UN Global Compact

Communication on Progress

BMMI

LETTER OF COMMITMENT

On behalf of the BMMI Group, I am pleased to once again reaffirm our support to the Ten Principles of the United Nations Global Compact (UNGC) and our commitment to safeguarding human and labour rights, preserving the environment, and working against corruption in all its forms.

In our annual Communication on Progress (COP), and as part of our commitment to sustainable and responsible business practices, we describe the actions we have taken to strategically integrate the Global Compact across the BMMI Group for the period: January 2019 to December 2019.

BMMI is committed to diversity and inclusion and has consistently pursued its ambitious responsibility towards the community. The Group's corporate social responsibility activities are strategically aligned with the business as the most effective way of providing all stakeholders with sustainable shared value. This includes long term strategic and community initiatives, as well as utilising Alosra's Charitable fund.

One of the major initiatives that we initiated in 2019 is the Group's support of the Takaful 2 initiative led by the Ministry of Labour and Social Development. The Group also sponsored various events during 2019 to include the Third Combined Gulf Cancer Conference and the 5th Untangle Autism International Conference in Bahrain.

We will continue to invest in our communities, supporting those that need help most. Another example of this is our continued support of the Employment Facilitation Training Service Programme (EFTS). In 2019, the second batch of trainees who fall under the Autism Spectrum Disorders (ASD) completed their workplace training at BMMI. Moreover, the Group sponsored 20 young students in South Sudan who face difficulties in furthering their education to a higher level.

BMMI has always understood that it is our people that make a difference. They find ways to deliver growth when most doors to growth seem closed, and it is their commitment to going the extra mile and trying to exceed their customers' expectations that drives both loyalty and advocacy. This has never been truer than in 2019, a year where we were able to revisit our policy and engage in stakeholder feedback as we updated our sustainability pillars to wellbeing, truth and care. Hand in hand, we were also able to evolve our Winning Hearts values under the same exercise to include 'Responsibility', both in terms of taking personal ownership but also the corporate responsibility we feel in supporting the environments in which we operate.

Looking forward to 2020, we can expect more of the same in terms of the evident value in being a responsible corporate citizen. We will also continue to encourage each member of our team to make a positive difference in all they do every day, as this is at the core of BMMI's DNA.

Sincerely yours,

Marek Sheridan
CEO

The Group's business philosophy embraces a commitment to 'making a difference' in everything it does. From developing its people, serving its customers and sustainably contributing to the communities in which it operates, BMMI strives to win hearts and minds every day.

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UN GLOBAL COMPACT
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ABOUT US

Established in 1883 as a small shipping agency, today, the diversified BMMI Group is powered by a world-class integrated logistics supply chain capability, and a robust and professional support infrastructure.

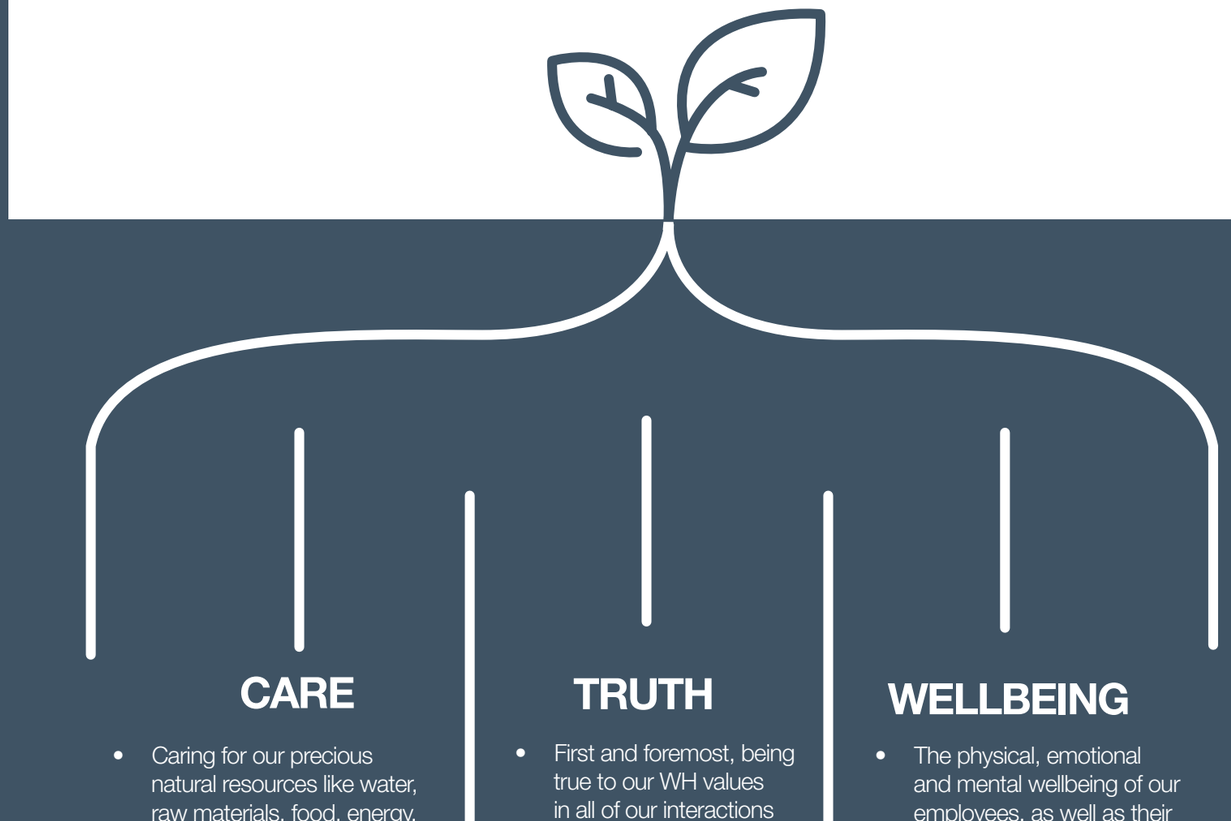
BMMI is one of the leading private sector enterprises in Bahrain. The Group represents a dynamic portfolio of global household brands and is a forerunner in the wholesale, distribution, retail and production of food and beverages. The Group is also a fully-fledged international provider of end-to-end supply chain solutions, integrated facility management, shipping, logistics and procurement services to various governments and organisations.

SOCIAL RESPONSIBILITY

Since 2015, BMMI's CSR initiatives have come together under the CSR policy, Nourishing Life, which is driven by commitments and consists of three over-lapping pillars: Zero-waste, Truth and Wellbeing.

The Group's corporate social responsibility activities aim to be strategically aligned with the business to provide all stakeholders with sustainable shared value.

