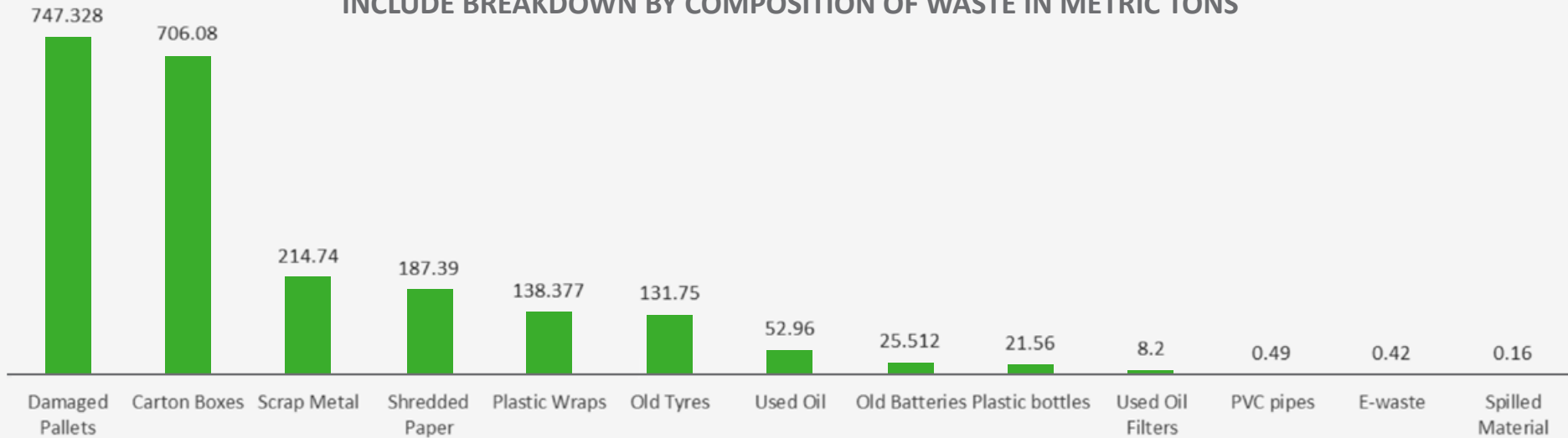
Our Waste Management Progress - Doha Operations only







TOTAL WEIGHT OF WASTE DIVERTED FROM DISPOSAL AND INCINERATION - INCLUDE BREAKDOWN BY COMPOSITION OF WASTE IN METRIC TONS



TOTAL WASTE GENERATED	TOTAL
<b>Middle East Operations - Qatar</b>	17,985.04 metric tons
KSA, Bahrain, Oman, UAE	Data incomplete
<b>European Operations - Netherlands</b>	Data incomplete



## INCLUSIVE GROWTH

In this chapter, we share our progress towards achieving inclusive growth, focusing on our approach to our people, Qatarisation and our corporate social responsibility initiatives.

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## Our Strategy

At GWC, we prioritise inclusivity, safety, well-being, and community collaboration and partnership to ensure the sustained success of our business. Our strategies are carefully designed to empower our employees and stakeholders, facilitating inclusive growth. We classify our approach as follows:

### Fostering greater Diversity and Inclusion

- We prioritise equal rights and opportunities, fostering culture where diversity is embraced within our workforce.
- Cultivating an inclusive workplace environment that values diversity, ensuring all individuals feel welcomed and respected.
- Providing comprehensive professional development and career advancement opportunities to empower every employee to realise their full potential.

### Focusing on Local Employment (Qatarisation)

- We actively engage in the inclusion and development of local staff, championing Qatarisation to contribute to a more diverse and inclusive economy.

### Community Collaboration

- We allocate a significant portion of our profits to supporting community initiatives, thereby giving back and creating a meaningful impact.
- Actively participating in community outreach program and initiatives to support local causes and contribute to the overall sustainable development of society.





## Our Approach to People

### Diversity and Inclusion

GWC is deeply committed to fostering diversity and inclusion within our business and the broader community. This commitment is fundamental for GWC in creating an organisation that attracts and develops exceptional talent.

We recognise the direct link between diversity and inclusion and improved business performance, as well as their importance in retaining our staff and partners. Our Human Capital Management division is dedicated to creating a workplace that celebrates cultural diversity, encourages personal and professional excellence, and supports knowledge development. In line with this, we are actively increasing our engagement with our workforce from various regions.

For 2023 our commitment to diversity and inclusion remains unwavering and continuously progressing, underscoring our goal to achieve a healthy work-life balance. To this end, we are implementing comprehensive programs aimed at enhancing employee well-being and professional growth including:

- Employee Engagement Program
- Supporting Women
- Training and Development Program
- Staff Retention Initiatives

These initiatives reflect our ongoing dedication to building a more inclusive, supportive and high-performing work environment.

### Employee Engagement

Our employee engagement strategy is designed to create a vibrant and inclusive workplace culture that fosters a sense of belonging, teamwork and camaraderie among our staff. Recognising the integral role that engagement plays in both individual fulfilment and collective success, we are committed to implementing a variety of initiatives that bring our employees together, celebrate diversity and promote a healthy, engaging work environment.

Central to our employee engagement efforts are a range of activities and programs tailored to build connections, enhance well-being and acknowledge the contributions of every team member, including:

- Team-Building Exercises: We organise departmental team-building activities that strengthen interpersonal relationships and enhance collaborative skills, fostering a united and resilient workforce.
- Wellness Programs: Understanding the importance of health in overall engagement, we offer comprehensive wellness programs aimed at supporting physical, mental and emotional well-being. These initiatives encourage a balanced work and life, contributing to happier and more productive employees.

In 2023, we organised wellness and health check-ups for our employees at our Logistics Park Village, Ras Abu Fontas Offices to manage accessibility and reinforce our commitment to physical and mental health.

- Recognition Programs: Our recognition programs are designed to spotlight and celebrate the achievements of our staff, highlighting the value of their hard work and dedication. These programs acknowledge success and inspire others towards excellence.
- Feedback and Communication Channels: To ensure our engagement strategies remain effective and responsive, we maintain open lines of communication through feedback sessions, surveys, and interactive platforms. This allows us to gather insights directly from our employees, fostering a culture of openness and continuous improvement.

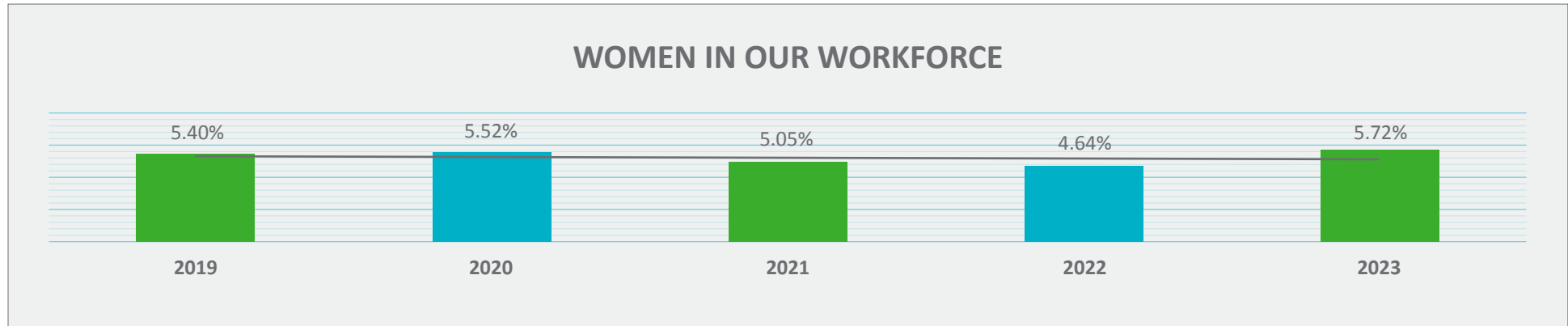
By prioritising these engagement initiatives, GWC aims to cultivate a workplace where every employee feels connected, valued, and motivated. Our approach enhances job satisfaction and team spirit and drives better business outcomes through a more engaged and committed workforce. Through fostering a culture that values engagement, we empower our employees to thrive both professionally and personally, making GWC a great place to work. In 2023, our employee engagement initiatives included participation in the Shipping Community Badminton Tournament, underscoring our dedication to fostering athleticism and unity within GWC and its subsidiaries. This endeavour highlights our commitment to employee well-being and strengthens our community bonds across the organisation.

GRI 2021: 2-7, 2-8, 3-3, 405-1



### Supporting Women

At GWC, our goal is to achieve equal representation of women across all levels and functions, creating an outstanding environment that fosters their growth and advancement. We are committed to supporting women in our workforce through continuous investments in career development, health-care benefits and training programs, aimed at ensuring their continuous progress and development.



#### Training and Development Programs

GWC is dedicated to hiring and advancing employees based on operational requirements, individual performance, and qualifications, placing an emphasis on knowledge development. Our HR-Learning and Development department plays a crucial role in guaranteeing that all employees receive appropriate and customised training programs. These initiatives are designed to enhance the knowledge and skills necessary for effective job performance. Training offerings encompass a broad range of mechanisms, including Technical, Safety, and Soft Skills development. We employ a variety of delivery methods for these programs, such as classroom instruction, online courses, e-learning modules, interactive workshops, and on-the-job training, ensuring a comprehensive learning experience. Both internal and external training programs are centrally coordinated by our HR-L&D team to ensure consistency and quality in professional development across the company.

In 2023, the HR-Learning and Development Department reaffirmed its commitment to knowledge expansion and cultural diversity. A comprehensive lineup of training courses and programs in safety, technical skills and soft skills, behavioural categories were strategically planned and implemented. Additionally, the L&D team successfully organised and executed six (6) outbound team-building events across various divisions and departments, further enhancing collaboration and team cohesion within GWC.



### Staff Retention Initiatives

GWC recognises that employee retention is influenced by a variety of factors, including but not limited to, job satisfaction, career progression, equal opportunities, personal growth, inclusivity, and personal or family circumstances. In 2023, our employee turnover rate reached 25.60%, marking an increase of 11.6% from 2022. However, a significant factor contributing to this figure has been the prevalence of fixed-term or temporary contracts, tied to various projects within GWC.

Comparing this turnover rate to industry standards is critical, and we are addressing it with the utmost priority for 2024. Our strategy to address our high turnover rate includes enhancing employee engagement, offering competitive compensation and benefits, providing ample career development opportunities, and improving the working environment. These efforts are aimed at fostering a more satisfied and stable workforce in the upcoming year.

Our continuous effort for staff retention includes the following:

- **Internal Hiring:** Prioritising internal candidates before external postings and making career development platforms accessible to all staff.
- **Employee Engagement Initiatives:** Organising outbound team-building activities and sporting events to foster team spirit and camaraderie, bridging cultural differences.
- **Staff Incentives:** Offering periodic incentives to drive success and motivate future leadership and talent across GWC.
- **Staff Recognition:** Acknowledging exemplary contributions by presenting awards to employees who demonstrate outstanding performance, or leadership excellence upon project completion. This practice promotes a culture of appreciation and respect, reinforcing the importance of recognising individual efforts.



### Equal Rights and Opportunity

GWC remains committed to fostering an environment of equal opportunity and rights, recognising them as a foundation for attracting, developing and retaining exceptional talent. This commitment is central to our approach, underpinning our ongoing dedication to sustainability, inclusive growth and ethical governance and ensuring that every employee, regardless of their position, has equal access to growth and advancement opportunities.

Our code of conduct on non-discrimination underlines this commitment, explicitly prohibiting discrimination on any grounds, including race, nationality, gender, age, disability, or other characteristics. In alignment with national priorities, our Qatarisation initiatives demonstrate our dedication to nurturing local talent, with a strategy focused on actively recruiting, training, and promoting individuals across Qatar. This contributes to the development of the local economy and ensures workforce development.

The gender balance across GWC remains a critical focus area and a challenge due to the nature of the region where we work. We strive to achieve a balanced representation in all roles, including leadership positions, and we support our female employees with flexible working hours, maternity leave, and other necessary accommodations to ensure they can thrive both professionally and personally.

We recognise the important role of continuous learning and professional development in our employees' growth. By granting all employees access to comprehensive training and development programs, we empower them to advance their careers and contribute significantly to our collective success.

In our quest to attract a diverse range of talents, GWC is always exploring innovative strategies to reach individuals who might not have previously considered a career with us. This includes forming partnerships beyond Qatar's borders and connecting with top talent worldwide – from Asia and Europe to the Americas and Africa – thus enriching our organisation with a wide array of perspectives and skills.

Our progress for 2023 is as follows:

KPT	2023	2022	2021	2020	2019
Total number of female employees	192	184	183	166	158
Percentage of female employees	5.72%	4.64%	5.05%	5.52%	5.40%
Qatarisation % (GWC QPSC)	5.74%	5.67%	7.03%	7.31%	6.06%





## Our Approach to Qatarisation

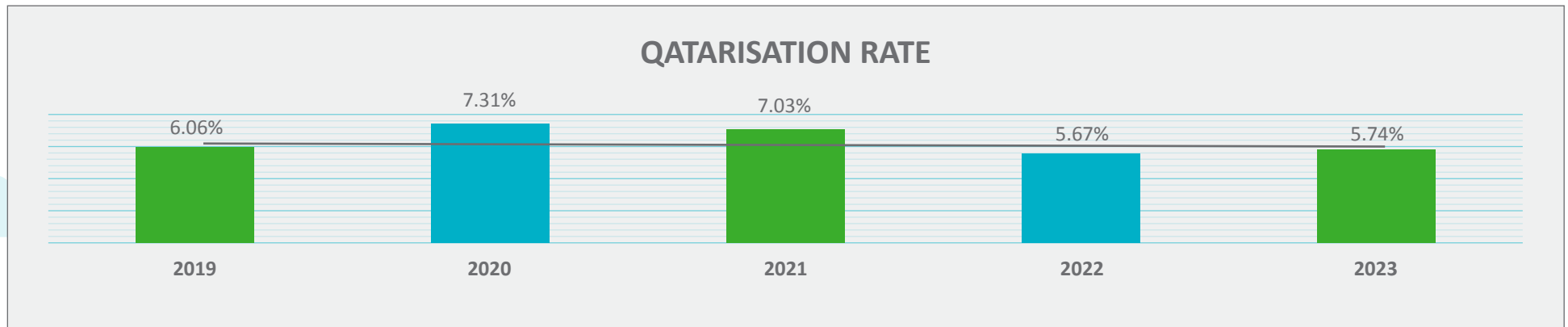
GWC is deeply committed to supporting Qatar's national vision of Qatarisation, focusing on the development of a skilled local talent pool through targeted education and training initiatives. Our dedication to this cause is demonstrated through a range of recruitment and development strategies specifically designed to nurture Qatari talent and align with the nation's workforce development goals.

