

# Value Creation Model

## 01 INPUT

<p><b>Financial</b></p> <p><b>Total Assets:</b> AED 5,828 Million</p>	<p><b>Manufactured</b></p> <ul style="list-style-type: none"> <li>• Geographical presence in &gt;70 countries</li> <li>• Expansion of Micro Distributions Hubs and Dark Stores</li> <li>• 300 New Pick and Drop locations</li> </ul>	<p><b>Natural</b></p> <ul style="list-style-type: none"> <li>• Climate Risk Assessment</li> <li>• 49,727,400 KWH Energy Consumed</li> <li>• Degradable pouches used for majority of Express shipments"</li> <li>• Two New Solar Energy Projects</li> <li>• Updated Waste Management Procedure and Sustainable Procurement Policy</li> </ul>	<p><b>Intellectual</b></p> <ul style="list-style-type: none"> <li>• Expansion of operational efficiency and optimization programs, R&amp;D, and innovation projects</li> <li>• Training on innovation, technology, and sustainability</li> <li>• Enhanced Approach to Integrated Reporting and data management</li> <li>• Periodic review of policies and procedures</li> </ul>	<p><b>Human</b></p> <ul style="list-style-type: none"> <li>• Over 16,000 talented employees</li> <li>• 101,988 Training Hours</li> <li>• Diversity, Equity and Inclusion policies</li> <li>• Enhanced Maternal/ Paternal leave</li> <li>• Flexible working hours</li> <li>• Competitive benefits</li> </ul>	<p><b>Social and Relationship</b></p> <ul style="list-style-type: none"> <li>• Engagement with community and sustainability organizations</li> <li>• Supplier engagement platform</li> <li>• 1.2% Pre-tax profit contribution to social and community projects</li> <li>• Annual stakeholder engagement activities</li> </ul>
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**Mission:**  
Connect people & businesses, reliably & responsibly.

**Vision:**  
Deliver what our customers value most everywhere, on time, every time!

## 02 OUTPUT

<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• 5,694 Million AED Total Revenue</li> <li>• 628 Million AED EBITDA</li> </ul>	<p><b>Manufactured</b></p> <ul style="list-style-type: none"> <li>• 2% Growth in Express Revenue</li> <li>• &gt;3,000 Pick and Drop locations across the Network</li> </ul>	<p><b>Natural</b></p> <ul style="list-style-type: none"> <li>• Climate Risk Framework and Mitigation Action Plans</li> <li>• CDP disclosure</li> <li>• 12,349,599 Kwh generated from renewable energy</li> <li>• 7 Solar projects across the network</li> <li>• 47 sites ISO 14001 certified</li> </ul>	<p><b>Intellectual</b></p> <ul style="list-style-type: none"> <li>• Introduction of robots and expansion of Future Vehicles Program</li> <li>• &gt; 400 km travel distance a from piloting Robot use. Route optimization reduced driving distance by 1,123,200 Kms in 5 months</li> <li>• MEIRA Award for Annual Integrated Report</li> <li>• 39 stations 9001 certified</li> </ul>	<p><b>Human</b></p> <ul style="list-style-type: none"> <li>• &gt;100 nationalities</li> <li>• 6.2 Average training hours per employee</li> <li>• 20% female employees</li> <li>• 47 stations ISO 45001 certified</li> </ul>	<p><b>Social and Relationship</b></p> <ul style="list-style-type: none"> <li>• Sustainability advocacy partnerships with the UNGC, COP28, and more</li> <li>• &gt;85% of our locations implemented community and social projects</li> <li>• Incorporating emerging reporting standards and engaging with CDP and ESG rankings</li> </ul>
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## 03 IMPACT

<p><b>Financial</b></p> <p><b>Manufactured</b></p> <p>Enhanced operational and resource efficiency across the network</p>	<p><b>Natural</b></p> <ul style="list-style-type: none"> <li>• 11% reduction in GHG emissions</li> <li>• 29% reduction in water consumption</li> </ul>	<p><b>Intellectual</b></p> <ul style="list-style-type: none"> <li>• A reduction of 1,238,000 KgCO<sub>2</sub>e from route optimization and 60Kg CO<sub>2</sub>e from Robot use</li> <li>• Global leadership positioning and enhanced sustainability advocacy</li> </ul>	<p><b>Human</b></p> <ul style="list-style-type: none"> <li>• Maintaining an inclusive, inspiring, and safe work environment</li> <li>• 75 OHI score</li> <li>• &gt;100% nationalization goals met</li> <li>• 39% of employees with a tenure of over 5 years</li> </ul>	<p><b>Social and Relationship</b></p> <ul style="list-style-type: none"> <li>• &gt;90% local suppliers</li> <li>• &gt;160,000 Beneficiaries</li> <li>• Enhanced ESG reporting and transparency</li> </ul>
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