

2022 - 2023 SUSTAINABILITY REPORT



TAGADDOD
Greenpan a service provided by Tagaddod



Green Pan
Business



Green Pan



00

CONTENTS

01

INTRODUCTION

CEO message	4-5
About the report	6-9
Highlights	10-13
About Tagaddod	14-19
Materiality Assessment:	24-25
Stakeholder Engagement	26-35

02

ENVIRONMENTAL

Climate change & emissions	38-42
Waste Management	43-45
Sustainable practices in our supply chain	46-49

03

SOCIAL TOPICS

People & Diversity:	51-53
Employee wellbeing & benefits	54
Training & capacity building	55-59
Occupational health & safety	60-63
Customer relationships	64-67
Local community engagement	68-77

04

ECONOMIC & GOVERNANCE

Transparency ,Accountability & Business ethics	79-82
Customer Privacy	83-89
Indirect Economic Impacts	90-91
GRI content Index	92-101
SASB Content Index	102-103



CEO MESSAGE

As we embark on a journey towards a more sustainable future, I am proud to present **Tagaddod's 2022-2023 ESG Report**. This document serves as a testament to our commitment to creating a positive impact on our **environment, society, and economy**. The energy transition is an unprecedented opportunity for our people, our company, and the world. As a leading energy solutions provider, Tagaddod is at the forefront of this transformation. By significantly reducing our carbon footprint and implementing robust waste management practices, we have demonstrated our leadership in addressing climate change. Our transition to renewable energy sources and circular economy initiatives underscore our dedication to a sustainable future.

Equally important is our commitment to **social responsibility**. We believe that our success is inextricably linked to the well-being of our employees and the communities we serve. By fostering a diverse and inclusive workplace, investing in employee development, and supporting local initiatives, we are building a strong foundation for long-term growth.

Good governance is the bedrock of our organization. We are committed to transparency, accountability, and ethical business practices. By engaging with our stakeholders, adhering to international standards, and continuously improving our processes, we are building trust and confidence in Tagaddod.

This report outlines our achievements in reducing carbon emissions, empowering our workforce, and strengthening our governance framework. We are committed to continuous improvement and creating a positive impact on the communities we serve.

Looking ahead, we are excited about the opportunities to further enhance our ESG performance. We will continue to invest in research and development, explore innovative solutions, and strengthen our partnerships to drive positive change. Our goal is to create a sustainable future where prosperity and environmental protection go hand-in-hand.

I would like to express my sincere gratitude to our employees, customers, investors, and partners for their unwavering support.

Sincerely,

Nour Assal
CEO, Tagaddod

01

INTRODUCTION

ABOUT THIS REPORT

Unveiling Our Sustainability Journey: An Introduction to Tagaddod's 2022- 2023 ESG Report

This report marks a significant milestone in Tagaddod's ongoing commitment to sustainability. We are proud to present our 2022-2023 ESG report, offering a comprehensive and transparent examination of our environmental, social, and governance (ESG) performance throughout the period.





FOCUS AND SCOPE:

This report delves into the management and performance of material ESG issues identified through a rigorous assessment process. It encompasses the operations of our headquarters and warehouses across Egypt, including Cairo, Alexandria, Sharqyah, and others, for the calendar year 2022, spanning from January 22nd to December 23rd.

BUILDING UPON STANDARDS:

To ensure the highest degree of credibility and consistency, we have meticulously prepared this report in accordance with the Global Reporting Initiative (GRI) Standards, the preeminent international framework for sustainability reporting. Additionally, we have incorporated disclosures aligned with the Sustainability Accounting Board (SASB) Standards leveraging the



Waste Management standards as primary and the Biofuels standards as secondary. Any deviations or exclusions from these frameworks are explicitly addressed within the report, underscoring our dedication to transparency. Also, we embraced the innovative SDG Action Manager, a dynamic tool co-developed by B Lab and the UN Global Compact.

Contacts of sustainability professionals at Tagaddod:

Dr. Basma Ahmed Ali: Head of quality and sustainability Department

Mail: basma@tagaddod.com

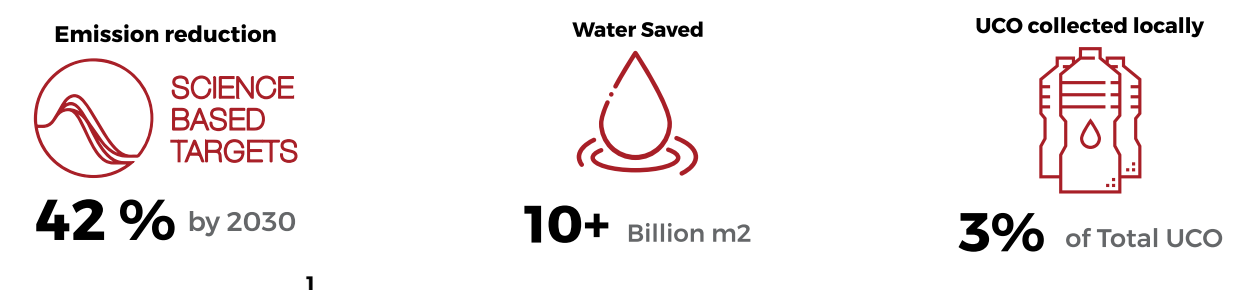
Eng. Sohaila Nasser Abdelhady: Sustainability and ESG Specialist Mail:

sohila.nasser@tagaddod.com

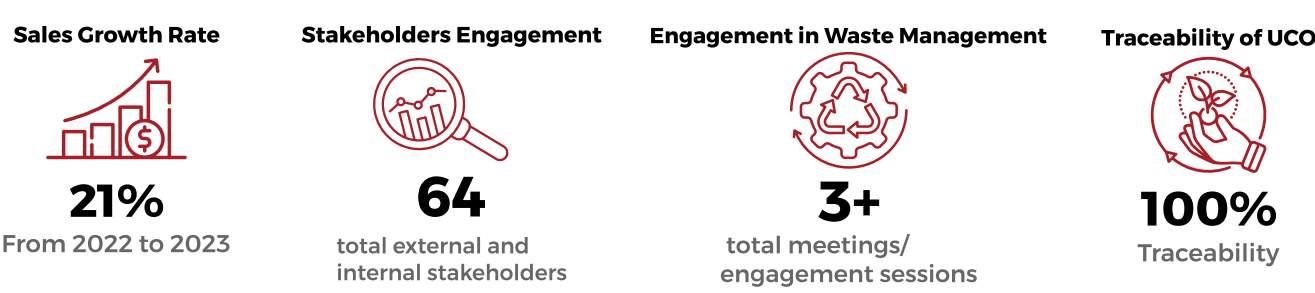
Website: <https://www.tagaddod.com/>

SUSTAINABILITY PERFORMANCE HIGHLIGHTS

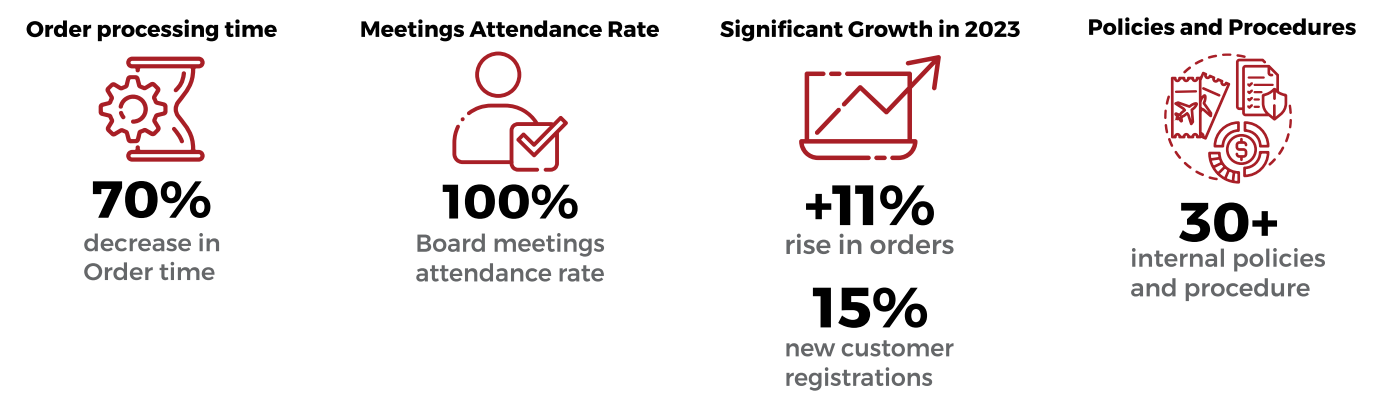
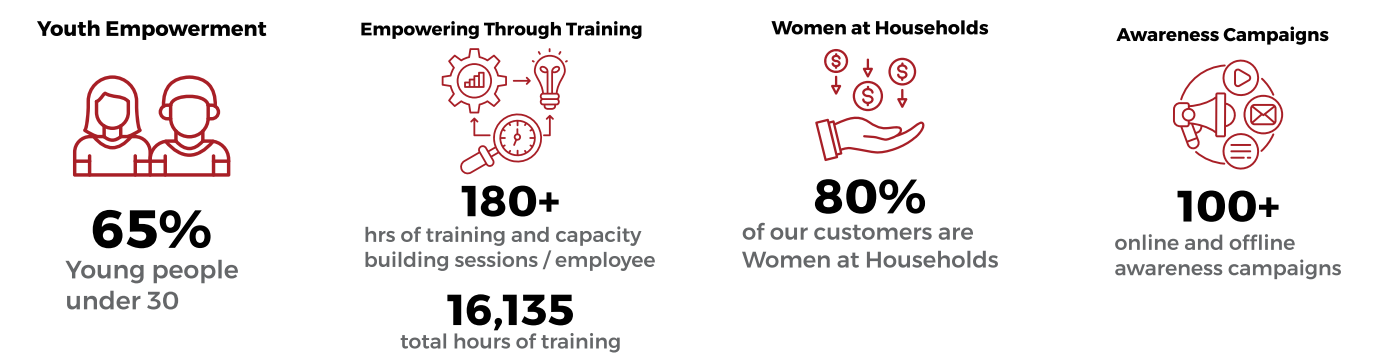
Environmental



Governance



Social & People



(1) SBTi defines near-term targets for emission reductions as those that cover a minimum of 5 years and a maximum of 10 years from the date the target is submitted to the SBTi for validation. absolute near-term Scope 1+2 against the 2022 baseline



TAGADDOD HIGHLIGHTS

Certifications awarded by Professional & International organizations.





- Operates an International Sustainability and Carbon Certification ISCC EU ISCC-certified
- Italian National Scheme (INS)

Sustainable-Green partners every partnership is unique and GreenPan gives them direct access to a green world.














Media coverage organizations.









ABOUT TAGADDOD

Tagaddod (Arabic for 'renewal') is a pioneering Tech Enabled renewable Energy and Waste Management rising startup.

Founded in **2013**, Tagaddod is a technology platform that **empower individuals and communities** to build sustainable impact and income through waste, as part of our mission, to leverage data, technology and logistics and support worldwide energy security and waste elimination.

Tagaddod drives innovation in software and hardware development, utilizing cutting-edge technologies like machine learning and data modelling. Our products, including the Collectors App, Consumer-Facing Apps, GAP, and Janet, prioritize traceability and sustainability. Through operational optimization and inclusive practices. .

With the support of Global Investors, Tagaddod is part of a **Dutch group** that is supported by **US, Gulf, Africa, and EU** based Investors.



The holding company is Tagaddod B.V (Netherlands) and the subsidiaries are Tagaddod S.A.E (Egypt) Tagaddod for Trading and Operations B.V (Netherlands),and currently Tagaddod U.S.A under processing.

Data driven
Waste collection networks



At Tagaddod, we build network of warehouses and collectors to optimize our waste collections then we trade it internationally to help manufacturer green energy.

A Rewarding
Waste collection experience



At Tagaddod, Rewards and compensations are given to encourage people to collect more, typically with gifts for individuals and payments to businesses.

COMPANY HIERARCHY



Nour El-Assal
Co-Founder & CEO



Mariam Afifi
Co-Founder & COO



Mohamed AbdelTawab
Chief Product officer



Mariam Attia
Head of People & Culture



Mahmoud Hossam-eldin
Commercial VP



Aly Soliman
Head of Global Logistics



Ahmed Farnawany
CFO



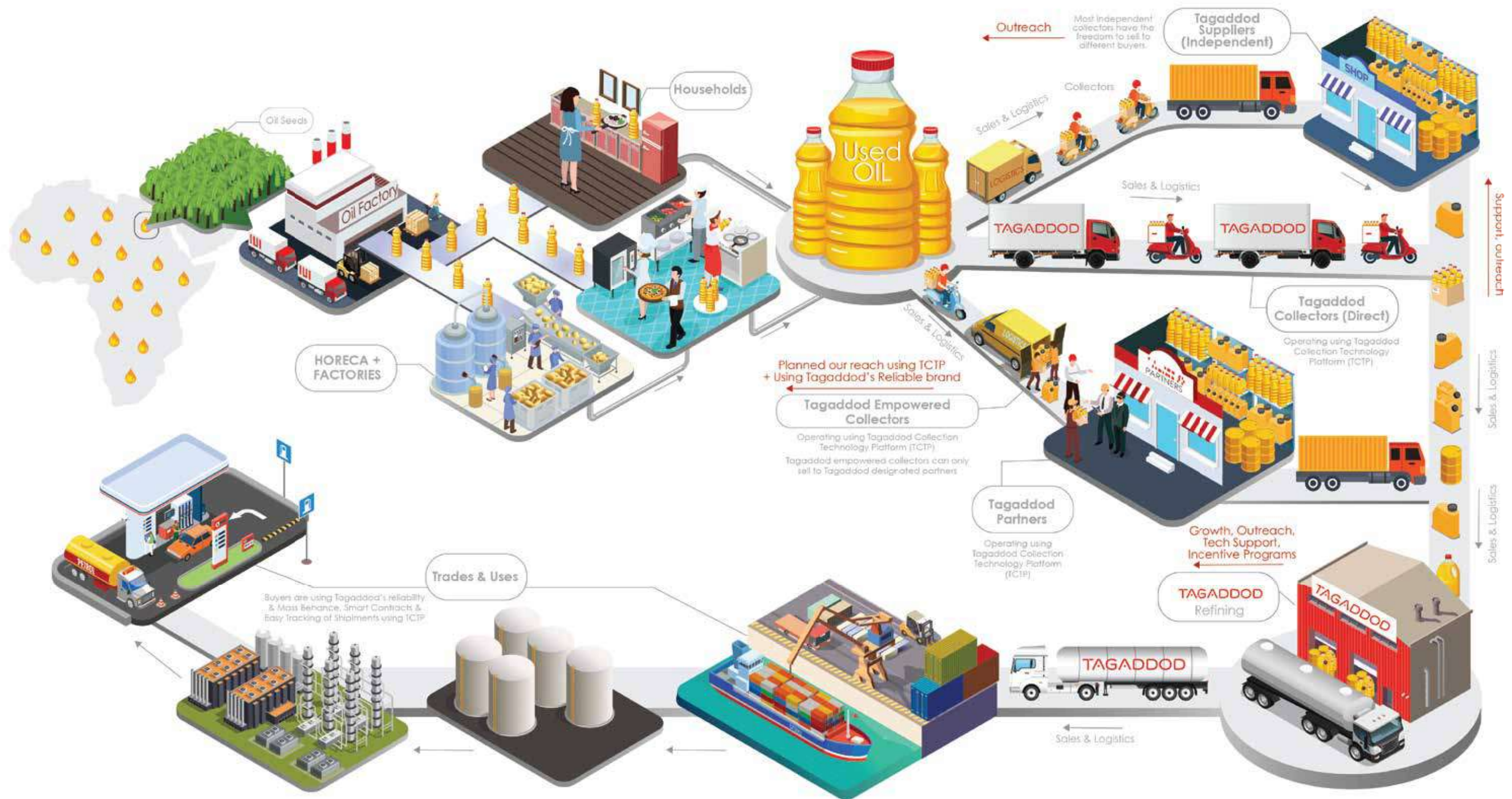
Alia Wassef
Head of Growth & Marketing



Basma Ahmed
Head of Quality & Sustainability



Tarek Afifi
Sites Director



VISION

A tech platform that empowers individuals and communities to build sustainable impact and income through **waste!**

MISSION

Our mission is achieve **NETZERO** by leveraging data, technology and logistics to support worldwide energy security and waste elimination.