At the heart of our efforts is the Executive Leadership Program (ELP), a bespoke initiative aimed at cultivating leadership skills among aspiring local candidates. This program is carefully tailored to equip Qatari professionals with the competencies required for executive roles, ensuring they are prepared to lead with excellence and innovation. Furthermore, GWC actively sponsors graduate training programs aimed at young and recent Qatari graduates. The primary goal of these programs is to enhance their knowledge and skills, thereby making significant contributions to the company's success and growth while fostering a culture of continuous learning and development.

In 2023, our Qatarisation rate has remained steady at 5.74%. This is due to our existing engagements and proactive initiatives. GWC is expanding its recruitment initiatives to include more comprehensive internship programs, mentorship opportunities, and partnerships with local educational institutions.

These efforts are intended to offer practical work experience, career guidance, and academic collaborations that further support the integration of Qatari nationals into our workforce. Moreover, GWC is enhancing its visibility and engagement within the local community through career fairs, and workshops, which highlight the opportunities available. These platforms serve as recruitment channels and as forums for dialogue and exchange between GWC and the future pillars of Qatar's economy.

Below is our progress towards our Qatarisation approach:





## Our Approach to Social Responsibility – Community Collaboration

At GWC, our commitment to social responsibility is manifested through a holistic approach to community support, aimed at enhancing the well-being of the communities we serve. By engaging in community development initiatives, we strive to contribute positively to local communities. We prioritise building and maintaining positive relationships with local stakeholders, while actively contributing our resources and expertise to tackle both social and environmental challenges. Through these efforts, GWC demonstrates a deep dedication to making a meaningful impact and fostering a sense of community engagement and support.

### Our 2023 Initiatives and Contribution for Social Responsibility

#### Qatar Sustainability Week 2023 Partnership.

GWC reinforced its dedication to sustainability by becoming a strategic partner for Qatar Sustainability Week 2023, highlighting its advancements in environmental practices and community involvement. The GWC Forum and various sustainability-related activities demonstrate its leadership and recognition in the industry.





### Recognition by Doha Municipality

GWC has been acknowledged by Doha Municipality with the "Plant with Baladiya" recognition, affirming its commitment to environmental stewardship.





### Forbes Middle East Sustainability Leaders Recognition

GWC has secured a position among the top 10 in Forbes Middle East's "Top 100 Sustainability Leaders in the Middle East" within the logistics and transport sector. This recognition is a testament to GWC's unwavering commitment to sustainability, illustrated by its investment in paperless operations, energy-saving measures and facilities that meet the Global Sustainability Assessment System (GSAS) standards.

Our GCEO Ranjeev Menon highlighted the importance of comprehensive solutions, economic sustainability, and GWC's contributions to major initiatives, including the FIFA World Cup Qatar 2022™ and Expo Doha Qatar 2023.



[Click here](#) to see GWC's recognition (GWC Website)

[Click here](#) to see GWC's recognition (Forbes Website)



### Fostering Community Development

GWC donated trash bins made from repurposed wooden pallets to Doha Municipality and The Pearl. This initiative highlights our commitment to sustainability by recycling materials and supporting local waste management efforts, fostering a culture of environmental responsibility.





### Fostering and Promoting Education

In 2023, GWC partnered with the Industrial Engineering and Operations Management Society of Qatar University to deliver an Operations Automation workshop. This collaborative effort underscores our dedication to nurturing education and sharing the best practices of our industry expertise. By interacting with the students, GWC provided insights into current academic studies, while also inspiring them to explore the field of Logistics. We highlighted the critical role of innovation in the transition to automated operational systems.





### GWC's Sponsored Sustainability Activity at EXPO 2023 Family Zone

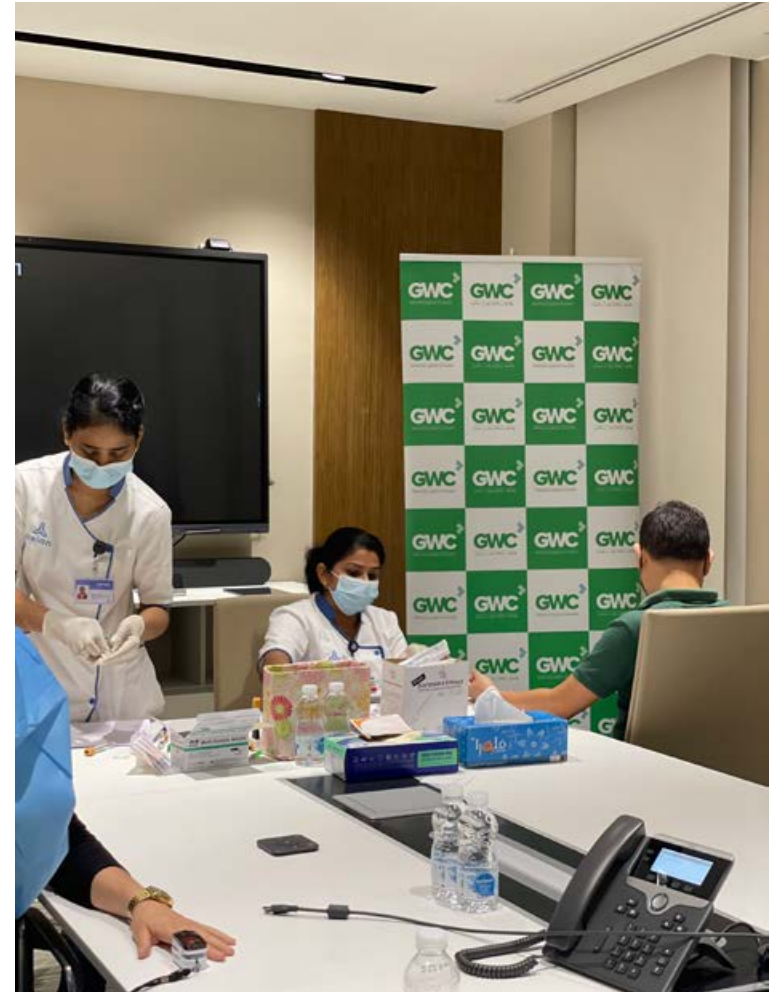
GWC is proud to sponsor a comprehensive educational initiative that actively involves students from various Qatari schools in environmentally focused projects. This initiative focuses on planting and landscape design using recycled materials from GWC's waste. By engaging young minds in such sustainable activities, GWC aims to instil a sense of environmental stewardship and creativity among students, fostering a deeper understanding of sustainability practices. These projects contribute to greener spaces and encourage a hands-on learning experience about the importance of recycling and environmental conservation, reflecting GWC's commitment to community engagement and environmental responsibility.





### Raising Awareness of Healthy Living and Wellness

GWC organises an annual health and wellness program for its employees at several key sites, such as Ras Abu Fontas, D-Ring Offices, Logistics Village Qatar and Bu Sulba Logistics Hubs, aiming to enhance awareness of health and wellness practices. Participated by 431 employees, the initiative reflects GWC's dedication to nurturing a health-conscious work environment. This event also highlights GWC's emphasis on the significance of a balanced lifestyle for its workforce throughout its various locations.







### Blood Donation Drive 2023

GWC's yearly blood donation campaign, a key component of its Corporate Social Responsibility (CSR) program, was held on September 14th at its Ras Bu Fontas Free Zone hub in partnership with Hamad Medical Corporation (HMC). Our GCEO Ranjeev Menon praised the selflessness of the donors, highlighting the critical impact of the drive to save lives and reinforcing the company's commitment to contributing positively to the community's well-being. In 2023, a total of fifty of our staff members generously donated their blood, demonstrating their commitment to making a positive impact.





### Eye Health Initiative with Al Jaber Opticians

We organised our annual eye health initiative to promote health and wellness among our staff, partnering with Al Jaber Opticians to conduct eye check-ups. In 2023, 446 of our staff members participated in this initiative from various locations including Ras Abu Fontas, D-Ring Offices, Logistics Village Qatar, Al Khor, and Street 15 warehouses.





### Preservation of the Environment

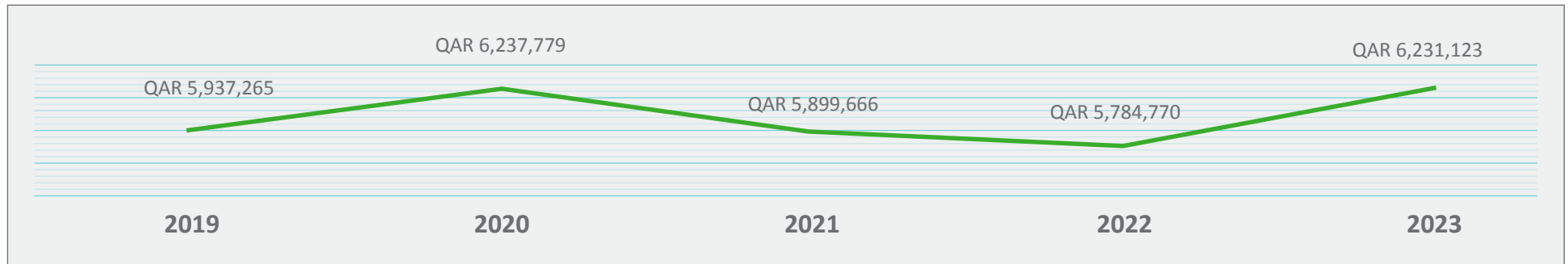
GWC undertook a Beach Clean-Up Drive at Al Zubarah Fort, a UNESCO Heritage site, in collaboration with the Seashore Recycling and Sustainability Centre, demonstrating its commitment to environmental preservation.





### Funding for Qatar’s Corporate Social Responsibility

Beyond our compliance with QFMA Law No. 13 of 2008, as amended by Law No. 8 of 2011, GWC holds a firm commitment to the enrichment of Qatar’s sports and social initiatives. In 2023, we proudly allocated QAR 6,231,123, equating to 2.5% of our annual profits, to the Sports and Social Activities Fund in Qatar. As we look to 2024, our dedication remains firm, with plans to continue contributing 2.5% of our 2023 profits to the fund. Below is a record of our contributions over recent years, demonstrating our ongoing dedication to supporting social and sporting initiatives in Qatar.





## ETHICAL LEADERSHIP

In this chapter, we share our progress towards ethical leadership through our ethics and responsible practices, how we develop and care for our staff and how we work with our stakeholders.

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## Our Strategy

Ethical leadership stands at the centre of GWC's operations, embodying our commitment to integrity and accountability. This commitment encompasses a broad spectrum of management initiatives incorporating Ethics and Compliance, emphasising governance, board diversity and adherence to our Code of Conduct and Policies. These initiatives are further expanded to include key elements such as Conflict of Interest Management, comprehensive training and a robust Whistleblowing Policy. To reinforce our commitment to ethical leadership, we are dedicated to developing and caring for our staff through career development and welfare, offering competitive rewards and fostering a culture of continuous learning. Our commitment extends to Human Rights, Risk Management, Stakeholder Engagement, and rigorous Data Privacy and Information Security, forming the foundation of our governance principles.

At GWC, our governance principles and targets are designed to reflect our dedication to leading with integrity, ensuring every business decision aligns with our ethical guidelines and values. We uphold a zero-tolerance stance towards corruption, underscored by rigorous anti-corruption measures, employee training, and controls. Our commitment also extends to protecting customer privacy through strict data protection protocols, adhering to privacy standards, and maintaining transparency in our data practices. These governance principles are not merely policies but are the essence of our operational DNA, guiding us toward ethical excellence and fostering trust among all stakeholders.



GRI 2021: 2-15, 2-16, 205-3



## Our Governance and Oversight

GWC is committed to maintaining and proactively building a culture of transparency, accountability, integrity, and compliance across the business. Central to this is our strong and ethical leadership. The Board of Directors has ultimate responsibility for oversight of GWC group activities, including ESG strategies and commitment.

As a QSE-listed company, we abide by all requirements of the QFMA and the Code of Corporate Governance (the Code), and we demonstrate our adherence to it in our Annual Report.

As required by the Code and in line with generally accepted best practices, the role of the Chairman and Group Chief Executive Officer is distinct and separate.

As of year-end 2023, our Board of Directors comprise 9 members, all of whom are non-executive, and four of them are independent in line with the requirements of the Code. Our Board has diversity with one female member.

The Board of Directors has independent oversight over the activities of GWC. The roles and responsibilities of the Board of Directors and its three Committees are clearly defined. The three Board Committees are:

- The Board Audit Committee
- The Board Nomination Committee
- The Board Remuneration Committee

The Board and the Audit Committee meet six times a year, and at least once every quarter, to discuss various strategic matters, including GWC's commitment to integrating ESG considerations into our operational and strategic frameworks. The Nomination Committee meets twice a year, while the Remuneration Committee meets once a year. These meetings are crucial in reinforcing our ESG commitments at the highest levels of our governance.