In 2019 the focus was on revisiting our policy and engaging in stakeholder feedback to ensure our pillars remain relevant. This resulted in the update of our themes by replacing 'Zero-waste' with 'Care'. After we heard from various stakeholders, we came to learn that that the aspect of care, with the broader sense of the word, is important to them. Care encompasses our commitment to our people, communities and the environment, and constantly being conscious of the impact of our actions. The pillars form the basis for establishing key areas for strategic donations under the Alosra Charitable Trust.



CARE

- Caring for our precious natural resources like water, raw materials, food, energy, and entire habitats and eco-systems.
- Care for nurturing talent and dreams. The talents and dreams of our employees, the talents and dreams of youth, or the talents and dreams of the communities and stakeholders with whom we interact.
- Caring for our business resources: our money, time and energy, by making our processes more efficient.
- Caring about opportunities. Equal opportunities for our employees to excel. Business opportunities that serve some of the most pressing societal needs—like food security and affordable and nutritious food. Opportunities for local communities. And for diverse suppliers.

TRUTH

- First and foremost, being true to our WH values in all of our interactions with each other and our stakeholders.
- Being truthful and transparent with our employees, customers, communities and other stakeholders about our products, activities, their impacts, and how we are working to improve.
- Being truthful in the way we operate lawfully, ethically, with integrity, and without misrepresentation or corruption.
- Being true to ourselves: the personal vision and potential we each hold.
- Being authentic leaders, who are genuine and self-aware, who cultivate honest relationships, and make decisions on an ethical foundation, to lead with our hearts and minds.

WELLBEING

- The physical, emotional and mental wellbeing of our employees, as well as their health and safety.
- The wellbeing of humans, including migrant workers, children, and the rights of all humans to a life of dignity.
- The wellbeing of local communities. Their economic health, social and environmental health, and the physical health of individuals in those communities.
- The wellbeing of our customers: food safety, providing health products, and educating our customers on the importance of proper diet and nutrition.
- The wellbeing of our planet: enriching its biodiversity, replenishing natural resources, and working to raise the environmental standards of our products and services.

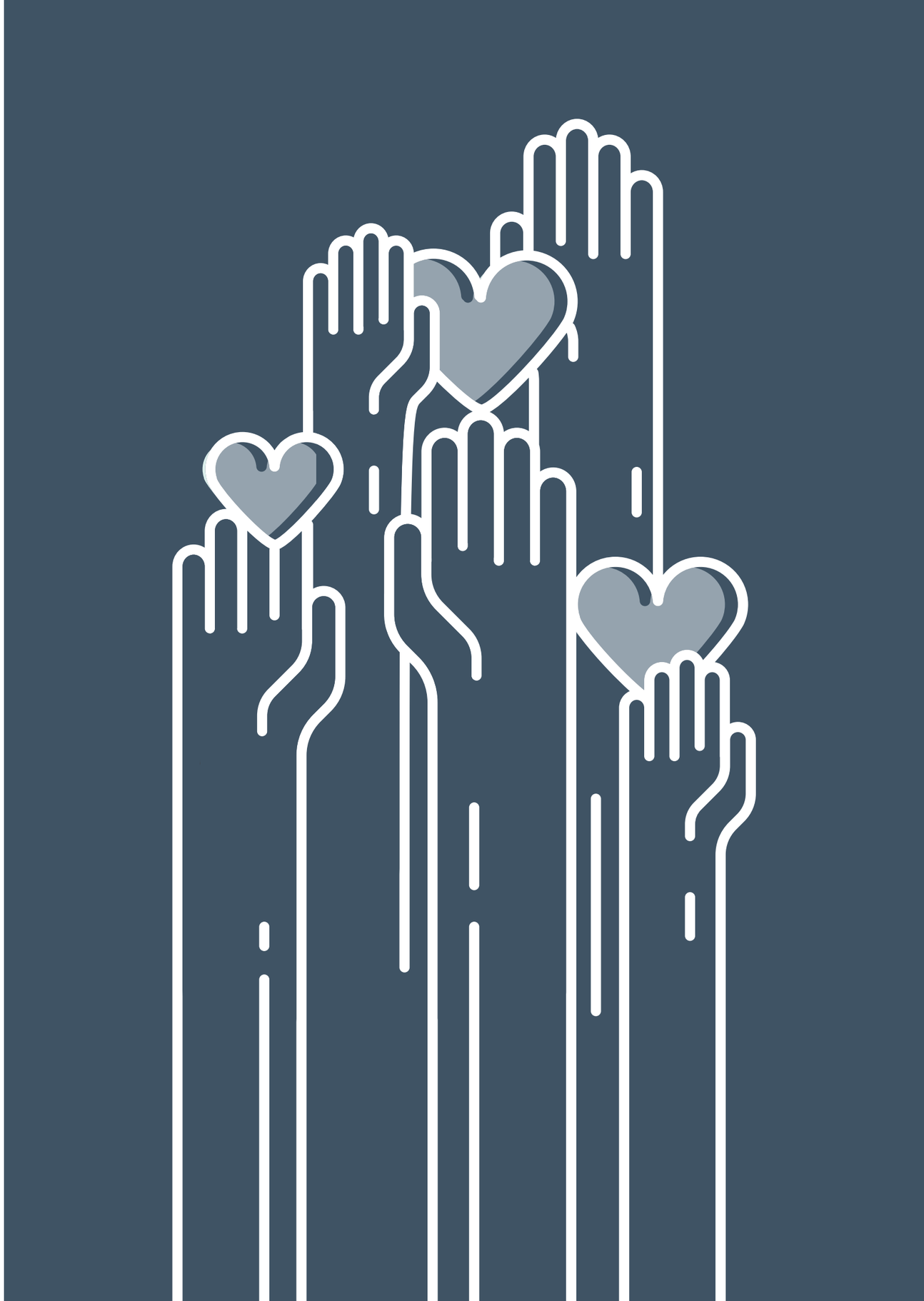
SOCIAL RESPONSIBILITY

BMMI has long adopted sustainability as a way of doing business.

A Care Committee is set to launch in 2020 to that will drive responsible initiatives to help support corporate sustainability across our divisions while achieving growth and enhancing competitive advantages.

The aim of the Care Committee is to support different kinds of suggestions and investments required to launch shared value projects that aim to create value for the business community, environment and the business in general.

The vision is to successfully launch a minimum of two initiatives per year.



CSR 2019 MILESTONES

BMMI supported the construction of the RIA Adult Centre (RAC) and the purchasing of a mini-bus to help in the transportation of those registered with the centre. The RAC will help differently abled individuals develop crucial life skills in parallel with work experience opportunities.

The second batch of trainees from the Employment Facilitation Training Service (EFTS) programme for differently abled individuals have completed their rotation with BMMI and graduate from the programme.

BMMI published its 2018 Communication on Progress (COP) to reaffirm support for the 10 Principles of the United Nations Global Compact (UNGC) in the areas of Human Rights, Labour, Environment and Anti-Corruption.