TAGADDOD SERVICES:



GreenPan encourages individuals to recycle their used cooking oil and raises their awareness about the hazards of disposing of the oil down the drain.



Greenpan Business helps business owners to get rid from used oil in a proper and environmental friendly manner with a financial return.



Tagaddod Community and Tagaddod X Website: <https://www.tagaddod.com>

TAGADDOD GLOBAL TRACTION MAP



**Tagaddod is operating
Globally Collecting and
Trading Used cooking oil
in Africa, Asia, and Europe**



Demand



Supply



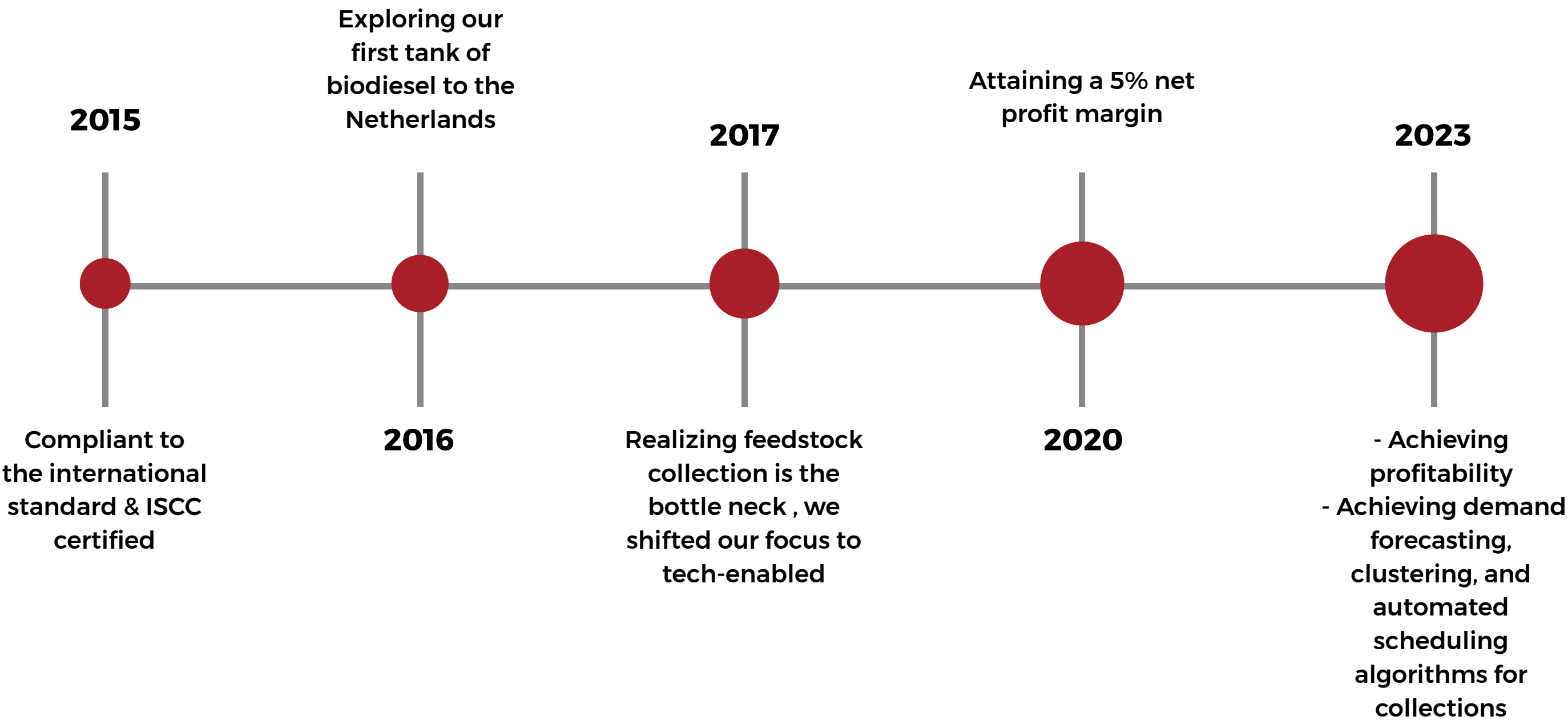
Collection



Partnerships

OUR STORY

SINCE DAY ZERO ACHIEVING THE IMPOSSIBLE BALANCE



01

MATERIALITY ASSESSMENT

MATERIALITY ASSESSMENT

This report presents the results of a comprehensive materiality assessment conducted by an internal team. This assessment evaluated the environmental, social, and governance (ESG) issues most relevant to Tagaddod's sustainability strategy and stakeholders.

Through this process, we identified key topics categorized into **three pillars: People, Planet, and Prosperity**. These topics are prioritized based on their importance to Tagaddod and our stakeholders.

This assessment has also identified opportunities to streamline and refocus on specific topics, while continuously prioritizing them based on their impact and importance. A detailed **materiality matrix**, reflecting **stakeholder engagement**, is included in this report. We collaborated with **Diginex**, an online platform, to conduct a materiality survey.



STAKEHOLDER ENGAGEMENT:

A CORNERSTONE OF SUSTAINABILITY

Tagaddod prioritizes transparent communication with many stakeholders, including clients, employees, industry experts, and regulators. We gather valuable insights on material issues through active engagement and align our sustainability strategies with stakeholder priorities. This collaborative approach ensures our efforts address the most pressing concerns for a sustainable future.

INTERNAL STAKEHOLDERS

I. BOARD OF DIRECTORS (EXECUTIVES)

CEO and other directors of different departments who are responsible for developing the corporate strategy and taking the decisions

2-ENGAGEMENT PLAN

Board meetings,various reports

3-EXPECTATIONS & FOCUS AREA

- Future opportunities and shifting toward a sustainable model
- Develop sustainability strategy
- Avoid transition risk

II. EMPLOYEES

a.Social: People and Culture department, customer/supplier support, marketing

b.Environmental: Sustainability and operations, QC, warehouses managers

c.Economic and governmental: Finance, legal affairs, administrative

2-ENGAGEMENT PLAN

Surveys,mails,interviews or meetings

3-EXPECTATIONS & FOCUS AREA

- Competitive compensation and benefits packages
- Clear career paths and development opportunities
- Investment in training and development programs
- Recognition and reward programs for outstanding performance
- Transparent communication and well-defined strategy

III. BLUE-COLLAR WORKERS

collectors, workers in the warehouses and factories, others

2-ENGAGEMENT PLAN

phone calls,surveys,Interviews

3-EXPECTATIONS & FOCUS AREA

- Safe and healthy work environment
- Training and development opportunities
- Recognition and reward programs
- Support for employee and family well-being

SUPPLIERS

I. HOUSEHOLDS (B2C)

Women/individuals subscribed to green pan and loyalty program

2-ENGAGEMENT PLAN

surveys,feedback call center,Daily operational contacts,Social media surveys

3-EXPECTATIONS & FOCUS AREA

- operation efficiency and profession
- long term relationship
- on-time Pickups
- enhance customer experience and engagement through a well-trained collector

II. RESTAURANTS/HOTELS (B2B)

restaurants and hotels supplying UCO/ loyalty program

2-ENGAGEMENT PLAN

surveys,feedback call center,their website and strategies,Daily operational contacts

3-EXPECTATIONS & FOCUS AREA

- operation efficiency and profession
- long term relationship
- on-time Pickups
- on-time and easy payment
- compliance to rules and regulations,
- compliance with safety procedure
- commitment to the environment

PARTNERS AND PEERS THIRD PARTY

I. ENVIRONMENTAL CERTIFICATES (LEGAL FRAMEWORK TO COMPLY WITH)

ISCC/ INS schemes requirements

2-ENGAGEMENT PLAN

website,certificate standards,email

3-EXPECTATIONS & FOCUS AREA

Compliance with:

- Environmentally responsible production to protect soil, water and air
- Safe working conditions, human and labor rights and responsible community relations.
- Compliance with land rights, laws and international treaties
- Good management practices and continuous improvement

II. BUSINESS PARTNERS

- Greenpan gifts suppliers, Media partners, collaborators and business partners (Juhayna, Sunny, Arma, ...)
- Partners for employees wellness: GLOBEMED
- R&D labs/ quality analysis: Intertek, Am Spec

2-ENGAGEMENT PLAN

email,meetings,surveys

3-EXPECTATIONS & FOCUS AREA

- Compliance to rules and regulations,
- Commitment to the environment
- Reliability and commitment
- Sustainable and responsible supply chain
- Awareness sessions
- Long-term partnership

FINANCIAL INSTITUTIONS

I. INVESTORS AND SHAREHOLDERS

Shareholders and investors in Tagaddod

II. FUNDING AGENCIES

EBRD bank, CIB, green for growth fund, HSBC

2-ENGAGEMENT PLAN

meetings,financial reports,annual audit reports,feasibility studies

3-EXPECTATIONS & FOCUS AREA

- Strong financial performance and return on investment
- Effective corporate governance and transparency practices
- Robust risk management and sustainable growth strategies
- Commitment to legal and regulatory compliance
- Responsible tax and financial management

CLIENTS

I. CLIENTS IN EU AND OTHERS

Tagaddod clients are biofuel production plants with different scopes and technologies e.g. biodiesel, HVO, SAF, and other different final products and byproducts

2-ENGAGEMENT PLAN

Emails, Meetings

3-EXPECTATIONS & FOCUS AREA

- Company profile
- Apply international standards in management and operations (ISCC &INS)

ACADEMIA

I. UNIVERSITIES

Job fairs and trainings in GUC, AUC, Zewail city of Science and technology

2-ENGAGEMENT PLAN

email,surveys

3-EXPECTATIONS & FOCUS AREA

- Internships and trainings
- Awareness sessions.

LOCAL COMMUNITIES NGOS

I. BAHEYA 57357 MASR EL KHEIR

Local NGOs and hospitals and public health-related

Baheya Foundation: For Early Detection & Treatment Of Breast Cancer

57357: children's cancer hospital and NGO raising awareness and public health

Masr El Kheir: a non-profit development with the objective of developing the Egyptian individual in a comprehensive manner.

2-ENGAGEMENT PLAN

phone calls,surveys,email

3-EXPECTATIONS & FOCUS AREA

- donation option of the collected UCO instead of gifts or incentives to enhance socioeconomic collaboration.
- awareness sessions of UCO when disposed of improperly and effect on health



MATERIALITY ASSESSMENT METHODOLGY

Tagaddod conducted a comprehensive materiality assessment in 2023 to identify the most relevant environmental, social, and governance (ESG) topics for our company and stakeholders. This process was guided by the following steps:

I. DATA GATHERING

a. Third-party platform

We collaborated with Diginex, an online platform, to conduct a materiality survey. According to the following sample



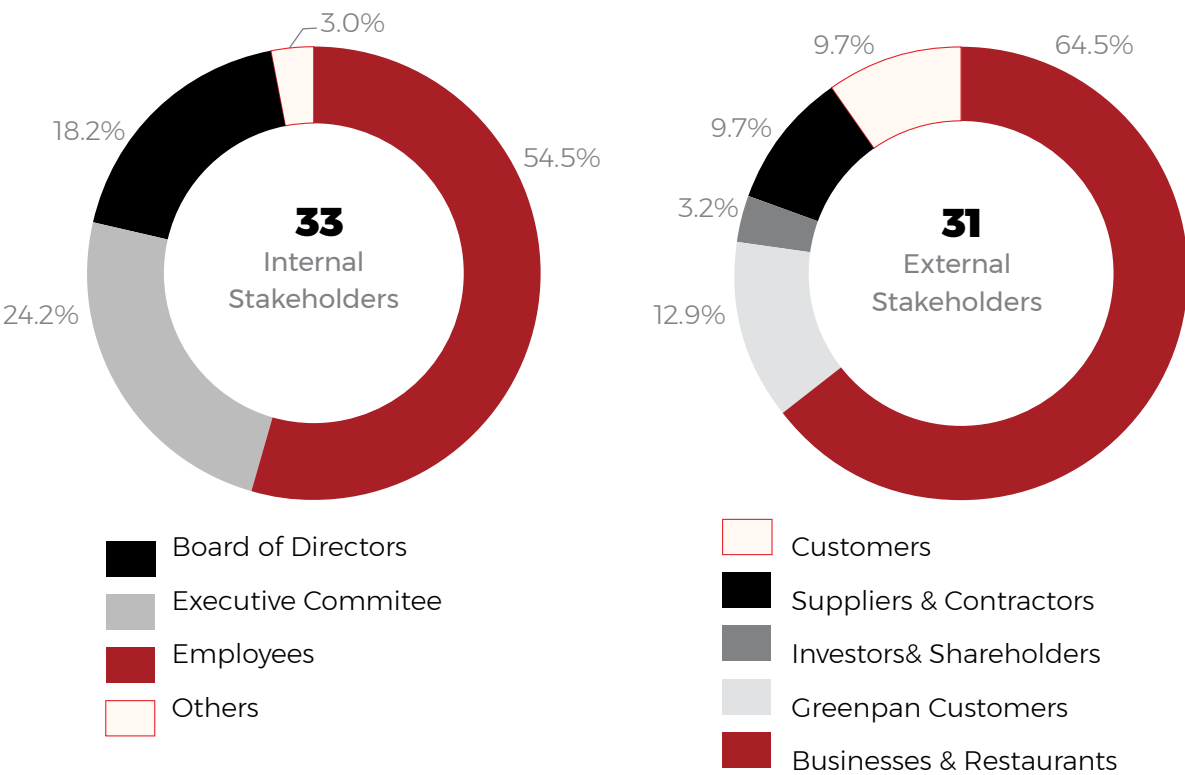
b. Stakeholder Engagement

Internal Stakeholders:

Department heads, top management, and employees.

External Stakeholders:

Shareholders, suppliers, customers, government entities, and social enterprises/NGOs.



II. RESEARCH AND PRIORITIZATION:

a.Global standards:

The research considered established frameworks like the GRI Standards and industry benchmarks. An initial pool of over 16 short- and long-term material topics was identified.

b.Stakeholder engagement analysis

Stakeholder insights from interviews and surveys were analyzed to understand their priorities and concerns about these topics.

III. MATERIALITY MATRIX DEVELOPMENT:

a.Risk and Opportunity identification:

Stakeholder engagement helped identify potential risks and opportunities associated with each topic.

b.Strategic Alignment:

Stakeholder feedback was used to adjust strategies and priorities to better address these risks and opportunities.

c.Final Selection:

Based on the analysis, nine key material topics were selected for the 2022/2023 reporting year.

MATERIALITY ASSESSMENT RESULTS

This comprehensive approach ensures that Tagaddod's ESG strategy focuses on the most critical issues for our long-term sustainability and stakeholder value creation.