Being a listed company, GWC's financial performance is released quarterly, with the annual audited results published along with the Annual Report which covers financial statements, corporate governance report, ICOFR results as well as reports from the three Board Committees.

### Board Diversity

GWC Board currently has nine Board Members which includes one female Board Member – Ms. Hanadi Al Saleh, Chairwoman of Agility, who is a non-executive and a non-independent member of the Board. This gives GWC a Board Gender Diversity of 11%.

### Independence at the Board level

Article 6 of the Corporate Governance Code issued by the Qatar Financial Markets Authority (QFMA) requires all listed companies to have a Board of Directors with at least one-third Non-Executive and Independent members. The Board Structure is described in GWC's Article of Association of GWC (Article 25). As currently defined, it provides for nine elected Board members, all of whom were elected by the General Assembly by secret ballot in a cumulative manner every three years. GWC complies with this requirement as all Board Members are non-executive members and four Board Members are independent.



## Our Ethics and Compliance

Our goal is to operate with an Ethics and Compliance program that fosters trust among our customers, investors, regulators, and all stakeholders. We continually invest in a culture that educates and supports our staff to do what is right and that inspires a shared commitment to ethics, integrity, and professionalism in our daily actions.

We constantly evaluate the effectiveness of our Ethics and Compliance programs. In 2023, we reviewed our progress and identified areas for continuous improvement. We are committed to making Ethical awareness even better across the organisation.

### Our Code of Conduct and Policies

GWC's "Code of Conduct" defines and describes our commitment to comply with all applicable laws and regulations. It also reflects the high standards of business conduct and ethics used by the company and our employees in dealing with our customers, suppliers, vendors, governments, local communities, the public, and fellow employees.

We expect all employees, customers, suppliers, contractors, shareholders, and other interested parties to comply and to act in a manner consistent with our Code.

We do not offer, accept, solicit or pay bribes, in any form or of any value, to any person – including to win business or secure any advantage in connection with our business – and we never ask third parties to do so on our behalf. GWC is committed to compliance with the anti-corruption laws of all jurisdictions in which we operate.

We constantly educate our staff on our policies and procedures and provide them with multiple avenues for escalation, including disclosure of information that they believe shows malpractice, unethical conduct or illegal practices in the workplace, without retaliation; as per our Whistleblowing policy.

Our policies, standards and code of conduct apply to all members of GWC. This is manifested and described in the following documents including but not limited to:

- Disclosure and Transparency policy
- Whistleblowing policy
- Corporate Anti-Fraud policy
- Conflict of Interest and Related Parties' Transaction policy
- Insider policy
- Confidentiality policy

Any staff failing to meet the expectations set out in the code are subject to appropriate disciplinary action. We at GWC ensure that our staff operate in a workplace that is discrimination - and harassment-free. We have a mechanism and reporting channels to report all incidents of discrimination and harassment, regardless of the offender's identity or position. Individuals who are found to be responsible for harassment or discrimination will be subject to appropriate disciplinary action.

We work with our clients to ensure they are conscious of and aware of our human rights obligations. We will not undertake work that supports or enables human rights violations. We do not tolerate physical violence, threats, bullying or verbal abuse of any kind in the workplace, whether in our own or our clients' locations.

We have multiple platforms for constant awareness of our Code of Conduct and related policies. This could be and is not limited to regular awareness training, briefing and communications. All staff including new and temporary staff must adhere to GWC's Code of Conduct and participate in a session that informs them of GWC's values, including inclusion, anti-discrimination, and anti-harassment.





## Conflict of Interest Management

Conflicts of interest can arise through a variety of activities that the company performs, or because of conflicts between the interests of the company, the shareholders, the stakeholders, the Board members, or the executive management.

Every member of the Board of Directors and the senior executive management must disclose to the company all their interests and relationships that may affect their ability to undertake the duties that have been assigned to them by the company. These interests must be recorded and disclosed in a special record to be held by the Board Secretary. The Board members and senior executive management must review and update the disclosure form annually and immediately disclose any changes in its regard that may result in a conflict of interest. The record must include disclosures from the Board members and the senior executive management regarding any joint interests with the company concerning the following:

- Work positions in other companies or authorities.
- Membership of the Boards of other companies.
- Ownership of shares, directly or indirectly, of any company that is a major client, competitor, or supplier for the company, and any authority that may transact with the company in any other manner.
- Relationship with a relative up to the second degree with any Board member or senior executive management member of any of the main authorities that the company interacts with.
- Any other interests that may be related to the duties that have been assigned to them as Board members.

The company's workers are also given a platform to disclose any of their doubts regarding any unsound practices, making the appropriate arrangements that allow for the safe and fair investigation of the claim while offering the informant the necessary amount of protection. A mechanism also exists to facilitate the disclosure by stakeholders outside the company to the Board of Directors of any unsound practices. The Chairman of the Board of Directors must disclose to the General Assembly any contracts that a Board member may have a personal interest or stake in.

## Training and Compliance with Corporate Regulations

GWC operates robust compliance management systems, mandating full adherence to all relevant laws and regulations. This commitment extends beyond the confines of the State of Qatar, recognising that GWC's operations, spanning international borders, might fall under the jurisdiction of foreign legal systems.

These legal frameworks, which vary widely across different territories, directly influence GWC's business conduct, including interactions with customers, contractors and competitors. In response to this complexity, GWC emphasises the critical importance of a thorough understanding of these diverse legal requirements among its staff. GWC actively ensures that its personnel, across all levels, are not just familiar with but also implement these legal standards, with provisions for obtaining advice from Legal Counsel as necessary. The responsibility for compliance, as communicated across our various platforms, rests directly with every individual within GWC, underscoring a collective commitment to uphold the highest standards of operation under any circumstance.

Furthermore, GWC has committed to the continuous education and training of its staff regarding corporate regulations, aiming to foster compliance and ethical behaviour within its operations. Through this proactive approach that includes regular training sessions and ongoing support, GWC seeks to empower its employees, equipping them with the knowledge and skills required for making ethical decisions in their daily work aligned with our code of conduct and policies in fostering ethical business conduct. We at GWC believe that a well-informed and adequately trained workforce is the cornerstone of ethical leadership and responsible governance.



### Raising Concern (Whistleblowing Policy)

GWC is committed to maintaining the highest standards of business conduct and ethics, as well as full compliance with all applicable government laws. GWC is also committed to conducting its business with honesty and integrity, and we expect all staff to maintain high standards following our policies and procedures.

GWC has developed a Whistleblowing Policy to allow employees to disclose information that they believe shows malpractice, unethical conduct, or illegal practices in the workplace, without being penalised in any way. This includes protecting employees from any detriment or discrimination if they do report improper or illegal conduct within the organisation.

Complaints and concerns can be reported confidentially through a whistleblowing hotline (+974 4146 2863) or by emailing [whistleblowing@gwcllogistics.com](mailto:whistleblowing@gwcllogistics.com). The Whistleblowing Policy is available on the corporate website under Investor Relations – Policies and Procedures. Please use the following link to access: <https://www.gwcllogistics.com/investors-relations/policies-procedures/>

In 2023, we significantly enhanced our whistleblowing mechanism to ensure it is more accessible and effective for employees across all geographic regions where our business operates. To achieve this, we launched the “Let’s Speak Up” campaign, an initiative designed to encourage open communication and empower our staff to report any unethical behaviour or compliance issues. We strategically placed informative posters in high-traffic areas like biometric scanning locations within all our facilities, including warehouses and offices. This ensures maximum visibility and reminds employees of their right and responsibility to report any discrepancies.

The posters are arranged in three columns, each representing a different language: English (left), Arabic (middle), and Hindi (right). Each poster is divided into several sections:

- Top Section:** "LET'S SPEAK UP" / "आजको कारवाही" / "आज कावाही". It lists three categories of misconduct: Dishonesty, Intimidation, and Negligence, with brief descriptions in each language.
- Middle Section:** A central question: "Do you see something not right? Any MISCONDUCT that can be harmful to GWC's REPUTATION or employee WELFARE?" followed by instructions to talk to "THE EXPERTS" and ensure "PRIVACY & PROTECTION".
- Bottom Section:** "ACT TODAY" / "आज कारवाही गर्नु" / "आज कावाही गर्नु". It includes a "Voicebox" (صوتك مسموغ) section with icons for reporting methods (hotline, email, in-person) and a "Voice of Trust" (صوتك أمانة) section.
- Footer:** Contact information: +974 4146 2863 and [whistleblowing@gwcllogistics.com](mailto:whistleblowing@gwcllogistics.com). The GWC logo and "FLAG" branding are also present.

GRI 2021: 2-15, 2-16, 2-23, 2-25, 2-26, 2-27  
GRI 2021: 2-16, 2-25, 2-26



## Our Policy Commitment to the Environment

We are dedicated to minimising our environmental footprint through sustainable logistics operations. Our strategy encompasses environmental targets in critical areas such as water consumption, waste management, and carbon emissions reduction. Furthermore, GWC's commitment to Environmental Management is underscored by our ISO 14001:2015 certification, which spans across our business operations and functions.

## Collective Bargaining

GWC recognises the legalisation of Article (127) of the Qatar Labour Law, which facilitated the formation of Collective Bargaining Agreements in 2019. This advancement led to the establishment of 'joint labour committees' in collaboration with the Ministry of Administrative Development, Labour, and Social Affairs (MADLSA) and the International Labour Organisation (ILO).

GWC upholds the principles of freedom of association and collective bargaining in accordance with local labour laws. Although GWC employees are not covered by collective bargaining agreements, their working conditions and terms of employment are ensured to meet or exceed the standards set by Qatar labour laws at a minimum.





## Developing our Staff

At GWC we are constantly committed to inclusive growth not just for our entire business, staff, suppliers, and partners. Growing together by supporting, developing and empowering others to progress personally and professionally.

At GWC, developing staff means fostering a culture of continual learning and growth, where education is integral to every facet of our operations. Our objective is to empower every individual to realise their maximum potential by providing comprehensive access to professional development opportunities across all levels. This commitment to enhancing skills and knowledge is guided by key principles and is not limited to fostering a development culture, ensuring continuous learning and encouraging growth alongside GWC. Through these foundational strategies, we aim to advance individual careers and contribute to collective success and innovation across GWC.

### Fostering Development Culture

At GWC, we hold the conviction that fostering a culture of growth and development is a collective responsibility shared by all employees. This encompasses a variety of developmental opportunities, including on-the-job training, coaching, mentoring, workshops, internship programs, and providing strengths-based feedback for employees and managers alike. We encourage every member of our staff to embrace dual roles as both learners and educators. For instance, individuals possessing significant experience in industry-specific or technological areas are encouraged to serve as mentors or coaches, offering guidance and support, enriching our organisational culture, and advancing our collective expertise.

### Continuous Learning

At GWC, every employee embarks on a comprehensive learning journey tailored to enhance their skills and knowledge across various domains, including leadership, communication, teamwork, strategic thinking, customer focus and inspirational leadership. This holistic approach encompasses specialised training in safety and technical skills, such as risk and safety management, information security, distribution practices, ISO certification, and Six Sigma methodologies. Our continuous learning program includes but is not limited to:

- **Competency-Based Training:** Modules aimed at developing soft skills and behavioural competencies specific to each job level, covering areas like customer focus, teamwork, communication, strategic thinking and leadership.
- **Compliance Training:** Mandatory programs designed to ensure role-specific regulatory compliance across GWC.
- **Public & Self-Assigned Courses:** E-learning modules are available for all competency levels, allowing staff to enhance their skills at their own pace through our Learning Management System (LMS).
- **Customised Training:** Tailored programs to meet specific operational requirements, client needs or management directives.
- **Safety Training:** Programs focused on health, safety, and environmental practices, essential for all employees, which are mandatory or recommended based on job profiles or departmental needs.
- **External Training Certifications:** Courses aimed at fulfilling third-party certification requirements, departmental needs, audit findings or career development aspirations.

GWC offers a diverse array of learning opportunities, including classroom sessions, online courses, on-the-job training and external programs. All employees have access to these resources, through our integrated learning system.

In 2023, GWC experienced a reduction in training hours to 46,704, down from 68,138 in 2022. This decrease is attributed to the operational adjustments made during the FIFA World Cup 2022. The decrease represents a percentage drop of approximately 31.4%. This reduction falls within our anticipated targets for the year, reflecting a planned adjustment to accommodate the unique demands of the World Cup period. Our strategy ensured that despite the decrease, the impact aligned with our expectations and did not deter our commitment to employee development.

### Growing back with GWC

GWC recognises and celebrates the continuous growth of its workforce beyond the organisation, taking pride in the increasing number of staff who return with enhanced skills and expertise gained over time. In 2023, a total of 246 staff members rejoined GWC, a testament to our commitment to fostering professional development and retaining top talent. We remain dedicated to engaging our staff through various communication channels, including our website, social media platforms, and corporate engagement activities, ensuring they are well-informed of current updates and initiatives. Many returning staff members are recruited for project-based roles, especially those who previously contributed to the success of major events like the FIFA World Cup 2022. Their familiarity with the job and experience in stadium assignments make them valuable assets for similar endeavours. Additionally, high-performing staff members who excelled during the FIFA World Cup 2022 were seamlessly integrated into different departments across GWC for full-time employment opportunities. This also reflects our commitment to recognising and rewarding talent across GWC.



### Providing Competitive Compensation and Benefits

Our compensation decisions and benefits are guided by a total rewards philosophy to provide competitive pay and valuable benefits that support our staff’s physical, financial and mental well-being. Ensuring that compensation and benefits are fair, our Remuneration committee is responsible for supporting the strategy through design and implementation.