BMMI was the main sponsor of the 5th Untangle Autism International Conference in Bahrain. The event brought together parents, professionals and caregivers to showcase how implementing a holistic approach and treating the whole individual can ease the medical conditions and behavioural symptoms common in children, adolescents, and young adults with Autism Spectrum Disorder (AUD) and other developmental and neurodevelopmental disorders.

BMMI supported the second Women Power Summit, which focused on inspiring action around women empowerment, leadership and innovation.

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BMMI eliminated the use of all plastic bottles in our corporate offices across Bahrain, helping save over 70,000 bottles annually. The initiative is in line with our CSR efforts to minimise and reduce single plastic use across all our operations, as well as our commitment to Sustainable Development Goal (SDG) 12, responsible consumption and production.

BMMI sponsored the Third Combined Gulf Cancer Conference, where delegates learned from the knowledge and experience of internationally renowned experts from across the globe in the management of breast, colorectal, and reproductive system cancers, in addition to oncoplastic surgery.

BMMI partnered with Confident Children out of Conflict, a non-profit organisation based in South Sudan, to support the education of 20 students.

BMMI became a 2019 member of the Arabia CSR network, which plays an integral role in fostering and supporting regional partnerships for a greater adoption of CSR policies and practices.

BMMI completed the building of lavatories in the Djibouti Free Zone. The project helps provide dockers with a hygienic solution to washroom needs and lack of sanitation, as well as provides access to clean water in line with the United Nations Sustainable Development Goals. The 40-foot demountable container is equipped with sanitary installations for the use of the dockers.

BMMI collaborated with the Bahrain Duty Free to sponsor the Bahrain National Team's travel to the 24th Gulf Cup, where they won the championship for the first time in its history.

CELEBRATING A NEW VALUE

One of the most major changes in 2019 is how we've one of our corporate culture values.

The 'R' in our Winning Hearts value used to stand for recognition. But recognition is so inseparable to how we do work at BMMI that it has become intrinsic to our culture and daily life at work.

At the same time, our HR survey results showed that although there are many forms of recognition at BMMI, we can still do better, and the team would like to highlight it even more.

On the other hand, recognition should be based on how we live our values and how well we display the BMMI culture. So, with this renewed focus and upgrade of recognition to be a core part of our DNA, we had the opportunity to introduce a new 'R' to our values.

After a lot of research, discussion and gathering opinions, the team identified the perfect new 'R' to strengthen our values even further, and that is….

RESPONSIBILITY

We have found that our team is very passionate about responsibility. Whether it is to our self, others or the community, responsibility is having the willingness to be accountable for our actions and output. That is crucial to how we do things to live by our Winning Hearts culture.

CELEBRATING A NEW VALUE

So, our updated values now are:

HONESTY
EXCELLENCE
ACHIEVEMENT
RESPONSIBILITY
TEAM
SPIRIT

During a Winning Hearts roadshow, it was announced that our new corporate wellness programme, Happy Hearts, will officially be launched in January 2020. Happy Hearts will be a proactive programme, aimed to empower employees to take charge of their well-being and cover a range of wellness topics and activities.

WINNING HEARTS - IT'S HOW WE DO THINGS

We do things with heart, to win hearts.

Our teams are committed to:

- **Taking ownership of our performance and how we work with others**
- **Taking pride in our responsibilities**
- **Driving initiative to break down barriers and build relationships to deliver quality output**
- **Committing to the sustainability of our peers, communities and planet**

This is an opportunity the team did not want to miss out on. For many years now, we have talked about the importance of being a good corporate citizen and how we need to embed this way of thinking into every department across our organisation. What better way to demonstrate this importance to all stakeholders than by incorporating this in our values?

This value will prioritise consideration and actions towards our communities and planet, as well as each other. We all need to be accountable employees by taking ownership for our actions and being that someone people can rely on and trust to get things done.

The new Responsibility value is the perfect thread to weave accountability and CSR into the fabric of our organisation. The possibilities are limitless! Responsibility is expected to be a timeless, relate-able and resilient value that applies to every single member of our team, regardless of role or the country in which they are based. This new value encompasses our care for (and the way we conduct) our work, our relationship and accountability to one another, and our commitment to the sustainability of our community and environment, regardless of whether we are going through a difficult period or a prosperous one – it's a constant.

Responsibility is an essential success trait that is cultivated in each and every one of our characters but it also means being empowered, dependable and ethical, as well as taking responsibility for mistakes, achievements, beliefs and mission. It is an attitude that manifests in authentic and actionable behaviour. With the new value, things are not being done for an immediate reward, but rather for the group's best interests.

Responsibility at BMMI will be at the core of everything that we do; whether that is how we conduct business as a corporate citizen, how we interact with one another, or the positive attitude and impact we make locally and across borders.

This exciting update was announced in a Winning Hearts Roadshow, which took place in various locations in Bahrain. The roadshow also travelled across borders, with sessions taking place in several our offices and sites in Sudan and South Sudan, and our warehouse in Djibouti.

IS FOR RESPONSIBILITY

We display responsibility when we have the willingness to be accountable for our actions and output.

RESPONSIBILITY UPDATES

The Group's corporate social responsibility activities aim to be strategically aligned with the business to provide all stakeholders with sustainable shared value. Nourishing Life comes under three pillars, but it was time to relook at these to be more relevant.

After careful and thorough research our management team received our Board of Director's endorsement in updating its themes to remain relevant by refocusing 'zero-waste' pillar under the theme, 'care'. This was after we heard from various stakeholders that the aspect of care, with the broader sense of the word, is crucial to them. As previously mentioned, care encompasses our commitment to our people, communities and the environment, and constantly being conscious of the impact of our actions.

Ongoing initiatives includes being a signatory to UN Global Compact with an annual Communication on Progress, as well as food items donated to 'Conserving Bounties' charity for meals with a total number of 67,445 meals collected from December 2018.

2019 HIGHLIGHTS

Trash to Treasure

BMMI sponsored the 'Trash to Treasure' event by the RIA Institute Bahrain, which involved upcycling donated second-hand, unwanted or damaged t-shirts into art to mark World Autism Month.

The project was designed to bring together children and adults of all abilities to work collaboratively in a creative and sustainable activity. The team was also able to donate around 2,000 BMMI t-shirts that were not in use to support the event.

Community Engagement Award

BMMI was awarded by Think Pink (Bahrain Breast Cancer Society) in 2019 with the Community Engagement Award for continuous support and commitment to the Charity during their 2018 campaign.

In an aim to build an ongoing community service spirit in the Kingdom, Think Pink established the Annual Community Engagement Award. The Award is first of its kind, and is both organised and regulated by the Charity itself.

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Against the Clock

The BMMI team came out in second place in the 2019 Against the Clock (ATC) event, which was organised by Rotaract Bahrain and supported by Rotary Clubs of Salmaniya, Manama and Adliya.