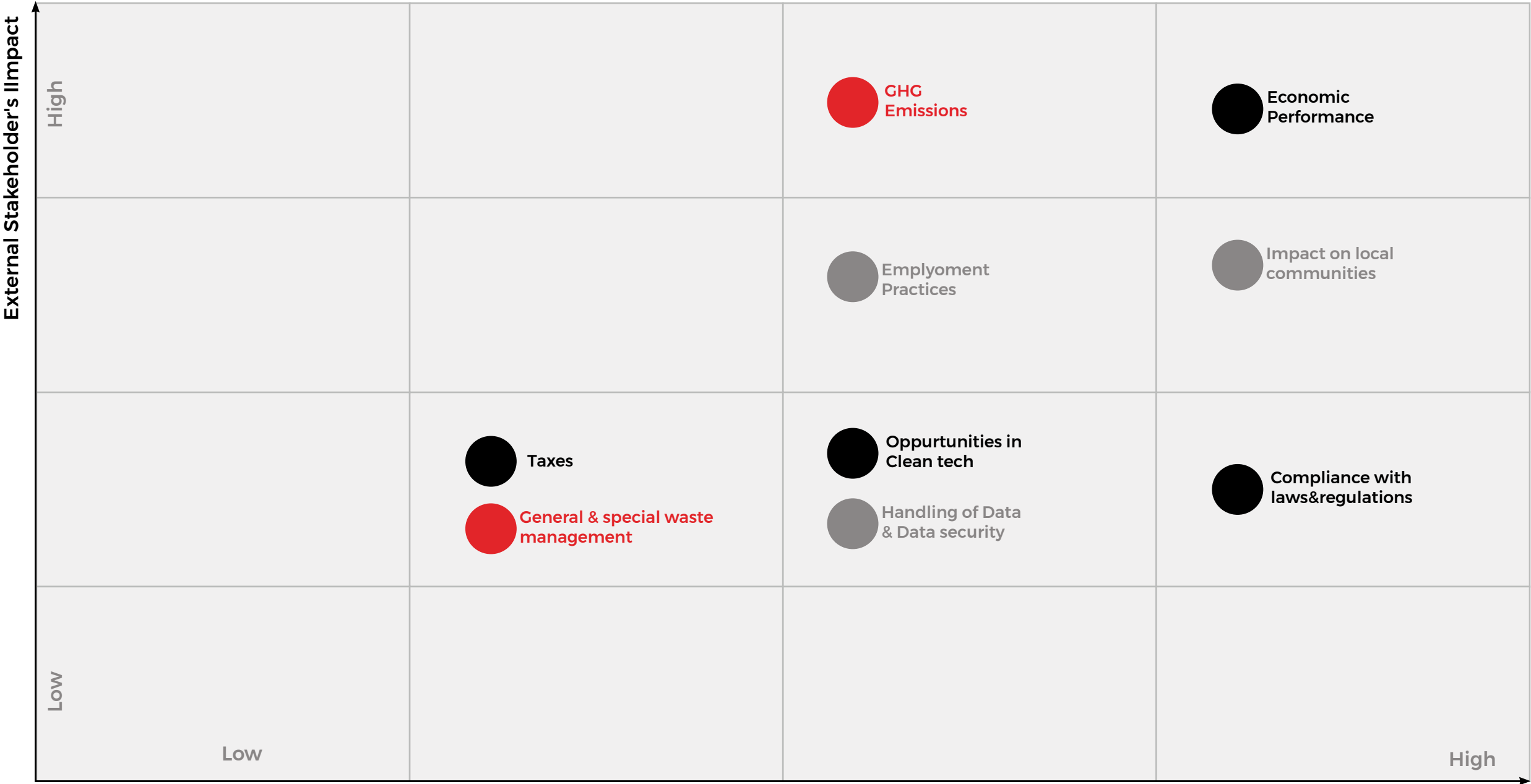
Enviromental



Governace & Economic



Social & Labor



33 INTERNAL STAKEHOLDER

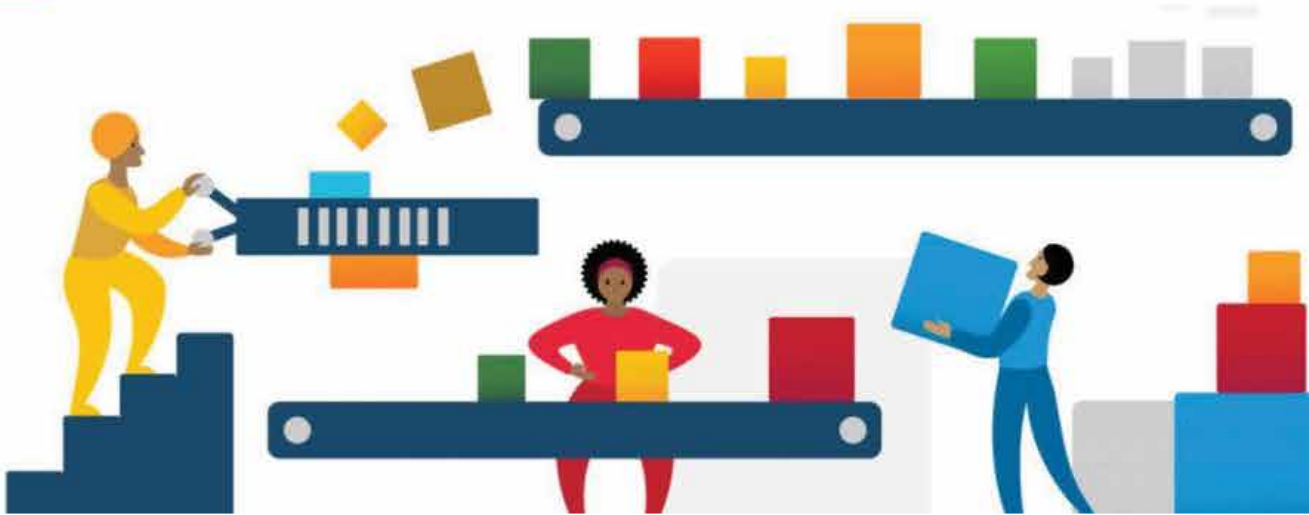
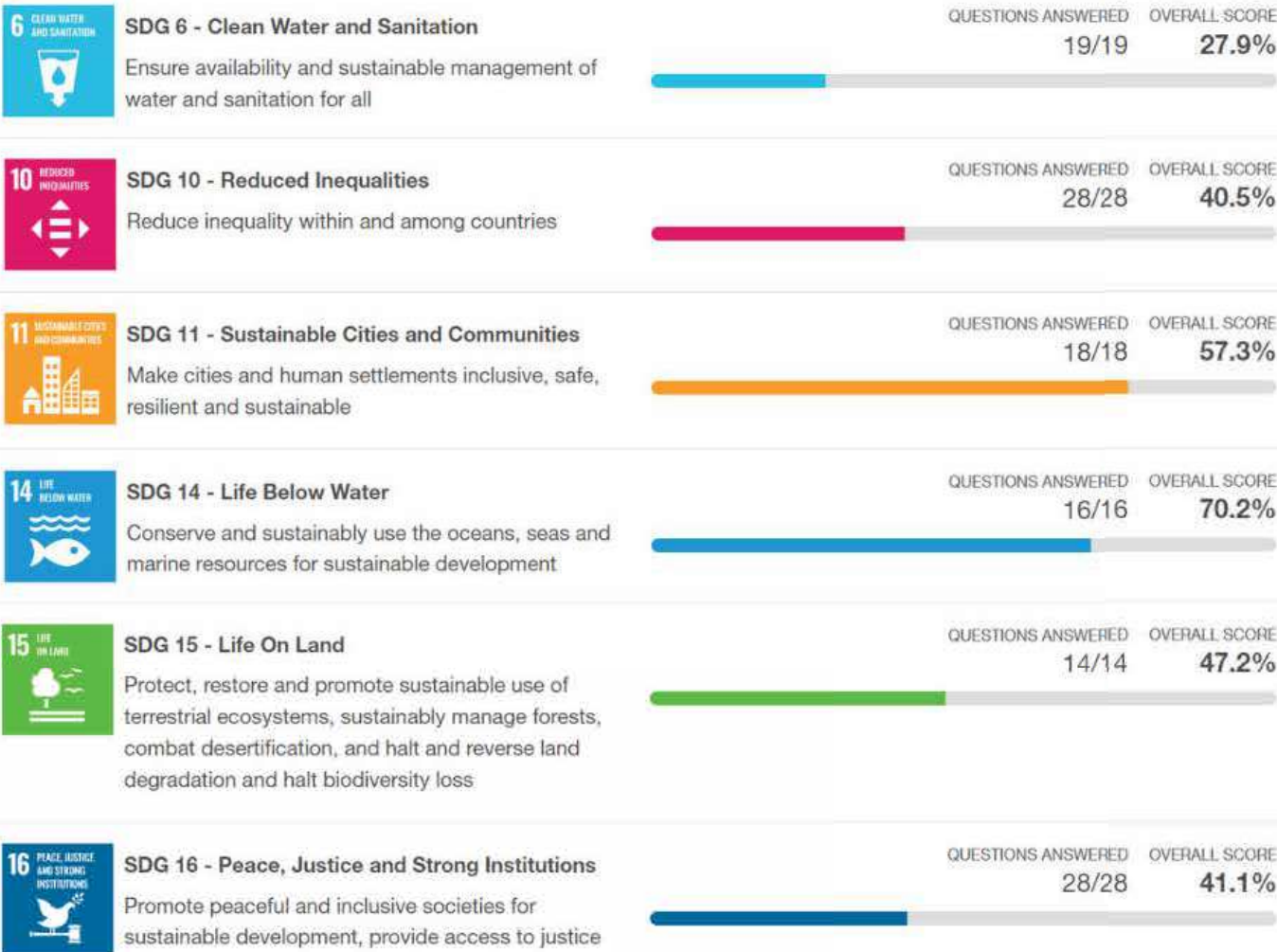
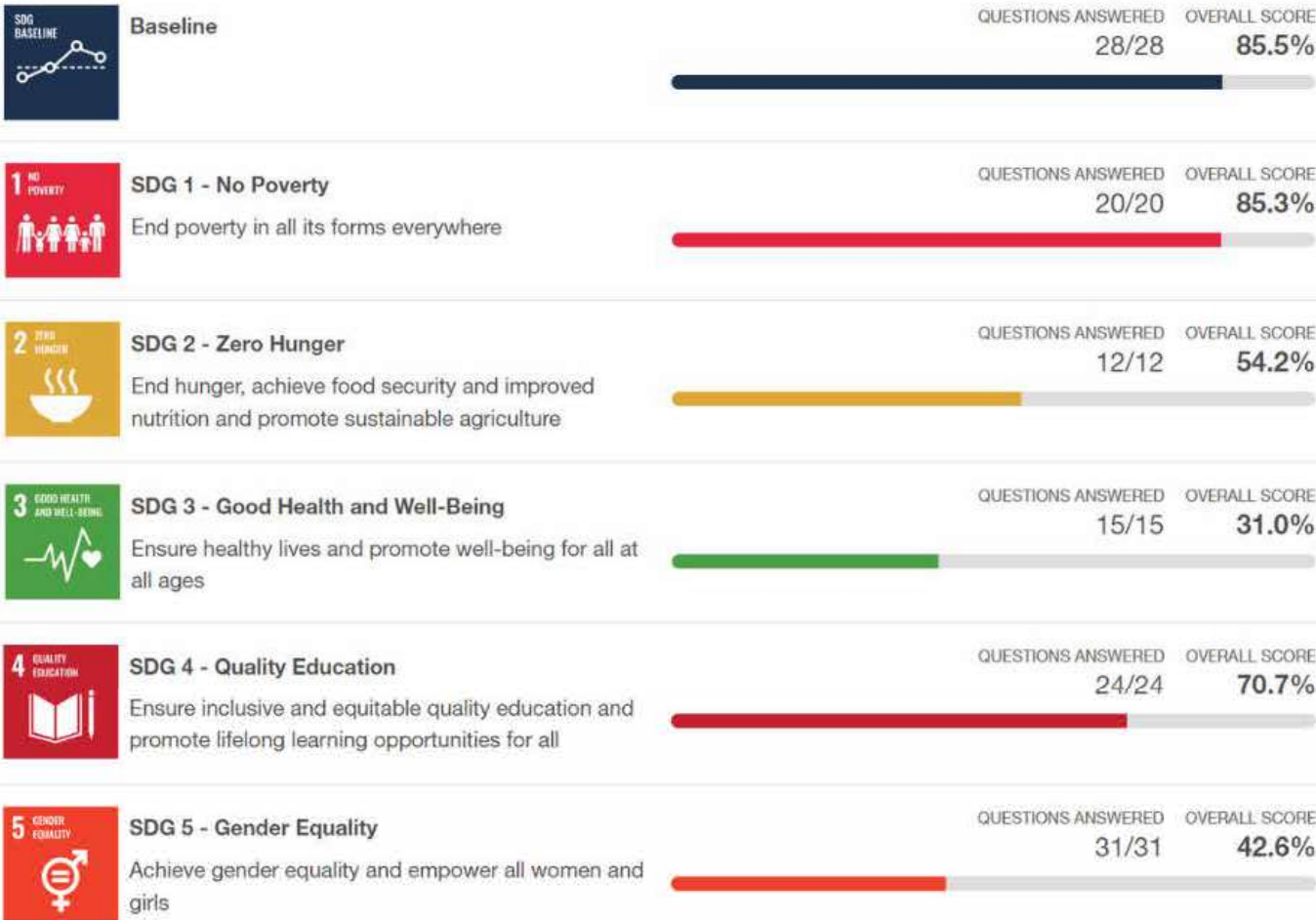
Department heads, top management, and employees.