Our remuneration strategy considers the responsibilities and scope of the functions across all levels and functions as well as the performance of the Company. Compensation includes fixed and performance-related components, noting that such performance-related components are based on the long-term success of the Company. Employment decisions, including compensation matters, are based on legitimate business needs, job requirements and individual qualifications. Staff are compensated based on relevant skills and experience, performance in the role, and location.

We aim to deliver comprehensive benefits that help staff feel empowered and engaged in their personal and professional lives. At GWC, the benefits package includes and is not limited to the following:

HEALTH AND WELL-BEING	FINANCIAL PROTECTION	FAMILY AND PERSONAL
<ul style="list-style-type: none"> <li>• Medical, Dental, and Vision Coverage: GWC offers comprehensive medical, dental, and vision coverage to protect the health of our staff and their families. Our benefits provide high levels of coverage to ensure that employees have access to quality healthcare when needed.</li> <li>• Mental Health Support: We prioritise the mental well-being of our staff and their families by offering resources to help manage mental health needs. These confidential resources are available at minimal or no cost, ensuring that employees receive the support they require to maintain their mental health</li> </ul>	<ul style="list-style-type: none"> <li>• Life and Accident Insurance: GWC provides life and accident insurance to safeguard the futures of staff and their families in the unfortunate event of an accident or death.</li> <li>• Disability Insurance: We offer disability insurance to preserve staff members’ income in case an illness or injury prevents them from working.</li> <li>• Pension for Qatari Employees: Qatari employees receive pension benefits as part of their employment package, ensuring financial security during retirement.</li> <li>• End-of-Service Benefits for Expatriate Employees: Expatriate employees are entitled to end-of-service benefits upon completion of their tenure with GWC providing financial assistance as they transition from employment with the company.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Leave and Support: GWC offers flexible work arrangements and leaves of absence to accommodate staff for caregiving or grieving purposes. Additionally, employees are entitled to 30 days of annual leave with roundtrip airfare tickets provided.</li> <li>• Parental Leave: New and existing mothers benefit from generous time away from work to care for their newborns, ensuring a smooth transition into parenthood.</li> <li>• Educational Support: Employees in managerial positions receive educational reimbursement for up to three children per annum until they reach the age of 18, reflecting our commitment to supporting their children’s educational endeavours.</li> </ul>

For temporary or project-based employees, GWC provides comprehensive benefits to support them throughout their assignments. This includes medical coverage for the entirety of the project, ensuring that they have access to necessary healthcare services during their time with us. Additionally, upon successful completion of the project, employees are provided with a return ticket to their home country. This benefit facilitates a smooth transition back home and underscores our commitment to supporting our temporary staff members throughout their journey with GWC.



## Caring for our Staff

At GWC, our approach to Employee Welfare and Safety is holistic, recognising that the foundation of our success is deeply rooted in the well-being and safety of our employees. Our commitment to employee welfare and safety is integral to our corporate philosophy, reflecting our dedication to establishing a supportive and secure working environment. Through the implementation of a comprehensive occupational health and safety (OHS) system, we strive to ensure that all employees enjoy a safe and healthy work environment, characterised by ongoing improvement and a collective culture of wellness and safety.

We are committed to creating a workplace where employees feel supported and empowered to excel, both professionally and personally. Recognising that well-being encompasses physical and mental health, we embrace a holistic view of employee welfare. Our programs and benefits are designed to support the mind, body and purpose of our staff, ensuring access to resources that foster overall health and well-being.

Across all areas of our operations, from offices and warehouses to logistics hubs and sites with higher risk, the safety and personal security of our staff are paramount. Our qualified Quality, Health, Safety, Security, Environment and Security (QHSSSES) Team, strategically positioned across all GWC logistics hubs, warehouses, and offices, is instrumental in safeguarding our staff. Through various initiatives, activities, and communication channels, they proactively work to enhance the well-being of our employees by identifying, mitigating, and monitoring safety-related issues.

### Our Targets and Performance for Enhanced Safety and Well-being

Our ambition is to lead the industry in employee welfare and safety. To achieve this, we have set clear, measurable targets, including:

- Keep the Total Recordable Incident Rate under 1 annually.
- Ensure complete adherence to Occupational Health and Safety (OHS) norms and standards.
- Attain full compliance with all relevant local and international health and safety regulations.
- Perform safety audits monthly to identify and mitigate workplace hazards.

For 2023 our progress to enhancing our employees' safety and well-being is as below:

EMPLOYEE HEALTH AND SAFETY DATA	
Number and rate of fatalities resulting from work-related injury	Zero work-related fatalities
Number and rate of critical work-related injuries (excluding fatalities)	4
The number and rate of recordable work-related injuries	<b>Total number of recordable work-related injuries: 12</b>  All 12 cases resulted in lost time accidents, with 4 cases categorised as critical work-related injuries, resulting in 7 days of lost time. Each accident case underwent investigation to determine its root cause. Corresponding preventative and corrective actions, along with designated action owners, were identified to prevent recurrence and mitigate potential consequences.
The main types of work-related injury	<b>50% of work-related injuries were related to a pinch to the finger, and minor foot-related injuries.</b> Through our investigation, we pinpointed areas for enhancement along with corresponding action plans.
The number of hours worked	9,356,857.84
Number of fatalities resulting from work-related ill health	Zero work-related fatalities

GRI 2021: 205-1, 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10



## Ensuring Staff Safety and Welfare

Central to GWC's values and commitments is the health and safety of our employees, which remains our top priority. A robust health and safety management system safeguards our employees and enhances operational excellence. Our executive leadership team is actively involved in managing workplace risks, ensuring employee well-being and fostering a culture where safety is embedded in every action and decision.

Our Safety Management Systems feature:

- Robust OHS Policies and Procedures: We are dedicated to implementing and continuously improving OHS policies that establish a benchmark for a safe work environment.
- Continuous Training and Resources: All employees are provided with the necessary training and resources to prevent accidents and injuries, fostering a proactive safety culture.
- Regular Safety Audits: Monthly safety audits are conducted to identify and mitigate potential workplace hazards.
- Comprehensive Health and Safety Training Program: We are committed to implementing a health and safety training program for 100% of employees within one year, equipping everyone to recognise and manage risks.
- Worker Wellness Program: A worker wellness program focusing on mental health and ergonomic practices supports the overall well-being of our employees.

Our commitment extends beyond functional safety risks, those that can cause incidents or accidents with safety and security impacts on staff and external stakeholders to encompass a broad spectrum of non-functional risks. These include financial, legal/regulatory compliance, reputation, core operation, and customer service satisfaction concerns. Through constant initiatives and programs, such as safety inductions, safety huddles, toolbox talks, pre-job and post-job briefings, health surveillance, and annual safety campaigns, we address these risks comprehensively. Our approach also incorporates near-miss reporting, HSE inspections, safety walkthroughs with management, safety awards, HSE audits, specialised risk assessments, and continuous training, ensuring a robust framework for managing risks across all our functions and operations.

To further reinforce our commitment, GWC boasts certifications in various ISO standards, including:

- ISO 9001:2015 (Quality Management System)
- ISO 14001:2015 (Environmental Management System)
- ISO 45001:2018 (Occupational Health & Safety Management System)
- ISO 22000:2018 (Food Safety Management System)
- ISO/IEC 27001:2022 (Information Security Management System - Corporate IT)
- ISO 28000:2022 (Supply Chain Security Management System-SCSMS)
- ISO 41001:2018 (Facility Management System-FMMS)
- ISO 31000:2018 (Risk Management System)

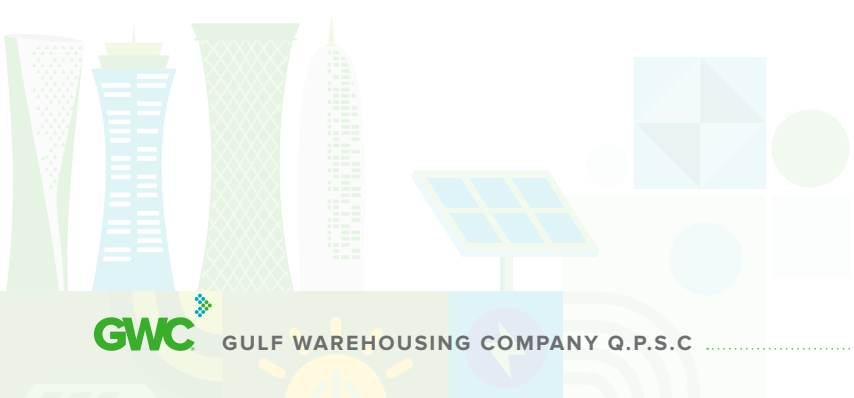
This underscores our commitment to and adherence to quality, environmental, health and safety, food safety, information security, supply chain security, facility and risk management standards. In 2023, we proudly maintained a remarkable record of six years without any lost time injuries, an achievement recognised by the North Oil Company. This accomplishment highlights our unwavering commitment to the safety and well-being of our staff.



### Celebrating our Safety Culture and Activities

Acknowledging the significance of employee participation in our safety initiatives, we celebrate their contributions with awards and events like "World Safety Day." In 2023, GWC bolstered its commitment through various activities and initiatives aimed at enhancing employee welfare, fostering team spirit, and driving organisational excellence. These included participation in sports competitions, wellness camps in partnership with medical centres, and corporate discounts, alongside community service initiatives like our annual Blood Donation Drive.

GWC's strategic approach to employee welfare and safety is a testament to our unwavering commitment to creating a workplace where every employee feels valued, protected, and equipped to thrive. Through our comprehensive safety and wellness initiatives, we fulfil our promise of a safe and healthy work environment and cultivate a culture where employees are inspired to contribute to our collective success.







## Our Commitment to Human Rights

GWC is dedicated to honouring individual human rights and consistently opposes any form of child labour, forced labour, exploitation, human trafficking, or assisting our clients in such practices. We are committed to protecting and respecting our employees' human rights, guided by both local and international standards, including the Qatar Labor Law and the International Labor Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work.

Through our whistleblowing mechanism, we proactively identify, assess and manage human rights impacts within GWC's operations and supply chain. As of 2023, we have reported zero human rights violations. Our commitment to due diligence involves regular engagement with both our staff and suppliers. This includes incorporating human rights compliance checks into our supplier assessment processes to monitor for any violations within our supply chain.

We are also constantly educating our staff about their rights through training programs and various engagements. These initiatives are designed to reinforce staff morale.



GRI 2021: 2-25, 2-26, 3-3, 418-1



# Our Enterprise Risk Management Approach

At GWC, our approach to risk management is all-encompassing, addressing the identification, treatment, monitoring, communication, evaluation, documentation, and disclosure of risks and opportunities affecting our operations in the short, medium, and long term. Our risk categorisation includes Hazard Risk (Pure Risk), Control Risk, Compliance Risk, and Opportunity Risk, covering key impact areas (our Principal Risks) such as Strategic, Legal, Regulatory, Financial, Reputational, Operational, Customer Service Satisfaction, as well as Social, Economic, Environmental, Security, and Resilience issues. This comprehensive strategy enables us to address and mitigate risks and opportunities triggered by changes in the social, economic and environmental contexts in which we operate.

The governance of our Enterprise Risk Management System falls within the broader scope of the Audit, Risk, and Compliance function, overseen by the Audit Committee. In 2023 we attained the ISO 31000:2018 certificate for Verification Record through our External Auditor- Lloyds Register (LRQA). This underscores that our Enterprise Risk Management Systems align with globally recognised risk management standards. The Audit Committee is instrumental in guiding the development of our risk registers and has thoroughly evaluated the findings from the Strategic Risk Assessment conducted for 2023. This critical review focuses on managing key risks, with findings regularly communicated to the Board of Directors by the Audit Committee Chairperson to ensure strategic oversight and alignment.

Integral to this approach is the management of risks related to corruption, overseen by our collective risk management operations, including risk owners. This oversight, managed by the Chief of Audit, Risk and Compliance Division, underscores our commitment to maintaining the highest standards of integrity and accountability across all aspects of our business. Central to our risk management practice is a dynamic Enterprise Risk Management Framework (see next page) that enhances our capacity for risk identification, analysis, and mitigation. Through regular and structured risk assessments, incorporating workshops and reviews that combine a variety of qualitative and quantitative inputs alongside external benchmarks such as the World Economic Forum Global Risk Report, we cultivate a deep understanding of both existing and emerging risks that impact or may impact GWC and its subsidiaries.





### Engaging Staff in Managing Risks

Engaging our staff in managing risks is a fundamental aspect of our commitment. We believe that our employees play a fundamental role in identifying, mitigating, and addressing risks that can impact our environmental, social, and governance responsibilities. Through our risk management activities initiatives and training programs, we empower our staff to be proactive in managing risks effectively. This engagement strengthens our commitment to Ethical Leadership and drives continuous improvement to our overall goal of “Sustainable logistics, inclusive growth, and Ethical Leadership.”





## Working with our Stakeholders

### Customers, Regulators and Investors

At GWC, our stakeholder engagement is rooted in a collaborative approach with our customers, clients and investors. Recognising the critical role of establishing relationships with these essential stakeholders, we are dedicated to understanding their requirements and ensuring our objectives are closely aligned with delivering exceptional value. Our proactive approach to seeking their insights and feedback supports our efforts to create partnerships characterised by mutual benefit and enhanced trust. We firmly believe that transparent and meaningful interactions with our customers, clients and investors are vital to upholding our commitment to conducting business responsibly and ethically.

GWC acknowledges the interests of our shareholders alongside those of our broader stakeholder community, viewing the advancement of our business goals as complementary to our commitment to long-term sustainability. By engaging our shareholders through various communication channels, we embrace the opportunity to consider the perspectives of all stakeholders, integrating them into our strategic planning. To this end, we ensure that all our reports are crafted and disseminated to provide a transparent and thorough account of our progress to our shareholders, reinforcing our dedication to transparency and accountability in every aspect of our operations.