The full-day event was aimed at raising funds to support the Omneyat Foundation for Autism and other societies. It included physically and mentally challenging games which encourage teamwork, communication and developing leadership skills.

Untangle Autism International Conference

In support of World Autism Month, BMMI was proud to be the main sponsor of the 5th Untangle Autism International Conference in Bahrain.

The event brought together parents, professionals and caregivers to showcase how implementing a holistic approach and treating the whole individual can ease the medical conditions and behavioural symptoms common in children, adolescents, and young adults with Autism Spectrum Disorder (AUD) and other developmental and neurodevelopmental disorders.

2019 HIGHLIGHTS

Employment Facilitation Training Service

The second batch of trainees from the Employment Facilitation Training Service (EFTS) programme for differently abled individuals have completed their rotation with BMMI.

Launched in April 2017, the EFTS was the first of its kind initiative to take place in the region and saw 14 trainees who fall under the Autism Spectrum Disorders (ASD) gain workplace training in BMMI's Alosra supermarket.

On October 1 of 2019, the second edition of the programme was launched, with seven students joining the company's Bahrain Logistics Services (BLS) for training, as well as our FMCG team. A graduation ceremony was held to recognise the trainees' efforts on the 1st of October, where Senior Admin Supervisor, Amer Hamid, and Assistant Operations Manager, Mohamed Hammad, proudly represented the BMMI Group.
The EFTS programme is one of the many initiatives that BMMI is involved in as part of its commitment to the local community. BMMI has been a long-time supporter of championing causes and programmes that would benefit people throughout the Kingdom.

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40th Annual Raft Race

A BMMI team took part in the 40th Annual Raft Race organised by the Rotary Club of Salmaniya under the theme 'Challenge Disability'. The fun day of activities helped raise funds to support projects that aid the differently-abled.

ISOA conference

BMMI was proud to be a sponsor of the International Stability Operations Association ISOA conference that took place in Dubai.

The conference followed the previous ISOA Annual Summit, which BMMI also attended, and brought together professionals, and representatives from government and academia, to discuss the future of defense, reconstruction and development efforts in the Middle East, Africa and Central and South Asia.

Calouh Orphanage visit

The GSS South Sudan team visited the Calouh Orphanage once again, delighting the children with the surprise and providing the orphanage with a stock of basic food items.

2019 HIGHLIGHTS

Women Power Summit

BMMI took part in the official press conference for the Women Power Summit as one of the event's sponsors. The two-day event will take place in October and will revolve around inspiring action around women empowerment, leadership and innovation. BMMI had also sponsored the first edition of the event last year, which proved to be a huge success.

Single use plastic bottles reduction initiative

BMMI eliminated the use of all plastic bottles in its corporate offices across Bahrain, helping save over 70,000 bottles annually. The initiative is in line with our CSR efforts to minimise and reduce single plastic use across all our operations, as well as our commitment to Sustainable Development Goal (SDG) 12, responsible consumption and production.

Spartan Arabia stadion

Several of our employees from across various divisions in Bahrain took part in Spartan Arabia's first ever stadion of the region. This was endorsed by the CSR team to promote the Wellbeing pillar of the CSR policy.

Confident Children Out of Conflict

During 2019, BMMI provided support to Confident Children Out of Conflict, a local NGO and orphanage in Juba, South Sudan. BMMI funded education costs (fees, books, equipment, transport, administrative costs) for a group of twenty vulnerable children of different ages throughout the school year.

The tuition fees of the students from underserved communities in Juba were fully paid by the funds received from BMMI. Six children at kindergarten level, 10 children at primary level, three at secondary and one girl at the university level benefited from the support.

Besides the tuition fees, different schools have other fees, such as registration, development, examination, teacher's welfare, games and sports, stationaries, identity cards, and others, which were all paid for from the funds. Through our track record with similar initiatives, we have come to believe that supporting students is not only about paying tuition fees, but to support their education, the cost of scholastic materials and other necessary items were also covered.

Therefore, school bags, books, pens, pencils, charts, textbooks, mathematical sets, shoes, stockings, and pocket money for secondary and university student were all catered for by the funds. Additionally, one laptop was bought for the student in university to help her in coursework and other assignments.
A notable success story from this initiative was Amama Oliver, who was the first child from the orphanage to attend university, and who is now a role model for the other girls with her excellent educational achievements. BMMI intends to continue this education funding in 2020 for the same group of children at Confident Children Out of Crisis to ensure sustainable support for their future.

OUR PEOPLE

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

BMMI has a total headcount of over 1,500 employees who are highly diversified by location, nationality, gender and age. They are located across 6 countries: Bahrain, Saudi Arabia, Iraq, Djibouti, Sudan and South Sudan. The highest concentration of employees is in Bahrain at 50 percent, followed by Sudan at 31 percent. However, the total number of employees located outside Bahrain in the Middle East and Africa exceeds 900 people, which represents more than half of the Group's headcount.

Principle 2: Make sure that they are not complicit in human rights abuses.

BMMI has never obstructed employees' rights to exercise freedom of association and collective bargaining. There have been zero incidents of child labour or forced labour in 2019.

Country	DEC	HC	Nationals	Male	Female	Gen Y	Gen X	Gen BB
Bahrain	770	51%	44%	81%	19%	65%	32%	2%
Saudi Arabia	79	5%	27%	84%	16%	82%	15%	3%
Iraq	10	1%	80%	100%	0%	80%	20%	0%
Djibouti	53	4%	91%	72%	28%	81%	19%	0%
Africa	5	0%	60%	80%	20%	60%	40%	0%
Sudan	456	30%	97%	96%	4%	66%	26%	8%
S.Sudan	134	9%	92%	53%	47%	71%	28	1%
Ghana	0	0%	0%	0%	0%	0%	0%	0%
TOTAL	**1507**	**100%**	**65%**	**83%**	**17%**	**67%**	**29%**	**4%**

CODE OF CONDUCT UPDATED

BMMI's Code of Conduct went through a process of revision and was updated with several changes.

The language of the code was updated from a corporate tone to a more approachable, friendly and engaging tone that better reflects BMMI's corporate culture. The reason behind this change was to ensure important information is easily understood by all internal stakeholders using BMMI's tone of voice and reinforcing key messages.

The content of the code was also updated to expand on various topics, including dealing with personal information, diversity, meetings, dealing with disagreements, gossip, harassment, conduct in the digital age, CSR policy updates, updates to values, examples of tricky situations in Q&A format and more.

The updated code was also redesigned as part of a Welcome Kit for new employees. This kit consisted of three handbooks to allow employees to familiarise themselves with everything BMMI related. It was designed to be visually engaging to grasp attention and raise awareness on important information.

Along with hard copies of 'the code', a digital copy is uploaded on the company's SharePoint platform making it accessible to all employees. The launch of the kit was introduced to all employees through BMMI's internal newsletter to keep staff informed and know where to access information should they need it. Furthermore, the code is also available on the Group's corporate website which has been tailored to an external audience.