31 EXTERNAL STAKEHOLDER

Shareholders, suppliers, customers, government entities, and social enterprises/NGOs.

OUR CONTRIBUTION TO SDGs

Tagaddod's B Corp assessment provides a foundational benchmark for our sustainability journey. The results illuminate our current standing and pinpoint areas for improvement in alignment with the SDGs. We view this assessment as a dynamic tool, continuously evolving to reflect our progress and guide strategic actions. Recognizing the unique challenges and opportunities within our operating context, we will complement the B Corp assessment with our own in-depth analysis to prioritize SDGs that directly impact our business and stakeholders.



02

ENVIRONMENTAL

2.1. CLIMATE CHANGE AND EMISSIONS

Tagaddod recognizes climate change as a critical factor in our business strategy. Reducing greenhouse gas (GHG) emissions and mitigating our environmental impact are core aspects of our daily operations. These efforts align perfectly with UN Sustainable Development Goal (SDG) 13, “Take urgent action to combat climate change and its impacts.” Tagaddod’s proactive approach not only reflects our environmental responsibility but also showcases our dedication to contributing to a more sustainable industry.





METHODOLOGY AND SCOPING FOR GHG EMISSIONS ASSESSMENT

We collaborated with Integral Consult, a member of the INOGEN Environmental Alliance, to conduct CFP 2022, following a comprehensive approach aligned with the Greenhouse Gas Protocol (GHG Protocol) and ISO 14067 standards to define a clear organizational and operational boundaries

Our assessment encompasses direct and indirect emissions categorized under Scopes 1, 2, and 3 of the GHG Protocol.

Data collection relied on a combination of primary sources (company records, invoices) and secondary sources (national emission factors).

Following an iterative approach based on data availability, a well-defined scope and boundary were established for calculating Tagaddod's carbon footprint.

For more info check the carbon footprint summary report on Tagaddod's website <https://www.tagaddod.com/>

CARBON FOOTPRINT STUDY PURPOSE

To understand our environmental impact more clearly, we have launched a Carbon Footprint Study. This initiative has several key objectives. First, it will meticulously calculate Tagaddod's current carbon emissions across all our operations. This data will act as a crucial baseline, allowing us to track progress over time and identify areas for improvement. By pinpointing the main sources of these emissions, we can then develop targeted strategies to reduce our overall carbon footprint. The study will also provide valuable industry benchmarks by comparing our performance to similar businesses. This comparative analysis will not only highlight areas where we excel in sustainability, but also reveal opportunities to learn from industry peers.