### Working with our Suppliers

#### Our Standards and Values

At GWC, our engagement with suppliers is vital to our operational strategy, influenced by our core standards and values. We ensure that our suppliers adhere to the same ethical standards we uphold across GWC, aiming to cultivate a supply chain that mirrors our dedication to sustainable logistics, inclusive growth, and ethical leadership. We mandate all our suppliers to align with our comprehensive code of conduct, which covers critical areas including business conduct with a strong stance on corruption, human rights, health and safety, and environmental management. Additionally, we conduct thorough screenings to identify and mitigate any potential conflicts of interest that might impact our business operations.

#### Supplier Relationships and Management

Our suppliers, both local and international, are integral to GWC's success. In 2023, we collaborated with 150 local and 85 international suppliers, with local procurement expenditures reaching QAR 277,551,124.28 (approximately USD 74,938,803.56). Our supplier registration and selection process is designed to ensure a fair and transparent evaluation, prioritising suppliers who share our commitment to ethical, sustainable conduct. In 2023, we initiated comprehensive engagements focusing on adherence to our supplier code of conduct, quality, safety, and environmental management systems, ensuring new suppliers are fully aligned with our ethical standards.

Our procurement activities primarily support the construction and management of warehouses, transportation and freight services, and outsourced manpower, emphasising the importance of rigorous governance in supplier selection. We aim to foster local procurement, which accounted for 94% of our spending in 2023, marking a significant 23% increase from the previous year. This demonstrates our commitment to supporting local businesses and contributing to their success.

#### Future Improvements and Due Diligence

Looking ahead, we plan to enhance our vendor selection process by implementing focused checks on ESG standards, improving due diligence to ensure compliance with labour and human rights, and incorporating ESG commitments into our technical evaluation criteria.

Our supplier due diligence process is an essential component of our operations, aimed at identifying and mitigating any adverse impacts on our business and our commitment to ESG principles. This includes a digitised supplier registration process that enables our procurement team to thoroughly assess potential suppliers in various areas, including quality, safety, environmental stewardship and respect for human rights.



## Our Data Privacy and Information Security

### Our Strategy for Data Privacy

We adhere to regulatory requirements and industry best practices to fulfil our data privacy obligations. Our strategy is directed by our Data Privacy and Protection Policy, which is informed by Qatar Law Number 13 of 2016 (Personal Data Privacy Law) for protecting personal data, alongside other global data protection legislations and standards, such as the International Standards on Information Security.

Our policy governs the handling of personal information relevant to transactions routinely conducted by GWC. It outlines stringent data protection protocols concerning the acquisition, handling, processing, storage, transit, and disposal of personal data to align with the company's data protection standards.

We conduct an annual review of our policy, requiring all staff to affirm their adherence each year. The policy encompasses GWC customers, suppliers/vendors, business contacts, interested parties, and others GWC interacts with or may need to contact.

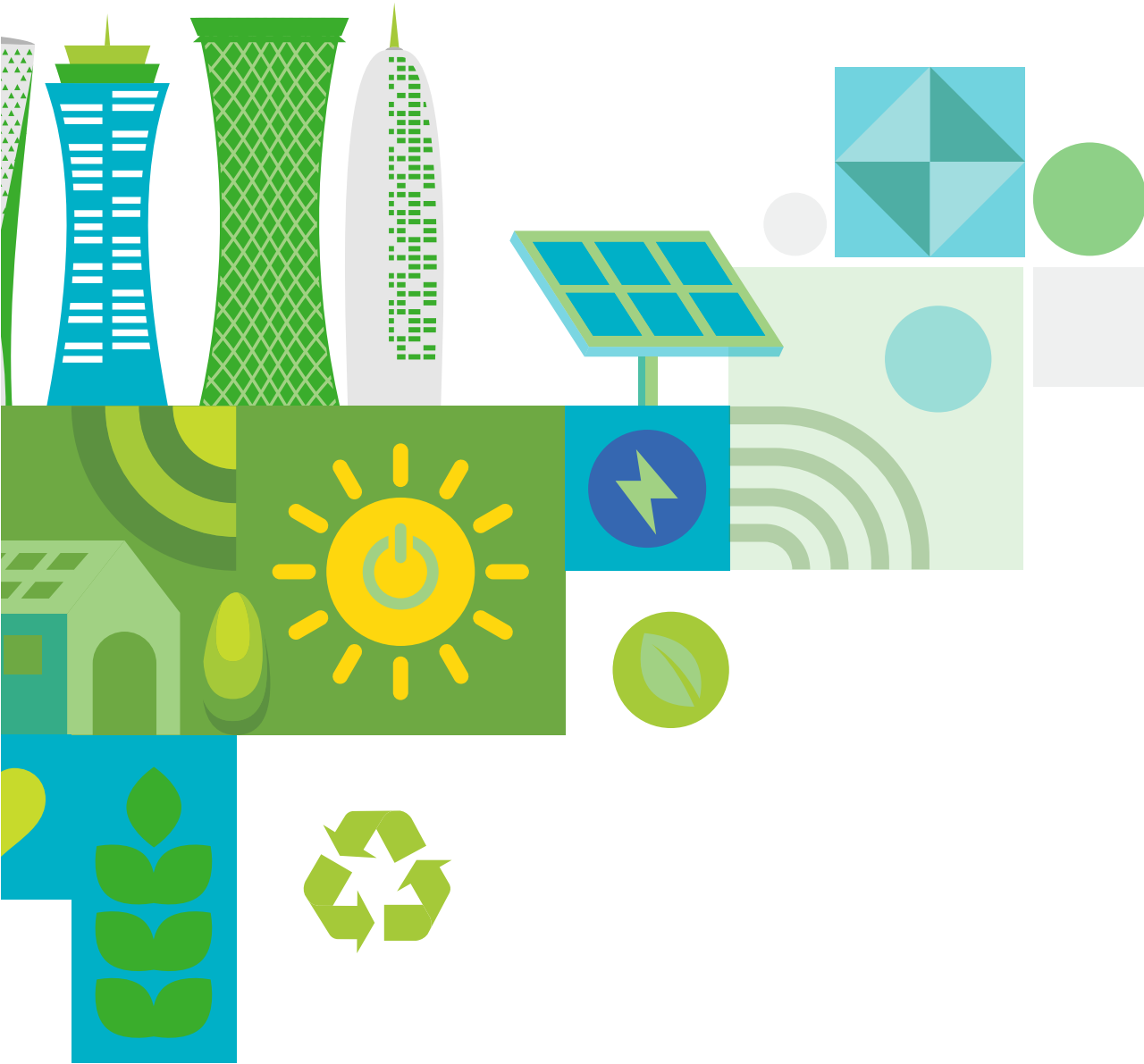
In 2023, we received no substantiated complaints regarding breaches of customer privacy from regulatory bodies or external parties. Furthermore, we updated our accreditation to ISO/IEC 27001:2022, focusing on information security, cybersecurity and privacy protection. This reaffirms our dedication to safeguarding the data privacy and security of our customers and partners. Thus enhancing our Corporate IT Policies and reinforcing our cybersecurity measures and controls.

### Our Strategy for Information Systems

Central to our strategy is a commitment to the people, processes and technology essential for safeguarding our clients' information and maintaining their trust. Throughout 2023, we have effectively prevented any cybersecurity incidents that could lead to data breaches or loss.

Our Data Centres are equipped with state-of-the-art cybersecurity defences and incident detection systems, all designed to quickly analyse, contain, and neutralise potential threats. This year, we have strengthened our IT infrastructure by adopting the latest updates from ISO 27001:2022, thereby bolstering our protective measures. To verify the effectiveness of our security controls, we conduct thorough reviews and assessments regularly. These critical evaluations are carried out internally and supplemented by reviews from independent third parties as part of our certification process.

Dedicated to upholding the highest standards of information security, we maintain transparency in how we manage and protect customer data. Our strategy includes proactive measures to avert data breaches and a commitment to respond promptly and effectively should a cybersecurity incident occur.



## REPORTING APPROACH

In this chapter, we share our approach to reporting, our ESG performance, stakeholder engagement and how we create value.

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## Report Scope

GWC's 2023 Environmental, Social and Governance (ESG) Report is our annual report detailing our commitment, programs and performance regarding our ESG priorities. The report covers the financial year from January 1 to December 31 of 2023, complementing GWC's 2023 Annual Report, which is separately published for the benefit of all relevant stakeholders.

Thus, the report has been prepared in conformity with the Global Reporting Initiative (GRI) Standards. This also includes our disclosure against the guidelines from the Qatar Stock Exchange, on ESG Reporting, Version 1.0 December 2016 and GWC's commitment to contribute to Qatar's National Vision 2030 on Sustainable Development.

This report has been prepared with the best of our understanding of the GRI standards and use of available data and information during this report preparation. The purpose of this report is to provide transparency and insight into our ESG initiatives and achievements for the year 2023.

All our calculations have followed the standard approach to derive the final results presented in the report. Data sources and calculations are internally generated and have not been independently validated.

Should there be a need for additional information or clarifications, stakeholders are encouraged to reach out directly to our Audit, Risk and Compliance team via email at [ARC@gwcllogistics.com](mailto:ARC@gwcllogistics.com)

Furthermore, our approach to ESG reporting is carefully aligned with key national and international frameworks and commitments, showcasing our holistic engagement with sustainable development goals and ESG best practices.

Membership and Association (National and International)

ecovadis



Trace Certification

Reporting Frameworks and Principles



Global Reporting Initiatives (GRI) Standards

**Qatar Stock Exchange (QSE) Sustainability and ESG Dashboard**

We have committed to disclose GWC's ESG performance to the QSE, which is a signatory to the United Nations Sustainable Stock Exchange Initiatives



## Our Stakeholder Engagement

We constantly use factual and verified information in our engagement with all our stakeholders, this is in terms of and not limited to communicating our goals, commitments, policy and standards. At GWC our Stakeholders and how we engage are the following:

Our Stakeholder Group	Need and Expectations	Material Topic	Our Engagement and Frequency
Customers	<ul style="list-style-type: none"> <li>Shipments are transported safely and reliably and arrive on time and intact.</li> <li>Customised solutions tailored to customers' specific needs, including shipping methods, packaging, and delivery schedules.</li> <li>Transparency in the shipping process by being informed about the status of their shipments, tracking information, and any delays or issues that may arise.</li> <li>Secure and convenient storage solutions for their goods.</li> <li>Cost transparency in terms of pricing structures, including any additional fees or charges that may apply.</li> </ul>	<ul style="list-style-type: none"> <li>Data security and privacy.</li> <li>Ethical business conduct and anti-corruption.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>Transaction-based Customer Satisfaction Survey.</li> <li>ESG impact materiality assessment (annually).</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Customer Complaints Management.</li> <li>Company Website and Social Media.</li> </ul>
Shareholders and Investors	<ul style="list-style-type: none"> <li>Reasonable return on investment.</li> <li>Consistent profitability and financial stability in generating revenue and cost management.</li> <li>Transparency in financial reporting and disclosures.</li> <li>Innovation and staying competitive in an evolving industry.</li> </ul>	<ul style="list-style-type: none"> <li>Diversity, inclusion and Qatarisation.</li> <li>Ethical business conduct and anti-corruption.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>Regular externally published performance and strategy updates (Annual).</li> <li>Annual general meeting.</li> <li>Board Director Meeting (quarterly).</li> <li>ESG impact materiality assessment (annually).</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Fair Compensation for their work, competitive salary, benefits, and opportunities for performance-based bonuses or raises.</li> <li>A safe and healthy workplace which encompasses physical safety, as well as psychological safety, free from harassment and discrimination.</li> <li>Professional growth and development with access to training, mentoring, and career advancement.</li> <li>Work-life balance with reasonable working hours and flexibility to accommodate personal responsibilities.</li> <li>Recognition and Appreciation, staff are recognised and appreciated for their contributions through verbal appreciation, awards, or other forms of acknowledgement.</li> </ul>	<ul style="list-style-type: none"> <li>Diversity, inclusion and Qatarisation.</li> <li>Employee welfare and Safety</li> <li>Employee Engagement, Training and Development.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>Training Need Analysis (annual).</li> <li>Induction Program (monthly).</li> <li>Learning and Development Programs (monthly).</li> <li>Performance Evaluation (quarterly).</li> <li>Division/ Department Team building (monthly).</li> <li>ESG impact materiality assessment (yearly).</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Recruitment Engagement.</li> </ul>





Our Stakeholder Group	Need and Expectations	Material Topic	Our Engagement and Frequency
Regulators and government	<ul style="list-style-type: none"> <li>● Contribution to local economy and communities.</li> <li>● Compliance with all legal and regulatory requirements.</li> <li>● Addressing climate change risks and opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>● Diversity, inclusion and Qatarisation.</li> <li>● Ethical business conduct and anti-corruption.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>● Public disclosures [e.g., Annual and Corporate Governance Report].</li> <li>● ESG impact materiality assessment (annually).</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>● Industry Peers Working Group.</li> <li>● Information Request.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>● Being paid promptly and in accordance with the terms and conditions outlined in the contracts.</li> <li>● Fair and transparent negotiations in terms of setting prices, terms, and conditions.</li> </ul>	<ul style="list-style-type: none"> <li>● Ethical business conduct and anti-corruption.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>● Supplier survey and Audits (yearly).</li> <li>● Contractual Meetings and tenders.</li> <li>● Assessment and Due Diligence (quarterly).</li> <li>● ESG impact materiality assessment (yearly).</li> </ul>
Local Communities	<ul style="list-style-type: none"> <li>● Responsible environmental practices and sustainable development that protect natural resources and reduce pollution.</li> <li>● Creating employment opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>● Diversity, inclusion and Qatarisation.</li> <li>● Corporate Social Responsibility.</li> </ul>	<p><b>Regular</b></p> <ul style="list-style-type: none"> <li>● We support charities by providing 2.50% of our annual revenue. (Yearly)</li> <li>● We organise and support multiple sustainability initiatives and activities across Qatar to actualise our commitment to “Sustainable Logistics, Inclusive Growth and Ethical Leadership.” (Yearly).</li> <li>● ESG impact materiality assessment (annually).</li> <li>● Qatar CSR Activities (annually).</li> <li>● GWC CSR Activities (annually).</li> </ul>