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EMPLOYEE SENTIMENT

The results of our 2019 Employee Engagement Survey!

We're glad to share a summary of what the team across BMMI expressed about their experience at work. We saw an increase in the number of survey respondents, as well as an increase in the feelings of motivation from employees to achieve their goals, however, we also saw improvement across the board for other results.

Feedback is valuable, and our team recognises there is still much to do to continue improving employee experience. This year, the HR team will be busy focusing on the three following areas based on your input:

Engagement and recognition: This number has increased from last year so we're on our way there, but we still have a lot of room for improvement. In 2020/2021 this will be a key focus area and the team is looking at ways to recognise you more and sustaining talent.

Work-life balance: We will launch our Employee Wellness Program Happy Hearts in 2020 to aid with work life balance and your wellness and we're just getting started.

Transparency: We will continue to strive for a culture in which communication is transparent. The results suggests we are already doing this, however, this is an area that we will continue to improve and reinforce our teamwork and commitment to all employees.

Response

Firstly, 977 responded to the survey from across our divisions and locations!

74% respondents based in Bahrain

7% of respondents based in Saudi

18% of respondents based in Africa

1% of respondents based in Iraq

64% of respondents were 24 & under

29% aged between 40-59

6% between ages 25-39

1% aged 60 & up

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Management and team dynamics

72% feel comfortable communicating difficulties with their manager

74% note they get regular feedback from their manager

68% agree their manager allows them to contribute to their development

75% agree they work in a collaborative team that helps them achieve their goals

Purpose and performance

76% of employees feel their job gives them a sense of purpose and security

81% feel their goals are made clear

87% of employees feel motivated to achieve their responsibilities

57% agree their efforts are recognised when they perform well

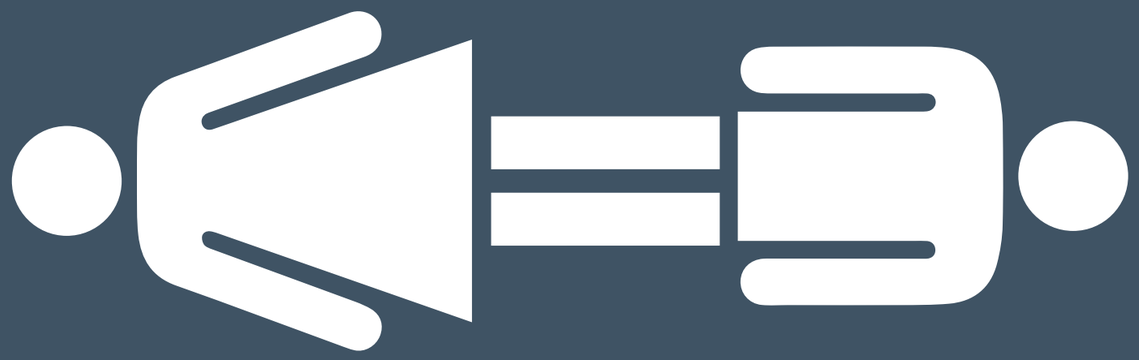
Culture and work experience

85% of respondents understand our Winning Hearts culture

69% agree senior leadership contribute positively to our corporate culture

72% feel comfortable with their workspace

63% are happy with their work-life balance



WORKFORCE COMPOSITION

Employee breakdown based on nationality and generation:

Headcount	Location	Dec
	Bahrain	770
	Saudi Arabia	79
	Iraq	10
	Djibouti	53
	Africa	5
	Kenya	0
	Sudan	456
	S.Sudan	134
	Ghana	0
TOTAL		**1507**

Nationals	Location	Dec
	Bahrain	340
	Saudi Arabia	21
	Iraq	8
	Djibouti	48
	Africa	3
	Kenya	0
	Sudan	443
	S.Sudan	123
	Ghana	0
TOTAL		**986**
TOTAL %		**65%**

Gen Y	Location	Dec
	Bahrain	503
	Saudi Arabia	65
	Iraq	8
	Djibouti	43
	Africa	3
	Kenya	0
	Sudan	299
	S.Sudan	95
	Ghana	0
TOTAL		**1016**

Gen X	Location	Dec
	Bahrain	248
	Saudi Arabia	12
	Iraq	2
	Djibouti	10
	Africa	2
	Kenya	0
	Sudan	120
	S.Sudan	38
	Ghana	0
TOTAL		**432**

Gen BB	Location	Dec
	Bahrain	18
	Saudi Arabia	2
	Iraq	0
	Djibouti	0
	Africa	0
	Kenya	0
	Sudan	37
	S.Sudan	1
	Ghana	0
TOTAL		**58**

Total number of employees by region and gender:

Gender	Location	Grand Total
MALE	Bahrain	624
	Saudi Arabia	66
	Iraq	10
	Djibouti	38
	Africa	4
	Kenya	0
	Sudan	440
	S.Sudan	71
	Ghana	0
MALE TOTAL		**1253**

Gender	Location	Grand Total
FEMALE	Bahrain	146
	Saudi Arabia	13
	Iraq	0
	Djibouti	15
	Africa	1
	Kenya	0
	Sudan	16
	S.Sudan	63
	Ghana	0
FEMALE TOTAL		**254**

BMMI works with third parties and suppliers. However, a very small substantial portion of the organisation work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.

Significant variations in employment numbers in comparison to 2017/2018 was due to the closure of the Group's restaurant outlets, La Vinoteca and Café Amsterdam which resulted in the decrease of the Headcount.

UN GLOBAL COMPACT
COMMUNICATION ON PROGRESS

Nationalisation rates as of December 2019

Jan '19		Feb '19		Mar '19		Apr '19	
Locals	%	Locals	%	Locals	%	Locals	%
339	**42.3**	**344**	**41.9**	**343**	**41.9**	**341**	**41.8**

May '19		Jun '19		Jul '19		Aug '19	
Locals	%	Locals	%	Locals	%	Locals	%
338	**42.8**	**339**	**42.9**	**337**	**43.0**	**335**	**43.0**

Sep '19		Oct '19		Nov '19		Dec '19	
Locals	%	Locals	%	Locals	%	Locals	%
335	**43.1**	**337**	**43.5**	**340**	**43.9**	**340**	**44.2**

There have been zero cases of grievances reported related to human rights, labour, discrimination, or corruption across Bahrain, Africa/GSS.

Employee Benefits Scheme (breakdown of compensation and benefits scheme *(savings scheme, health insurance, loans, financial assistance, indemnity, annual bonus etc.)*

Employees Benefits Scheme
Medical Insurance
Life Insurance
Annual Leave Entitlement
Annual Home travel
Bonus
Long Service Gift
Marriage Gift
Child Gift
Indemnity
Retirement Gift
Company loan
Advance against Car allowance
Advance against Indemnity
Mobile Allowance
BMMI Shop Allowance

LABOUR

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: The elimination of all forms of forced and compulsory labour;

Principle 5: The effective abolition of child labour; and

Principle 6: The elimination of discrimination in respect of employment and occupation.