The operational boundaries and emission sources included under each scope for Tagaddod are illustrated in Figure 2

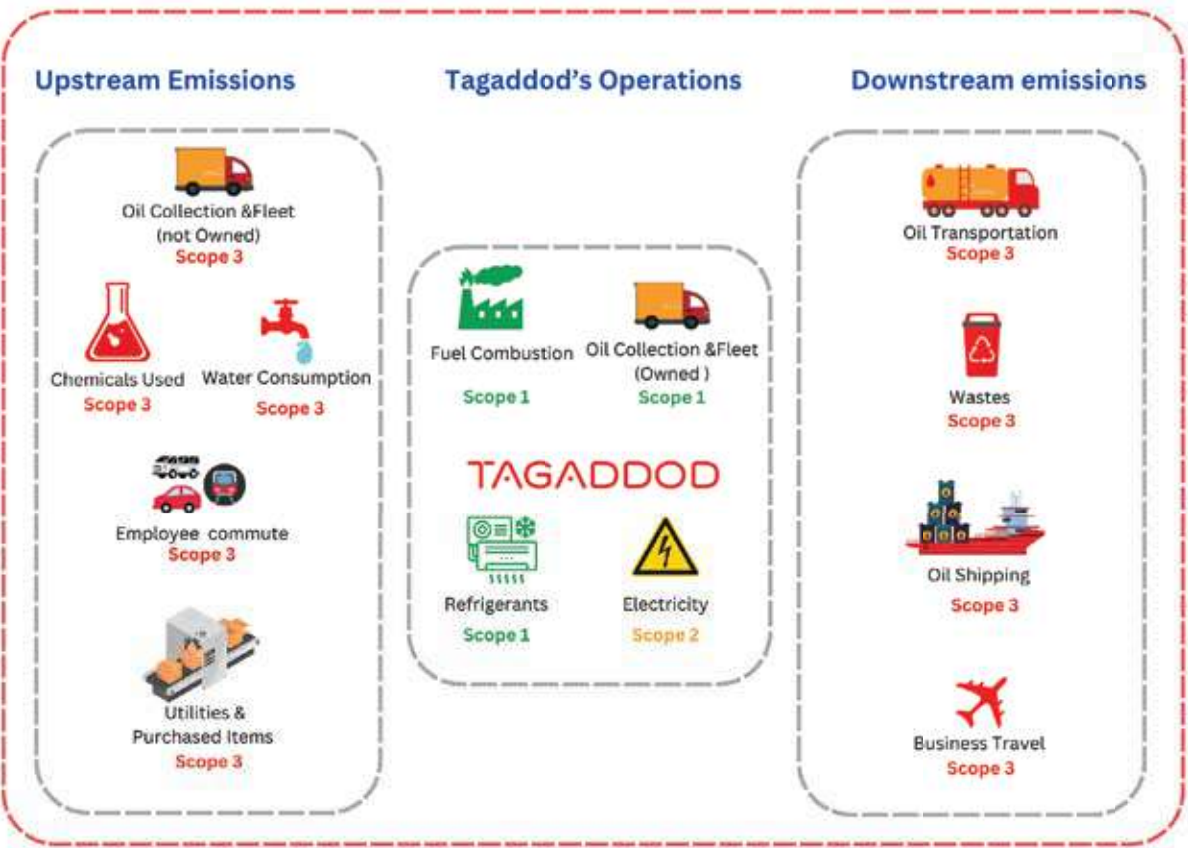
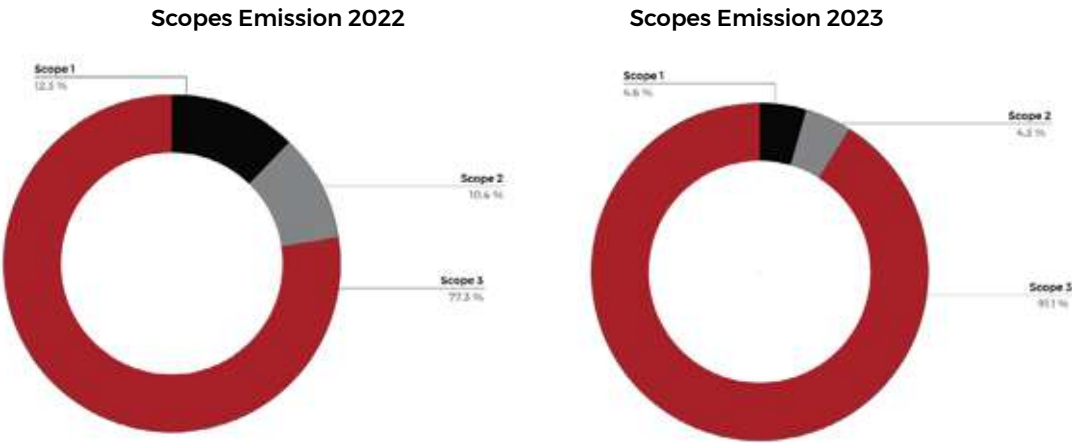


Figure 2: The operational boundaries and sources of GHG emissions in Tagaddod



The following table shows the carbon intensity calculated for 2022 and 2023 and compared. It was calculated by dividing the total carbon emissions produced by the total amount of UCO produced by Tagaddod..

2.2. WASTE MANAGEMENT-TYPES OF GENERATED WASTE:

Tagaddod’s waste streams originate from four main areas:

Tagaddod, as a leader in the green economy, strives to achieve a **circular economy** model and **net-zero waste concept**. This commitment goes beyond mere waste collection; it’s about reducing waste generation at the source and promoting responsible resource management.

Tagaddod adopts a hierarchical approach to waste management, prioritizing waste reduction at the source achieving a Circular Economy and Net Zero Waste.

Commitment to Circular Economy:

Tagaddod is actively transitioning towards a circular economy model, exemplified by a **9.5% reduction in waste produced per ton of UCO collected from 2022 to 2023**. This achievement reflects our dedication to minimizing waste generation throughout our operations.Tagaddod collaborates with third-party recycling facilities to manage **different wastes** like; plastic waste, cartons, and wastewater.



PLASTIC CONTAINERS

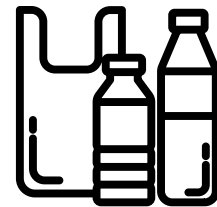
I. PLASTIC CONTAINERS (PET, PP AND HDPE)

1.GENERATED FROM:

Households and HORECA

2.TAGADDOD ENVIRONMENTAL ACTION

Collected and recycled by specialized facilities.



PACKAGING CARTON

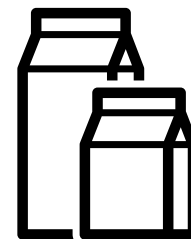
I I. PACKAGING CARTON

1.GENERATED FROM:

From gift packaging and Collected from HORECA

2.TAGADDOD ENVIRONMENTAL ACTION

Collected and recycled by specialized facilities.