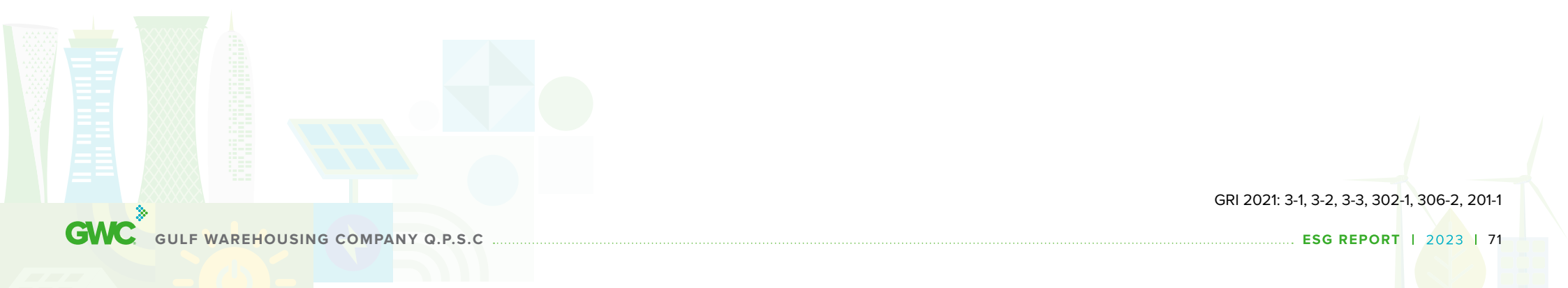
# Materiality Assessment

We conducted a materiality assessment to identify and prioritise our ESG topics against our overall ESG commitments, both those that are significant to our stakeholders and those where we can significantly impact. Our assessment drives the refinement of our understanding of our internal and external stakeholder expectations of GWC to drive meaningful progress on our ESG priorities.



● Important   
 ● More Important   
 ● Most Important

Our materiality assessment process is dynamic and periodically conducted through various activities, like ERM risk workshops and interviews. These topics are constantly reviewed to capture any shifts in our stakeholder expectations.





TOPIC IDENTIFICATION

Identified 10 significant areas of concern as part of compliance with QSE guidelines and GWC’s priorities in terms of Environmental, Social and Governance guidelines.

ENGAGEMENT

Conducted interviews with stakeholders: reviewed emerging trends relating to our areas of concerns and priorities and how these topics may evolve and provide advisory, as necessary.

PRIORITISATION

Prioritised areas of concern based on importance to GWC and its stakeholders, which generated our preliminary materiality matrix.

REVIEW AND FINALISATION

Reviewed and finalised material topics, generating the 10 topics in our final materiality matrix.

Our assessment identifies 10 main material topics with the relevant Global Reporting Initiative (GRI) Standards and United Nations Sustainable Development Goals (UN SDGs). It defines the scope of impact across all areas of our operations and categorises them by importance. This strategic approach ensures that we focus our efforts on the most critical aspects of our business, enhancing our commitment towards sustainable logistics, inclusive growth and ethical leadership. The table below shows how our material sustainability topics align with the UNSDGs.

Sequence	Material Topics	Material Topics against GRI Standards	Material Topics against UN SDG	Summary of Impact	Boundaries	Priority
1	Ethical Business Conduct and Anti-corruption	205		Impact of our ethical conduct and anti-corruption policies ensures integrity in all business dealings, building trust with stakeholders.	All internal operations, and functions across all regions, external partners, suppliers, and contractors.	Most Important
2	Employee Welfare and Safety	403		Impact of our health, safety, and wellbeing programs protects our employees, aligning with industry best practices for a safer workplace.	All employees and Contractors at all regions where GWC operates.	Most Important
3	Climate Change and Emissions	305		Impact of our climate initiatives ensures a significant reduction in emissions, aligning our operations with global sustainability goals.	All operational areas, including logistics services, energy consumption in warehousing, and transportation, as well as indirect emissions from third-party logistics services.	Most Important
4	Data Security and Privacy	418		Impact of our data security and privacy measures safeguards sensitive information, maintaining customer trust and regulatory compliance.	All areas handling sensitive information: records management services, data processing centres, and customer interactions across all digital platforms.	Most Important

Contd...



Sequence	Material Topics	Material Topics against GRI Standards	Material Topics against UN SDG	Summary of Impact	Boundaries	Priority
5	Employee Engagement, Training, and Development	401, 404		Impact of our engagement, training, and development initiatives enhances employee capabilities, satisfaction, and productivity.	All departments and geographic regions where GWC operates, focusing on both headquarters operations and international branches.	Most Important
6	Diversity, Inclusion, and Qatarisation	405		Impact of our diversity and inclusion efforts fosters a workplace culture that values and promotes diversity, equity, and inclusion, including local workforce development through Qatarisation.	All levels and locations of the organisation, including local and expatriate employees in Qatar and other countries where GWC operates.	More Important
7	Energy Usage	302		Impact of our energy efficiency measures reduces consumption and emissions, contributing to more sustainable operations.	All direct operations and significant indirect impacts from purchased energy across all regions where we operate.	More Important
8	Corporate Social Responsibility	413		Impact of our CSR activities strengthens community relations and supports sustainable development, reflecting our commitment to social responsibility.	Community engagement activities and CSR initiatives at all operational sites, and in communities impacted by GWC's operations.	More Important
9	Waste Management / Recycling	306		Impact of our waste management and recycling programs minimises our environmental footprint.	All GWC facilities and operations where GWC operates, focusing on waste generation points.	Important
10	Water Consumption	303		Impact of our water conservation practices, ensuring responsible usage and management.	All facilities and operations with significant water usage.	Important



## How we Create Value

As one of the leaders in our industry across the Middle East and the world, we create value by making our operations sustainable and efficient. Our efforts to reduce emissions and manage waste, alongside optimising energy and water use, demonstrate our commitment to the environment. We value diversity and invest in our employees' growth, ensuring a safe and inclusive workplace. Our active engagement in community initiatives and strict adherence to ethical practices builds trust with clients and stakeholders. By focusing on data security and maintaining high ethical standards, we contribute to a sustainable future, driving our success and that of our clients.

**GWC Vision** We continue to set standards and strive to be the market leader for integrated supply chain solutions in the region.

**Our Value Creation** Our value creation model visually demonstrates into how we transform what we depend on into value creation that ultimately benefits our customers, staff, society, the planet and our stakeholders

### What we depend on

- **Purpose-Driven People and Culture:** Our team of 3,744 employees, spanning the Middle East (excluding our European operations), embodies our diverse, inclusive culture and shared commitment to excellence.
- **Our Identity:** Over two decades, we have fostered sustainable partnerships with customers, evolving alongside them and contributing to mutual progress.
- **Stakeholder Relationships and Partnerships:** We have built strong, positive connections with customers, suppliers and regulatory authorities, ensuring seamless end-to-end delivery networks.
- **Financial Capital:** Our robust financial foundation underpins our operational and strategic initiatives.
- **Digital Infrastructure and Information Management:** Our advanced, secure information systems are crucial for coordinating our comprehensive logistics solutions.

### Our Integrated Supply Chain Solutions



### Value created for

- **Our Customers:** We strive to offer sustainable logistics innovations marked by transparency and accountability, setting industry standards.
- **Our Staff:** Inclusive growth by ensuring staff safety, promoting professional development.
- **Society:** By optimising the flow of goods and materials, we support the socio-economic development of Qatar and of the Middle East and beyond, enhancing the quality of life.
- **The Planet:** Acknowledging our environmental footprint, we are committed to significantly reducing our greenhouse gas emissions by 2030, in line with Qatar's National Vision 2030, enhancing our sustainability practices.
- **Shareholders:** As we pursue international expansion, our focus on innovation and operational excellence continues to enhance.



## Performance Data

### GWC's Sustainable Logistics KPIs

The following ESG performances are disclosed for the first time in 2023. Other data from 2019 to 2022 are incomplete.

SUSTAINABLE LOGISTICS	2023
<b>KPI 1: Environmental and climate impact (GRI 302:2016 Energy)</b>	
<b>Energy:</b>	
Total petrol consumption (litres)	745,234
Total diesel consumption (litres)	10,492,084
Natural gas consumption (m3)	N/A
Total electricity consumption (kWh)	112,104,585
Total energy consumption (GJ) <sup>1</sup>	1,003,604
Total energy consumption from fuel (GJ)	435,274
Total energy consumption from electricity (GJ)	568,330
Energy intensity (GJ/ employee)	113
Total energy consumption reduction (GJ) <i>[not applicable for this year since 2023 is the baseline]</i>	N/A
<b>Greenhouse Gas Emissions (GHG) GRI 305:2016 Emissions</b>	
Scope 1 direct GHG emissions (tonnes of CO <sub>2</sub> e)	29,705.55
Scope 2 indirect GHG emissions (tonnes of CO <sub>2</sub> e)	59,415.43
Scope 3 other indirect GHG emissions resulting from business travel (tonnes of CO <sub>2</sub> e)	24,297.74
Scope 3 other indirect GHG emissions resulting from waste disposal (tonnes of CO <sub>2</sub> e)	Data incomplete
Total GHG emissions (tonnes of CO <sub>2</sub> e)	113,418.71
GHG emissions intensity (tonnes of CO <sub>2</sub> e/ employee)	Data incomplete
GHG emissions reduction since target baseline 2023 (%) <i>[not applicable for this year since 2023 is the baseline]</i>	N/A

GRI 2021: 3-3, 201-1  
GRI 2021: 3-3, 305-1, 305-2, 305-3, 305-4, 305-5, 401-3, 405-1, 405-2, 303-1



CO <sub>2</sub> Emissions (tonnes) GRI 305 Emissions	
Direct CO <sub>2</sub> from petrol	1,692,831
Direct CO <sub>2</sub> from diesel	28,080.33
Direct CO <sub>2</sub> from natural gas	N/A
Indirect CO <sub>2</sub> from electricity	60,200.162
Water GRI 303:2018	
Water consumption (m3)	953,283
Water intensity (m3/ employee)	270
Waste GRI 306:2020	
Total paper consumption (kg)	187,390
Total paper consumption intensity (kg/ employee)	49.65



## GWC's Inclusive Growth KPIs

INCLUSIVE GROWTH	2023
<b>KPI 2: Employment GRI 401:2016 Employment</b>	
<b>Total number of employees, broken down by gender and region</b>	
Male employees	3,564
Female employees	221
Employees by region: Middle East	3,774
Employees by region: Europe	11
<b>Total number of full-time employees, broken down by gender and region</b>	
Male employees	3,359
Female employees	214
Employees by region: Middle East	3,573
Employees by region: Europe	0
<b>Total number of part-time employees, broken down by gender and region (There are no part-time employees across GWC and its subsidiaries)</b>	
Male employees	0
Female employees	0
Employees by region: Middle East	0
Employees by region: Europe	0
<b>Total number of employees on indefinite or permanent contracts, broken down by gender and region</b>	
Male employees	3,359
Female employees	214
Employees by region: Middle East	3,573
Employees by region: Europe	0





<b>Total number of employees on fixed-term or temporary contracts, broken down by gender and region</b>	
Male employees	205
Female employees	7
Employees by region: Middle East	201
Employees by region: Europe	11
<b>Employees broken down by career level (number)</b>	N/A
Senior management employees	29
Middle management employees	223
Non-management employees	3,533
<b>Employees broken down by age</b>	N/A
Employees aged 18-30 (number)	1,115
Employees aged 31-50 (number)	2,482
Employees aged 51+ (number)	188
Youth employment (%)	0
<b>Nationalisation</b>	N/A
Qatarisation (%)	5.74%
<b>KPI 3: Outstanding employees GRI 401:2016 Employment</b>	
Total number of workers who are not employees and whose work is controlled by the organisation	0
<b>KPI 4: Talent retention GRI 401:2016 Employment</b>	
<b>Employee engagement (%)</b>	N/A
Employee engagement score	N/A
Absenteeism rate	1.34%
<b>Turnover</b>	N/A
Total employee turnover (number)	966
Total employee turnover (%)	25.60%
Voluntary employee turnover (number)	475
Voluntary employee turnover (%)	12.59%

GRI 2021: 3-3,305-1, 305-2, 305-3, 305-4, 305-5, 401-3, 405-1, 405-2, 303-1



<b>Turnover (voluntary and involuntary) broken down by gender and region</b>	N/A
Male (number)	938
Female (number)	28
Middle East (%)	25.60%
Europe (%)	0
<b>Turnover (voluntary and involuntary) broken down by age (number)</b>	N/A
Employees aged 18-30	375
Employees age 31-50	545
Employees age 51+	46
<b>New hires</b>	N/A
Total new employee hires (number)	880
Total new employee hires (rate)	23.32%
<b>New hires broken down by gender and region</b>	N/A
Male (number)	811
Female (number)	69
Middle East (%)	23.31%
Europe (%)	0
<b>New hires broken down by age (number)</b>	N/A
Employees aged 18-30	409
Employees age 31-50	441
Employees age 51+	30
<b>Parental leave<sup>1</sup></b>	
<b>Total number of employees that were entitled to parental leave</b>	
Male employees who were entitled to parental leave (Male GWC staff are not entitled to Parental leave)	0
Female employees who were entitled to parental leave	216

<sup>1</sup>Please note that under our current policy, male staff members at GWC are not eligible for Parental Leave.