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Suppliers

All our suppliers are evaluated for quality and adherence to certifications, including ISO certifications for Quality Management (9001), Occupational Health & Safety (18001), Environmental Management (14001), and Food Safety Management (22000).

We continue to select our suppliers based on relevant criteria, such as qualifications, service quality, competitive prices, ethics, and reputation. BMMI continues to support numerous local food entrepreneurs under its ‘Think Local’ umbrella, specifically women and other start-ups, through Alosra Supermarket. The ultimate aim is to truly embed socially responsible procurement practices.

Thirty Alosra and GSS suppliers were evaluated in 2019. In order to determine business satisfaction with the supplier, they were evaluated on delivery, fulfillment, quality, ease of communication, pricing and more. In addition, 24 Alosra and GSS suppliers were visited for comprehensive IMS audits during 2019 and were evaluated on IMS standards for quality, HSE and food safety. The lowest score recorded was a 69%, and the highest scoring supplier received an almost perfect rating of 99%.

Grievances

There have been zero human rights grievances reported in 2019. Employees can continue to report such violations confidentially through our employee relations team via phone, email, fax, or postal mail.

ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: Undertake initiatives to promote greater environmental responsibility; and

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

BMMI is an 14001 (Environmental Management Systems) certified company and has not violated any environmental laws and regulations in any of the countries in which it operates, nor has the company been subject to sanctions and / or compliance.

Currently, under our Integrated Management Systems (IMS) department, the environmental aspects register assesses up to 80 activities impacting the environment, their significance, any legal requirements, and preventative measures to control those aspects by location.

This includes spills, hazardous and non-hazardous waste management, emissions management, natural resource depletion, noise pollutions, and even contractor activities. Mitigation measures, including training, awareness, monitoring, maintenance, and engineering are also part of this register.

UN GLOBAL COMPACT
COMMUNICATION ON PROGRESS

IMS related training is conducted on a regular basis in the areas of Quality, Food Safety, Health & Safety, and Business Continuity as well as Environmental Safety. A number of Health, Safety and Environment (HSE) training sessions were conducted in 2019 focusing on topics such as:

Food Safety Topics	HSE Topics	Quality
Food defense	Ergonomics/ manual handling	Intelex
Food safety	Fire safety & evacuation	PIP workshops
Food labelling & documentation	Emergency HSE Awareness	Docushare workshops
	Fire drill- assembly point	
	Hazardous substances	

OHS Events/ Statistics

Total days without LTI:
226 days

Last Accident:
17 June, 2019

Best Record:
498 days

ENERGY & WASTE MANAGEMENT

The IMS team continues to focus on elevating projects related to the environment. This included efforts in reducing paper waste with the launch of a Digitisation Project in 2019 following a Documentation Audit in 2018.

DIGATISATION PROJECT

The need to digitise was mainly rooted from the condition of storage in the offices. The limited storage space and the cost involved going forward was a key element in considering finding the right alternative to solve this issue. Access to these files and retention time were another concern. The physical condition of these documents was also hard to be maintained due to storage conditions and disaster preparedness of the organisation.

The project bid was carried out by several external parties/suppliers. Following the inputs provided by the support team, a supplier was appointed to be the service provider based on their existing and extensive digitisation expertise and as well as their ability to provide the needed equipment for successful completion of the project.

The digitisation project was divided into two phases, making it easier to monitor and control:

Phase 1 – BMMI Tower (includes Finance, IFM, Corporate Communications and CSR, Alosra, Beverages, HR, Legal)
Phase 2 – BMMI Sitra office (includes Logistics/BLS, Consumer, BSS, Security, GSS Bahrain, IMS)

The most essential part of the digitisation agenda was having at least one Point of Key user in each department for the project team to work with. DocuShare was installed in the new server and Key Users were provided with hands on training.

Access and permission on the departmental level was granted by the IT team and the administrator. There were also several one-on-one meetings between the supplier and the department to identify issues they collectively learned of during the process.

UN GLOBAL COMPACT
COMMUNICATION ON PROGRESS

Xerox scanned over 67,000 documents, including archives and record, from the BMMI Tower, during the completion of Phase 1 of the project and within the expected timeline.

The major challenge moving forward is to ensure the sustainability of the project and that DocuShare is used for the benefit of the Group. This means that the different departments involved should be motivated to contribute by uploading documents regularly.

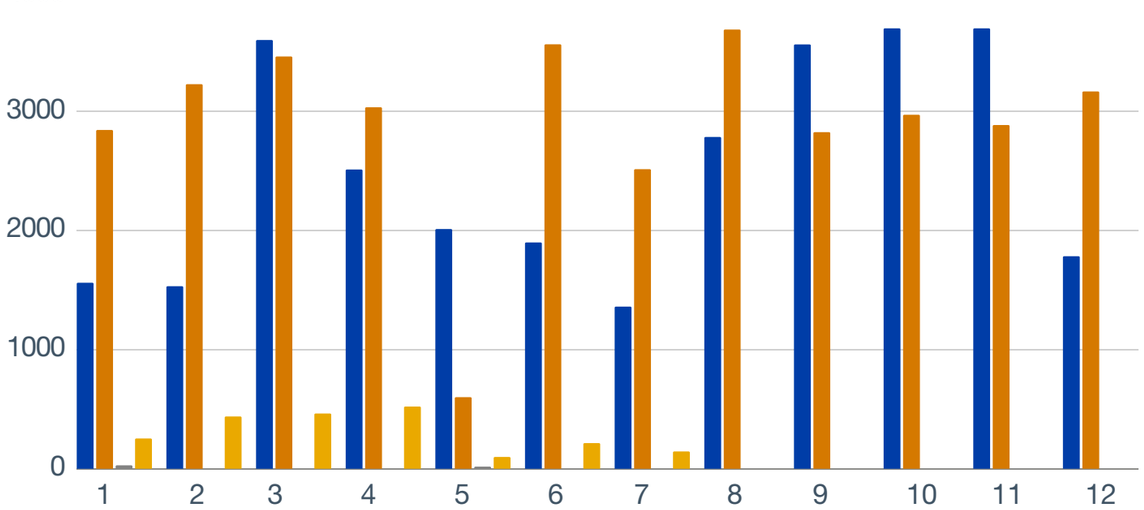
Current documents pertaining to certain departments are required to be kept as hard copies by Law. Automation of some processes will be key in the future to help the initiative to continue to thrive.

The scanning process and the uploading responsibility will have to be clearly identified to ensure all the individuals involved continue contributing to the project and take ownership of the part they play.