<b>Total number of employees that took parental leave</b>	14
Male employees who took parental leave	N/A
Female employees who took parental leave	14
<b>Total number of employees who returned to work after parental leave ended</b>	14
Male employees who returned to work after parental leave ended	0
Female employees who returned to work after parental leave ended	14
<b>Return to work rate (%)</b>	
Male return to work rate	N/A
Female return to work rate	100%
<b>Total number of employees who returned from parental leave who were still employed twelve months after return to work</b>	12
Male employees who returned from parental leave who were still employed twelve months after returning to work.	N/A
Female employees who returned from parental leave who were still employed twelve months after returning to work	12
<b>Retention rate (%)</b>	85.71%
Male retention rate <i>(Male GWC staff are not entitled to Parental leave)</i>	0
Female retention rate	85.71%
<b>KPI 5: Training and development GRI 404:2016 Training and Education</b>	<b>2023</b>
Total training hours (number)	46,704
Average training hours provided per employee (number)	12.38
<b>Training hours broken down by career level (number)</b>	N/A
Average training hours of senior management	78
Average training hours of middle management	2,922.5
Average training hours of non-management	43,704
<b>Training hours broken down by gender (number)</b>	N/A
Average training hours of male employees	12.44%
Average training hours of female employees	11.25%
<b>Investment in learning and development</b>	N/A
Spend on learning and development of our people (QAR Mn)	238,838

GRI 2021: 3-3, 403-5, 404-1, 404-3



<b>Performance reviews<sup>2</sup></b>	
<b>KPI 6: Female employment GRI 401: 2016 Employment/405:2016 Diversity and Equal Opportunity</b>	<b>2023</b>
Female employment rate (%)	5.72%
Women in senior management (%)	3.45%
Women in middle management (%)	15.38%
Median male salary to median female salary (ratio)	0.33
<b>KPI 7: Community investment GRI 413:2016 Local Communities</b>	<b>2023</b>
Total value of community investments (QAR Mn)	3,231,123
Community investment as a percentage of pre-tax profits	2.5%
Total number of employee volunteering hours	148
<b>KPI 8: Employee Health and Safety GRI 403:2018 Occupational health and safety</b>	<b>2023</b>
Total Recordable Incident Rate (TRIR)	0.256
Lost Time Incident Rate (LTIR)	0.32
Number and rate of fatalities as a result of work-related injury	0
Number and rate of critical work-related injuries (excluding fatalities)	4
The number and rate of recordable work-related injuries	12
The number of hours worked	9,356,857.84
Number of fatalities as a result of work-related ill health	0
Number of cases of recordable work-related ill health	0
Main types of work-related ill health	0

<sup>2</sup> In 2023, our performance and career development review processes are on pause due to the discontinuation of the Success Factors platform. We are finalising a robust new system, with updates to be shared in the 2024 report.



## GWC's Ethical Leadership KPIs

ETHICAL LEADERSHIP	2023
<b>KPI 9: Corporate Governance GRI 405:2016 Diversity and Equal Opportunity/GRI 205:2016 Anti-corruption</b>	
Incidents of non-compliance with laws and regulations (number)	0
Non-monetary sanctions (number)	0
Total amount of legal and regulatory fines and settlements (QAR Mn)	0
Confirmed incidents of bribery or corruption (number)	0
Board seats occupied by independent directors (%)	4
Board seats occupied by men (%)	8
Board seats occupied by women (%)	1
Group BoD members under 30 years old (%)	0
Group BoD members between 30-50 years old (%)	7
Group BoD members over 50 years old (%)	2
Group CEO pay ratio	N/A
<b>KPI 10: Anti-corruption GRI 205:2016 Anti-corruption</b>	
Total number of confirmed incidents of bribery or corruption	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0
Public legal cases regarding corruption brought against the organisation or its employees during the reporting period (number)	0
<b>Total number of employees that have received training on anti-corruption, broken down by career level and region</b>	3,110
Senior management employees	8
Middle management employees	187
Non-management employees	2915
Employees by region (Middle East)	3106
Employees by region (Europe)	4



<b>Total percentage of employees that have received training on anti-corruption, broken down by career level and region</b>	
Senior management employees	28%
Middle management employees	85%
Non-management employees	83%
Employees by region (Middle East)	83%
Employees by region (Europe)	50%
<b>KPI 11: Data security and customer privacy GRI 418:2013 Customer Privacy</b>	
Data security breaches (number)	0
Amount of fraudulent transaction activity (QAR Mn)	0
<b>Total number of substantiated complaints received concerning breaches of customer privacy</b>	0
Complaints received from outside parties and substantiated by the organisation	0
Complaints from regulatory bodies	0
<b>KPI 12: Grievances</b>	
Number of grievances filed in the reporting period	0
Number of grievances addressed or resolved	0
<b>KPI 13: Incidents of discrimination GRI 406:2016 Non-discrimination</b>	
Total number of incidents of discrimination	0
<b>KPI 14: Responsible procurement and supply chain GRI 414: Supplier Social Assessment/308: Supplier Environmental Assessment/ GRI 204:2016 Procurement</b>	
Local procurement spends (%)	94%



## GRI Content Index

<b>Statement of Use</b>	Gulf Warehousing Company QPSC has reported in accordance with GRI Standards for the year ended 31 December 2023.
<b>GRI 1 Used</b>	GRI 1 – Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	Not applicable

GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
<b>GRI 2 – General Disclosures 2021</b>  (The organisation and its reporting practices)	2-1 Organisational details	<ul style="list-style-type: none"> <li><a href="#">GWC at a glance and who we are [GWC Website]</a></li> <li><a href="#">Company Overview [Pages 1-13]</a></li> </ul>			
	2-2 Entities included in the organisation’s sustainability reporting practices	<ul style="list-style-type: none"> <li><a href="#">Reporting approach - Report Scope, [Page 68]</a></li> <li><a href="#">GWC’s 2023 Annual Report, Section Consolidated Financial Statement [GWC Website]</a></li> </ul>			
	2-3 Reporting period, frequency and contact point	<ul style="list-style-type: none"> <li><a href="#">Reporting approach - Report Scope, [Page 68]</a></li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
	2-4 Restatements of information	Not Applicable			
	2-5 External assurance	<ul style="list-style-type: none"> <li>Reporting approach - Report Scope [Page 68]</li> </ul>			
<b>GRI 2 – General Disclosures 2021</b>  (Activities and workers)	2-6 Activities, value chain and other business relationships	<ul style="list-style-type: none"> <li><a href="#">Company Overview</a> [Pages 1-13]</li> <li>Ethical Leadership - Working with Stakeholders [Page 65]</li> </ul>			
	2-7 Employees	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to People [Page 33]</li> <li>Reporting Approach – Workforce Data (KPI 2 and 3) [Pages 77-78]</li> </ul>			
	2-8 Workers who are not employees	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to People [Page 33]</li> <li>Reporting Approach – Workforce Data (KPI 2 and 3) [Pages 77-78]</li> </ul>			
<b>GRI 2 – General Disclosures 2021</b>  (Governance)	2-9 Governance structure and composition	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> <li><a href="#">GWC’s Board Members</a> [GWC Website]</li> <li><a href="#">GWC Management Team</a> [GWC Website]</li> <li><a href="#">2023 Corporate Governance Report, Article (5) Requirements for the Board Member</a> [GWC Website]</li> </ul>			
	2-10 Nomination and selection of the highest governance body	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> <li><a href="#">2023 Annual Report (Corporate Governance) 43 -49</a> [GWC Website]</li> <li><a href="#">GWC Nomination Policy</a> [GWC Website]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
	2-11 Chair of the highest governance body	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> <li><a href="#">2023 Annual Report (Corporate Governance) 43 -49 [GWC Website]</a></li> </ul>			
	2-12 Role of the highest governance body in overseeing the management of impacts	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> <li>Introduction - Our ESG Oversight [Page 16]</li> <li><a href="#">2023 Corporate Governance Report, Article (8) Key Functions and Tasks of the Board [GWC Website]</a></li> </ul>			
	2-13 Delegation of responsibility for managing impacts	<ul style="list-style-type: none"> <li>Introduction – Our ESG Oversight [Page 16]</li> </ul>			
	2-14 Role of the highest governance body in sustainability reporting	<ul style="list-style-type: none"> <li>Introduction – Our ESG Oversight [Page 16]</li> </ul>			
	2-15 Conflicts of interest	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Strategy [Page 51]</li> <li>Ethical Leadership – Our Code of Conduct and Policies [Page 53]</li> <li>Ethical Leadership – Conflict of Interest Management [Page 54]</li> <li><a href="#">Conflict of Interest and Related Party Transaction Policy [GWC Website]</a></li> </ul>			
	2-16 Communication of critical concerns	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Strategy [Page 51]</li> <li>Ethical Leadership – Our Code of Conduct and Policies [Page 53]</li> <li>Ethical Leadership – Raising Concerns (Whistleblowing Policy) [Page 55]</li> <li><a href="#">GWC Whistleblowing Policy [GWC Website]</a></li> </ul>			
	2-17 Collective knowledge of the highest governance body	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
		<ul style="list-style-type: none"> <li>2023 Annual Report (Corporate Governance) 43 -49 [GWC Website]</li> </ul>			
	2-18 Evaluation of the performance of the highest governance body	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Governance and Oversight [Page 52]</li> <li>2023 Annual Report (Corporate Governance) 43 -49 [GWC Website]</li> </ul>			
	2-19 Remuneration policies	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff ( Providing competitive compensation and benefits) [Page 58]</li> <li>Remuneration policy [GWC Website]</li> </ul>			
	2-20 Process to determine the remuneration	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing and Caring for our Staff (Providing competitive compensation and benefits) [Pages 58-59]</li> <li>Remuneration policy [GWC Website]</li> </ul>			
	2-21 Annual total compensation ratio	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing and Caring for our Staff (Providing competitive compensation and benefits) [Pages 58-59]</li> <li>Reporting Approach – QSE ESG Performance Metric, Governance KPI [Pages 98-99]</li> </ul>		Compensation details are provided for reference within this report. Compensation information for the highest-paid staff-not applicable.	
GRI 2 – General Disclosures 2021  (Strategy, policies, and practices)	2-22 Statement on sustainable development strategy	<ul style="list-style-type: none"> <li>Introduction – Our ESG Strategy [Page 14]</li> <li>Message from the Managing Director [Page 1]</li> <li>Message from the Group Chief Executive Officer [Pages 2]</li> </ul>			
	2-23 Policy commitments	<ul style="list-style-type: none"> <li>GWC Policies [GWC Website]</li> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> </ul>			
	2-24 Embedding policy commitments.	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
GRI 2 – General Disclosures 2021  (Stakeholder engagement)	2-25 Processes to remediate negative impacts	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> <li>Ethical Leadership – Raising Concerns (Whistleblowing Policy) [Page 55]</li> <li><a href="#">GWC Whistleblowing Policy</a> [GWC Website]</li> <li>Ethical Leadership – Our Commitment to Human Rights [Page 62]</li> </ul>			
	2-26 Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> <li>Ethical Leadership – Raising Concerns (Whistleblowing Policy) [Page 55]</li> <li><a href="#">GWC Whistleblowing Policy</a> [GWC Website]</li> <li>Ethical Leadership – Our Commitment to Human Rights [Page 62]</li> </ul>			
	2-27 Compliance with laws and regulations	<ul style="list-style-type: none"> <li>Ethical Leadership – Training and Compliance with Corporate Regulations [Page 54]</li> <li>Reporting Approach – QSE ESG Performance Metric, Governance KPI [Page 99]</li> <li>Reporting Approach – Performance Data (KPI 11,12) [Page 83]</li> </ul>			
	2-28 Membership associations	<ul style="list-style-type: none"> <li>Reporting Approach – Report Scope [Page 68]</li> </ul>			
	2-29 Approach to stakeholder engagement	<ul style="list-style-type: none"> <li>Reporting Approach – Our Stakeholder Engagement [Page 69]</li> </ul>			
	2-30 Collective bargaining agreements	<ul style="list-style-type: none"> <li>Ethical Leadership – Collective Bargaining [Page 56]</li> </ul>		Not applicable: For employees not covered by collective bargaining agreements, their working conditions and terms of employment are based on local labour laws at a minimum	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	<ul style="list-style-type: none"> <li>Reporting Approach – Materiality Assessment [Page 71]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
	3-2 Management of material topics	<ul style="list-style-type: none"> <li>Reporting Approach – Materiality Assessment [Page 71]</li> </ul>			
GRI 205 Anti-Corruption 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> <li>Reporting Approach – Performance Data (KPI 10) [Pages 82-83]</li> <li>Reporting Approach – QSE ESG Performance Metric, Governance KPI [Page 99]</li> </ul>			
	205-1 Operations assessed for risks related to corruption	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Enterprise Risk Management Approach [Page 63]</li> <li>Reporting Approach – Performance Data (KPI 10) [Pages 82-83]</li> <li>Reporting Approach – QSE ESG Performance Metric, Governance KPI [Page 99]</li> </ul>			
	205-2 Communication and training about anti-corruption policies and procedures	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> <li>Ethical Leadership – Working with our Stakeholders [Page 65]</li> <li>Reporting Approach – Performance Data (KPI 10) [Pages 82-83]</li> </ul>			
	Disclosure 205-3 Confirmed incidents of corruption and actions taken	<ul style="list-style-type: none"> <li>Ethical Leadership – Our Strategy [Page 51]</li> <li>Reporting Approach – Performance Data (KPI 10) [Pages 82-83]</li> <li>Reporting Approach – QSE ESG Performance Metric, Governance KPI [Page 99]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
<b>GRI 403 Occupational Health and Safety 2018</b>	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> </ul>			
	403-1 Occupational health and safety management system	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> </ul>			
	403-2 Hazard identification, risk assessment, and incident investigation	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> <li>Ethical Leadership – Our Enterprise Risk Management Approach <b>[Page 63]</b></li> </ul>			
	403-3 Occupational health services	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> <li>Ethical Leadership – Our Enterprise Risk Management Approach <b>[Page 63]</b></li> </ul>			
	403-4 Worker participation, consultation, and communication on occupational health and safety	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> <li>Ethical Leadership – Our Enterprise Risk Management Approach <b>[Page 63]</b></li> <li>Inclusive Growth – Our approach to Social Responsibility, Raising awareness of healthy living and wellness, Eye Health Initiative with Al Jaber Opticians <b>[Pages 45 &amp; 47]</b></li> </ul>			
	403-5 Worker training on occupational health and safety	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> <li>Ethical Leadership – Our Enterprise Risk Management Approach <b>[Page 63]</b></li> <li>Reporting Approach – Performance Data (KPI 5) <b>[Page 80]</b></li> </ul>			
	403-6 Promotion of worker health	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff <b>[Pages 59-61]</b></li> <li>Ethical Leadership – Our Enterprise Risk Management Approach <b>[Page 63]</b></li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
		<ul style="list-style-type: none"> <li>Inclusive Growth – Our approach to Social Responsibility, Raising awareness of healthy living and wellness, Eye Health Initiative with Al Jaber Opticians [Pages 45 &amp; 47]</li> </ul>			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff [Pages 59-61]</li> <li>Ethical Leadership – Our Enterprise Risk Management Approach [Page 63]</li> </ul>			
	403-8 Workers covered by an occupational health and safety management system	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff [Pages 59-61]</li> <li>Ethical Leadership – Our Enterprise Risk Management Approach [Page 63]</li> </ul>			
	403-9 Work-related injuries	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff [Pages 59-61]</li> <li>Ethical Leadership – Our Enterprise Risk Management Approach [Page 63]</li> <li>Inclusive Growth – Our approach to Social Responsibility, Raising awareness of healthy living and wellness, Eye Health Initiative with Al Jaber Opticians [Pages 45 &amp; 47]</li> <li>Reporting Approach – Performance Data (KPI 8)</li> <li>Reporting Approach – QSE ESG Performance Metrics, Social KPI [Pages 98-99]</li> </ul>			
	403-10 Work-related ill health	<ul style="list-style-type: none"> <li>Ethical Leadership – Caring for our Staff [Pages 59-61]</li> <li>Ethical Leadership – Our Enterprise Risk Management Approach [Page 63]</li> <li>Reporting Approach – Performance Data (KPI 8) [Page 81]</li> </ul>			
<b>GRI 305 Emissions 2016</b>	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Strategy [Page 21]</li> <li>Sustainable Logistics– Our Path to 2030 Emissions Reductions [Page 22]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
	305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Emission Reduction Control <b>[Page 23]</b></li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI <b>[Page 98]</b></li> <li>Reporting Approach – Performance Data (KPI 1) <b>[Pages 75-76]</b></li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Emission Reduction Control <b>[Page 23]</b></li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI <b>[Page 98]</b></li> <li>Reporting Approach – Performance Data (KPI 1) <b>[Pages 75-76]</b></li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Emission Reduction Control <b>[Page 23]</b></li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI <b>[Page 98]</b></li> <li>Reporting Approach – Performance Data (KPI 1) <b>[Pages 75-76]</b></li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	305-4 GHG emissions intensity	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Emission Reduction Control <b>[Page 23]</b></li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI <b>[Page 98]</b></li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only.	