Waste recycled per month 2019 (KG)

Our IMS department continues to set reduction targets and measures the volume of waste (paper, plastic and organic) diverted from landfill through recycling and recovery as outlined below:

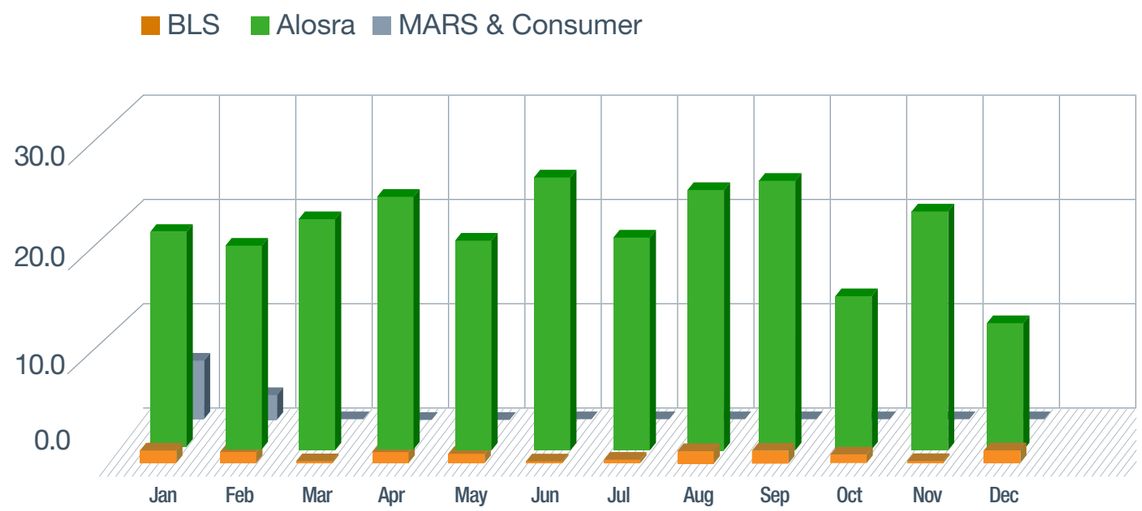
Carton/ Papers/ Plastic	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Sitra	1560	1529	3592	2056	2009	1896	1357	2780	3555	3690	3690	1780	**29,494**
Mina Salman	2814	3221	3454	3027	600	3556	2507	3680	2820	2966	2880	3160	**34685**
BMMI Tower	29				18								**47**
Bayader	254	438	463	521	99	215	145			180	240	200	**2,135**
Total KG	**4657**	**5188**	**7509**	**5604**	**2726**	**5667**	**4009**	**6460**	**6375**	**6656**	**6570**	**4940**	**66361**



- **Total KG waste collected between Jan-Dec'18 is 65,459 KG compared to 66,361KG collected in 2019 between Jan-Dec**
- **Waste collected in Seef is improving as of November - focus has been on improving collection in 2019**
- **Highest collection in 2019 has been from Mina & Sitra – WH Operations**
- **Lowest collection from Tower & Bayader – minimal use of cardboard and plastic for day to day operations**

MONITORING & REPORTING

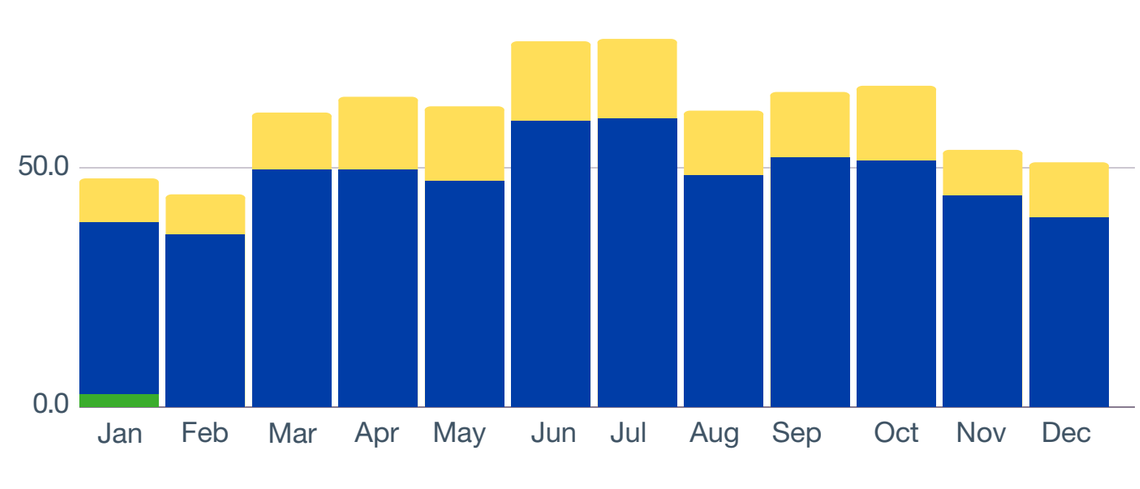
Petrol Emissions



Alosra – highest use of petrol vehicles
Total 2018 – 136.9
Total 2019 – 244.0

Diesel emissions

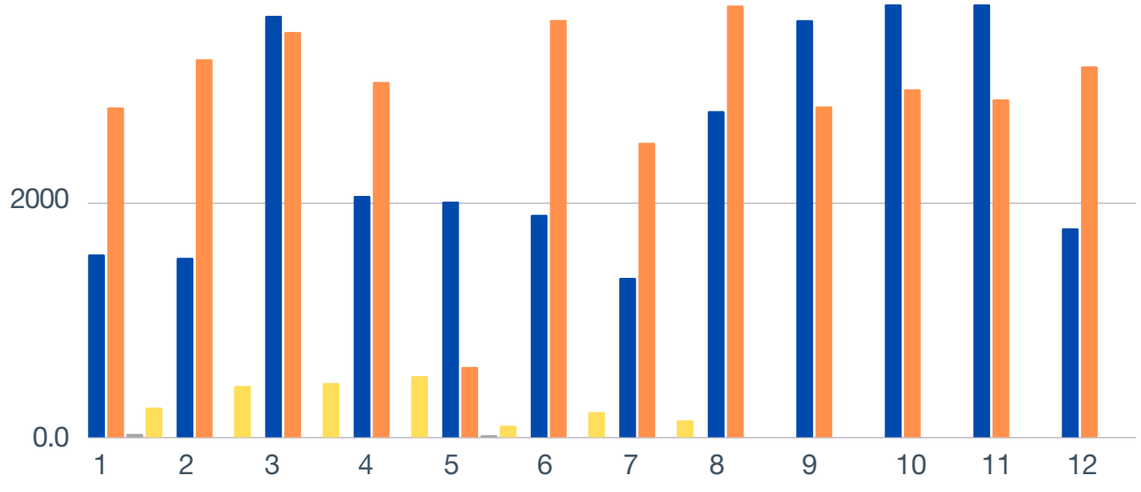
CO2 Emissions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
Alosra	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**2.6**	**0.2**
BLS	35.9	35.8	49.4	49.4	47.0	59.6	60.0	48.1	51.9	51.2	43.9	39.4	**571.7**	**47.6**
MARS & Consumer	9.1	8.3	11.8	15.1	15.5	16.5	16.6	13.5	13.6	15.6	9.5	11.4	**156.5**	**13.0**
Total KG	**47.6**	**44.1**	**61.2**	**64.5**	**62.5**	**76.1**	**76.6**	**61.6**	**65.6**	**66.8**	**53.4**	**50.8**	**730.8**	