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
		<ul style="list-style-type: none"> <li>Reporting Approach – Performance Data (KPI 1) [Pages 75-76]</li> </ul>		GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	305-5 Reduction of GHG emissions	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Strategy [Page 21]</li> <li>Sustainable Logistics– Our Path to 2030 Emission Reduction [Page 22]</li> <li>Sustainable Logistics– Our Emission Reduction Control [Page 23]</li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI [Page 98]</li> <li>Reporting Approach – Performance Data (KPI 1) [Pages 75-76]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
GRI 418 Customer Privacy 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Ethical Leadership – Data Privacy and Information Security [Page 66]</li> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> </ul>			
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> <li>Ethical Leadership – Data Privacy and Information Security [Page 66]</li> <li>Ethical Leadership – Our Ethics and Compliance (Our Code of Conduct and Policies) [Page 53]</li> <li>Reporting Approach – Performance Data (KPI 11) [Page 83]</li> </ul>			
GRI 401 Employment 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to People [Pages 33-37]</li> <li>Inclusive Growth – Our Approach to Qatarisation [Page 38]</li> <li>Ethical Leadership – Caring for our Staff [Pages 59-61]</li> <li>Ethical Leadership – Developing our Staff [Pages 57-58]</li> </ul>			

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
	401-1 New employee hires and employee turnover	<ul style="list-style-type: none"> <li>Reporting Approach – Performance Data (KPI 2,3,4) [Pages 77-80]</li> </ul>			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff (Providing Competitive Compensation and Benefits) [Page 58]</li> </ul>			
	401-3 Parental leave	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff (Providing Competitive Compensation and Benefits) [Page 58]</li> <li>Reporting Approach – Performance Data (KPI 4) [Pages 78-80]</li> </ul>			
<b>GRI 404 Training and Education 2016</b>	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff [Pages 57-58]</li> </ul>			
	404-1 Average hours of training per year per employee	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff [Pages 57-58]</li> <li>Reporting Approach – Performance Data (KPI 5) [Page 80]</li> </ul>			
	404-2 Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff [Pages 57-58]</li> </ul>			
	404-3 Percentage of employees receiving regular performance and career development reviews	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff [Pages 57-58]</li> <li>Reporting Approach – Performance Data (KPI 5) [Page 80]</li> </ul>		The disclosure is not complete due to data incompleteness across our operations in the Middle East. We are actively working to improve our data collection processes to ensure	

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
				more comprehensive reporting in future disclosures.	
GRI 405 Diversity and Equal Opportunity 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to People [Pages 33-37]</li> <li>Inclusive Growth – Our Approach to Qatarisation [Page 38]</li> </ul>			
	405-1 Diversity of governance bodies and employees	<ul style="list-style-type: none"> <li>Ethical Leadership – Governance and Oversight [Page 52]</li> <li>Inclusive Growth – Our Approach to People [Pages 33-37]</li> <li>Reporting Approach – Performance Data (KPI 6) [Page 81]</li> <li>Reporting Approach – QSE ESG Performance Metrics, Social KPI [Page 99]</li> </ul>			
	405-2 Ratio of basic salary and remuneration of women to men	<ul style="list-style-type: none"> <li>Ethical Leadership – Developing our Staff ( Providing competitive compensation and benefits) [Page 58]</li> <li>Reporting Approach – Performance Data (KPI 6) [Page 81]</li> <li>Reporting Approach – QSE ESG Performance Metrics [Pages 98-99]</li> </ul>			
GRI 302 Energy 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Sustainable Logistics – Our Path to 2030 Emission Reduction [Page 22]</li> <li>Ethical Leadership – Our Policy Commitment to the Environment [Page 56]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	302-1 Energy consumption within the organisation	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Strategy [Page 21]</li> <li>Sustainable Logistics– Our Emission Reduction Control [Pages 23-26]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is	

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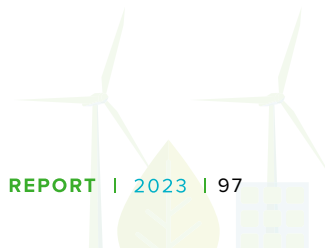


GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
		<ul style="list-style-type: none"> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI [Page 98]</li> <li>Reporting Approach – Performance Data (KPI 1) [Pages 75-76]</li> </ul>		working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
GRI 413 Local Communities 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to Social Responsibility – Community Collaboration [Pages 39-49]</li> </ul>			
	413-1 Operations with local community engagement, impact assessment and development programs	<ul style="list-style-type: none"> <li>Inclusive Growth – Our Approach to Social Responsibility – Community Collaboration [Pages 39-49]</li> <li>Reporting Approach – Performance Data (KPI 7) [Page 81]</li> <li>Reporting Approach – QSE ESG Performance Metrics, Social KPI [Page 99]</li> </ul>			
GRI 306 Waste 2020	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Strategy [Page 21]</li> <li>Sustainable Logistics - Waste Management and Recycling [Pages 27-30]</li> <li>Ethical Leadership – Our Policy Commitment to the Environment [Page 56]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	
	306-2 Management of significant waste-related impacts	<ul style="list-style-type: none"> <li>Sustainable Logistics - Waste Management and Recycling [Pages 27-30]</li> <li>Reporting Approach – Performance Data (KPI 1) [Pages 75-76]</li> </ul>		Limited data from our operations in the Middle East and Europe, with existing data limited to our operations in Qatar only. GWC is working on a data collection process to fill this gap and aims to include comprehensive data in future reports.	

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GRI Standard	Disclosure	Omission			
		Location	Requirements (s) Omitted	Reason	Explanation
GRI 303 Water and Effluents 2018	3-3 Management of material topics	<ul style="list-style-type: none"> <li>Sustainable Logistics– Our Strategy [Page 21]</li> </ul>			
	303-1 Interactions with water as a shared resource	<ul style="list-style-type: none"> <li>Sustainable Logistics - Our Water Consumption [Page 24]</li> <li>Reporting Approach – Performance Data (KPI 1) [Pages 75-76]</li> <li>Reporting Approach – QSE ESG Performance Metrics, Environmental KPI [Page 98]</li> </ul>			
GRI 201 Economic Performance 2016	3-3 Management of material topics	<ul style="list-style-type: none"> <li><a href="#">Company Overview</a> [Pages 3-13]</li> <li>Introduction – Our ESG Strategy [Page 14]</li> </ul>			
	201-1 Direct economic value generated and distributed	<ul style="list-style-type: none"> <li><a href="#">GWC Annual Report 2023</a> [GWC Website]</li> <li><a href="#">GWC Annual Report 2023, Community Investment</a> [GWC Website]</li> <li><a href="#">2023 Financial Information</a> [GWC Website]</li> </ul>			





## QSE ESG Performance Metrics

At GWC we are continuously committed to ESG and support QSE guidelines by making ESG reporting a common practice across all listed companies. The table below highlights our performance against QSE KPIs from 2019 to 2023. Environmental KPIs 2023 2022.

Environmental KPIs	2023	2022	2021	2020	2019
Does the company publish and follow an environmental policy? Yes/No	Yes	Yes	Yes	Yes	Yes
Energy used (GJ/employee) - Annual total direct energy consumption per employee	113	129.19	129.30	149.41	Not Available
Specify the primary source of energy used by the company	Electricity	Electricity	Electricity	Electricity	Electricity
Total amount of energy used (GJ)	568,330	512,237.7	468,720	448,970	Not Available
Total greenhouse gas emissions (tons)	113,418.71	114,515	94,303	84,684	Not Available
Total waste produced - recycled (kg)	2,234,970	2,208,912.3	1,163,495	1,335,220	1,244,070
Total water use (m <sup>3</sup> )	953,283	1,205,148	1,047,164	1,233,157	Not Available
Social KPIs	2023	2022	2021	2020	2019
Average hours of training per employee	12.38	17.18	10.12	6.08	12.08
Disclosure and adherence to a Human Rights Policy? Yes/No	Yes	Yes	Yes	Yes	Yes
Does the company prohibit the use of child or forced labour throughout the supply chain?	Yes	Yes	Yes	Yes	Yes
Does the company publish and follow a policy for occupational and global health issues?	Yes	Yes	Yes	Yes	Yes
Employee turnover rate (%)	25.60%	14%	8%	13%	10%
Employee wages & benefits	QAR 335M	QAR 349M	QAR 277M	QAR 255M	QAR 255M

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Social KPIs	2023	2022	2021	2020	2019
Nationalisation rate (%) - GWC QPSC	5.74%	5.67%	7.03%	7.31%	6.06%
Number of grievances about human rights issues filed, addressed and resolved	0	0	0	0	0
Pre-tax profits invested in the community (%)	2.50%	2.50%	2.50%	2.50%	2.50%
Spending on local suppliers (%)	94%	71.28	89%	95%	91%
Total number of injuries and fatal accidents (contractors)	0	0	0	0	0
Total number of injuries and fatal accidents (employees and contractors) - Injuries only	12	17	9	9	12
Total number of injuries and fatal accidents (employees) - Injuries only	12	17	9	9	12
Total workforce (FTE)	3774	3,965	3,625	3,005	2,893
Women in the workforce (%)	5.72%	4.64%	5.05%	5.52%	5.40%
Governance KPIs	2023	2022	2021	2020	2019
Disclosure of the voting results of the latest AGM. Yes/No	Yes	Yes	Yes	Yes	Yes
Does the company publish and follow a Bribery/Anti-Corruption Code? Yes/No	Yes	Yes	Yes	Yes	Yes
Does the company publish and follow an Ethics Code of Conduct? Yes/No	Yes	Yes	Yes	Yes	Yes
Executive compensation is linked to performance indicators. Yes/No	Yes	Yes	Yes	Yes	Yes
Female Directors on the Board (%)	11%	11%	11%	11%	11%
Independent Directors on the Board (%)	44%	33%	33%	33%	33%
Median male salary to median female salary	0.33	0.29	0.25	0.29	0.29
Role separation of Chairman and CEO. Yes/No	Yes	Yes	Yes	Yes	Yes
Sustainability Report published. Yes/No	No	No	No	No	No



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