Highest use by BLS
Total 2018 - 631.9
Total 2019 - 730.8

Waste Management

CO2 Emissions	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Sitra	1560	1529	3592	2056	2009	1896	1357	2780	3555	3690	3690	1780	**29494**
Mina Salman	2814	3221	3454	3027	600	3556	2507	3680	2820	2966	2880	3160	**34685**
BMMI Tower	29				18								**47**
Bayader	254	438	463	521	99	215	145						**2135**
Total KG	**4657**	**5188**	**7509**	**5604**	**2726**	**5667**	**4009**	**6460**	**6375**	**6656**	**6570**	**4940**	**66361**



Highest collection from Mina & Sitra – WH Operations
Lowest from Tower & Bayader – minimal use of cardboard & plastic for day-to-day operations

ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

BMMI has always been ahead of the curve, establishing itself as an industry leader in the region. We hope to constantly challenge the status quo and to set the example for other players in the field. Therefore. we always strive to uphold our reputation and commitments to take a stance against corruption of all forms including fraud, extortion, and bribery.

BMMI considers a bribe as anything of value that is intended to imply obligation in the recipient, including gifts, money, shares, services, entertainment or even of employment. All team members must understand that BMMI does not condone, under any condition, the offering or receiving of bribes in any forms, including improper or facilitating payments. BMMI will not tolerate any violations of any laws governing the countries in which we operate. All employees must strictly comply with national and local laws.

The BMMI team must also only conduct business with those who have similar ethical standards as the organisation. BMMI does not engage or work with any individuals or organisations that engage in bribery or corrupt practices.

We have set proper standards of accounting for all financial transactions, including the payment of gratuities, fees, commissions and maintaining proper record keeping. Our internal controls ensure that all the above transactions are handled properly and are fully recorded in a transparent manner.

Although legal updates haven't been made to our Code of Conduct, this is an extract from the updated Code in relation to fraud and anti-corruption:

"BMMI prohibits all actions of fraud including, but not limited to, the appropriation of funds or other indiscretions including misuse of funds, embezzlement, fabrication of company records or financial statements, forgery of company checks and drafts, unauthorized handing of company transactions and the misappropriation of any company, employee, supplier, or customer asserts."

It is crucial to understand that any improper activity in any country in which we operate can have serious implications on the whole BMMI Group globally.

UN GLOBAL COMPACT
COMMUNICATION ON PROGRESS

Updates to our Corporate Governance in 2019 include:

- Data Protection Policy under Bahrain's Personal Data Protection Law (PDPL) was drafted and approved by the Board.
- Group Compliance quarterly reporting was introduced for all divisions and encompasses anti corruption.
- Quarterly AML reporting and procedures were implemented.

Personal Data Protection Law implemented in 2019

The BMMI Group places great importance upon the privacy of information it gather in accordance with Bahrain's Personal Data Protection Law (PDPL), the EU's General Data Protection Regulations and other applicable legal and regulatory laws. Bahrain's Personal Data Protection Law (PDPL) went into effect from 1st August 2019, and BMMI is required to comply with the provisions of this law to ensure governance of the personal data of its employees, customers, and third-party personnel. Personal data is "information of any form related to an identifiable individual, or an individual who can be identified, directly or indirectly, particularly through his/her personal ID number, or one or more of his/her physical, physiological, intellectual, cultural or economic characteristics or social identity."

BMMI only processes personal data per the requirements of the law, as outlined below:

PURPOSE	BASIS OF LAWFULNESS
Employment, salary and benefits payment	Contractual obligations Legitimate interest
Expatriate Employees Enrolment with Labor Market Regulatory Authority (LMRA) / Third party	Legal/contractual obligations
Attendance, vacation, absence and leave management	Contractual obligations Legal obligations
Employee training and development programs	Legitimate interests Legal obligations
Management of business trips, including the visa arrangements, bookings for flights and accommodations	Legitimate interests
Monitoring use of BMMI information assets including emails, systems, and internet usage	Legitimate interests
Providing access to BMMI office/facilities and assets through access cards	Legitimate interests
Making decisions about employees' performance and the eligibility of getting bonuses or moving to higher positions	Legal obligations Legitimate interests
Due diligence activities for new employees and job candidates which may processes sensitive personal data, such as: education history, employment history, bank account details, insurance number, and passport and CPR details etc.	Legal obligations Legitimate interests
Medical Insurance and family welfare, including family and health details	Legitimate interests

The above has been communicated to all employees and workshops were set up to roll out the new policy effectively.

UN GLOBAL COMPACT
COMMUNICATION ON PROGRESS

There have not been any new channels introduced including internal and external mechanisms in 2019 for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity.

Our employees can seek the advice of our Legal team or whistle-blow anonymously by submitting any complaints or concerns through our auditors. In addition, all employees are encouraged to voice concerns through the HR team and top management as we have always operated with an open-door policy.

The Legal team has not received any direct concerns about unethical or unlawful behaviour, and matters related to organisational integrity. There have not been any political contributions in 2019. There are still on-going minor labour cases from previous years that have not been concluded yet.

BMMI Head Office

812 Shaikh Jaber Al Ahmed
Al Subah Highway
P.O. Box 828, Sitra
Kingdom of Bahrain
Tel: +973 17 739 444
Fax: +973 17 731 186
enquiries@bmmi.com.bh

Djibouti Office

BMMI Djibouti
PO Box 795 Warehouse No.1Djibouti
Free Zone Republic of Djibouti
Tel: +253 21 320 600
Fax: +253 21 356 144

GSS Iraq

Basrah, adjacent to Umm Qasr Port
Tel: +964 774 040 8740 / +964 771
311 1000 / +973 3343 3961
Email: kibrahim@bmmi.com.bh /
inquiries@oasis-res.com

GSS Sudan

House No. 2, Block No. 24
Abdulla El Taif Street El Taif Area
PO Box 12947 Khartoum Sudan
Tel: +249 183 231976
Fax: + 249 183 222808
gss@bmmi.com.bh

GSS South Sudan

United Nations
South Sudan Compound
Tel: +211 9543 46378
gss@bmmi.com.bh