WASTEWATER

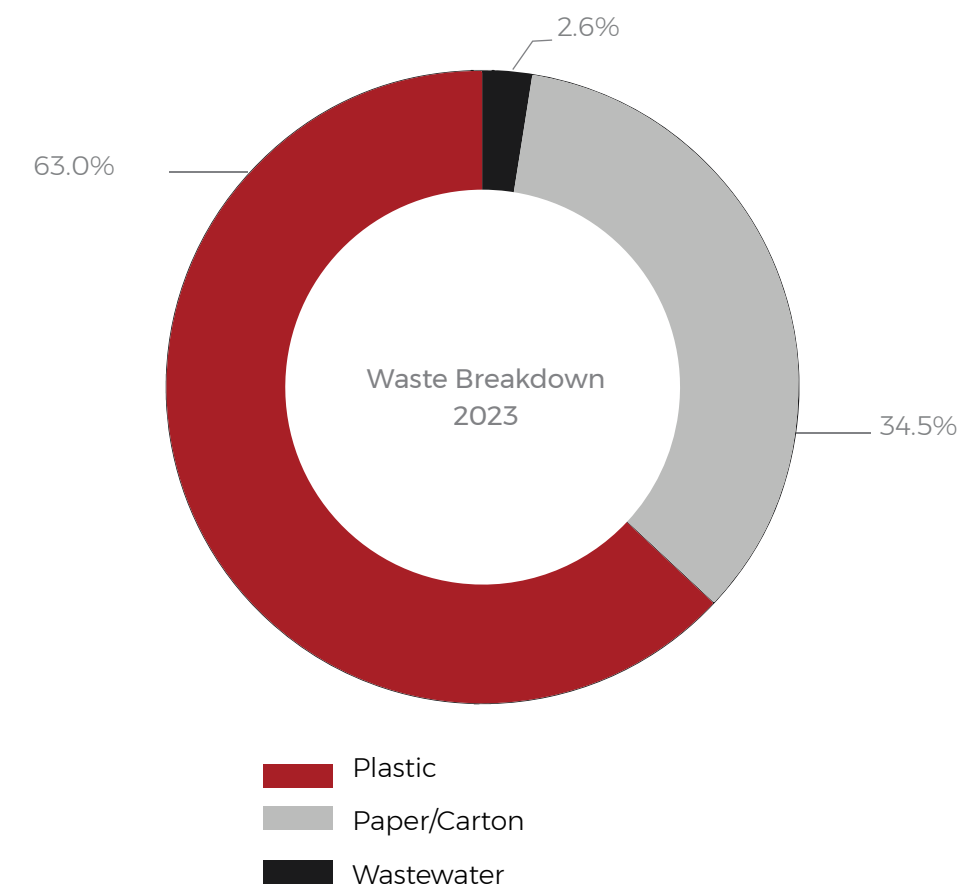
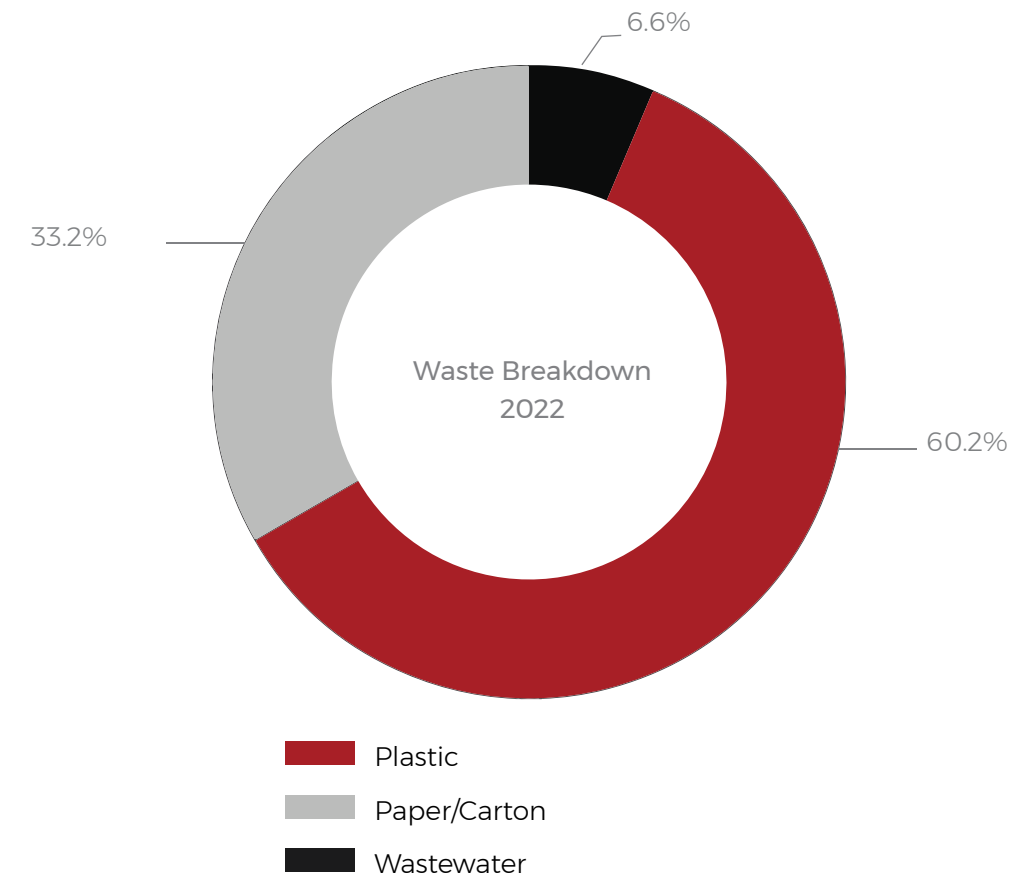
I I I. WASTEWATER

1.GENERATED FROM:

Tagaddod's Operation

2.TAGADDOD ENVIRONMENTAL ACTION

Disposed in an environmentally way



2.3. ENSURING SUSTAINABLE & ENVIRONMENTAL PRACTICES IN OUR SUPPLY CHAIN

Sustainability Schemes Certifications and Traceability

Tagaddod is committed to **responsible** UCO collection and processing practices that comply with the **International Sustainability and Carbon Certification (ISCC) system & Italian National Scheme (INS)**. ISCC ensures the **traceability** of UCO throughout the supply chain, from the point of origin (POO) to the final processing facility. This traceability is crucial for achieving value from waste while adhering to sustainability standards.

UCO as Waste under RED II:

The European Union's Renewable Energy Directive II (RED II) classifies UCO as waste (listed in Annex IX B). While it may qualify for double-counting under RED II, it's not categorized as "advanced" biofuel.

ISCC Traceability Requirements:

ISCC mandates individual certification for all supply chain elements, starting from the collection point. This ensures transparency and accountability in UCO sourcing and handling.



Waste Management and Traceability Practices at Tagaddod

Tagaddod upholds ISCC traceability requirements through a robust system:

a. 100% Traceability:

We ensure complete traceability of UCO, from the point of origin (restaurants, households) to our collection facilities and ultimately to traders or manufacturers.

b. Chain of Custody Documentation:

Detailed chain of custody documents accompany UCO at each stage

c. Self-Declaration Documents:

Signed by each supplier or point of origin, these documents verify the source and characteristics of the UCO.



WASTE MANAGEMENT AND TRACEABILITY PRACTICES AT TAGADDOD

A critical aspect of our **supplier assessment** involves ensuring compliance with the **International Sustainability and Carbon Certification (ISCC) system**. To achieve this, we require all suppliers to sign a self-declaration document. By signing this document, **suppliers acknowledge** and confirm the following:

a. UCO Definition and Purity:

The UCO delivered is solely used cooking oil of vegetable or animal origin, free from any non-compliant oil or fat mixtures.

b. Waste Classification:

The UCO falls under the definition of waste, not intentionally modified or contaminated.

c. Documentation and Traceability:

Documentation is available to verify UCO quantities delivered.

d. Compliance with Regulations:

National regulations regarding waste prevention and management (transport, supervision, etc.) are strictly followed.

e. Audits and Transparency:

Auditors from certification bodies or ISCC representatives may conduct on-site or remote inspections to verify compliance with ISCC requirements and the accuracy of self-declarations.

f. Data Confidentiality:

Information provided in the self-declaration is kept confidential by Tagaddod and the certification body, except for legal obligations, official inquiries, or European Commission requirements.

g. Annual Audits:

Our ISCC certification is subject to annual audits by a certified body. These audits ensure the consistency and accuracy of our documentation.

h. Barcoding system:

To track all the containers of the collected UCO

RESPONSIBLE CONSUMPTION AND UPSTREAM SUPPLIERS: TAGADDOD

Tagaddod is committed to **minimizing our environmental footprint throughout the entire supply chain**. This dedication extends to the bottles we use for collecting used **cooking oil (UCO) from households**.

a. Prioritizing Responsible

We partner with plastic bottle manufacturers who share our commitment to environmental responsibility. This includes selecting vendors who utilize recycled content in their production processes and adhere to sustainable

b. Recycled PET Collection Bottles:

Our choice to reduce our reliance on virgin plastic and to promote a circular economy for our plastic we depend on sourcing our PET collection bottles with the following specs

c. Specifications:

Our PET bottles are designed specifically for safe and efficient UCO collection.

High Density (IP 84): Ensures the bottles are robust and durable to securely contain UCO.

Post-Consumer Recycled PET (PET 2 Remade): We prioritize using bottles made entirely from recycled plastic, minimizing reliance on new plastic production.

Inert to Oil, Cold, and Heat: The material is specifically chosen not to react with UCO, maintaining its integrity throughout the collection process.

d. Closed-Loop Recycling System:

Once used UCO is collected, the bottles are returned to our warehouse. There, they undergo a rigorous shredding process to remove any remaining oil residue. This shredded plastic is then shipped to a dedicated recycling facility, where it's transformed into new products.

03

SOCIAL TOPICS

3.1. People and diversity: youth- women empowerment

Tagaddod is committed to fostering a diverse and inclusive workplace that empowers all employees to reach their full potential. We believe in creating a work environment free from discrimination and where everyone feels valued and respected. This section outlines our approach to People and Diversity, focusing on age, gender equality, and overall workforce diversity.

LEGAL COMPLIANCE AND RECRUITMENT PRACTICES

Tagaddod adheres to a strong foundation of legal compliance. We are an equal-opportunity employer, and all recruitment activities are conducted fairly based on merit, skills, and qualifications. Our commitment to fair recruitment is reflected in the following practices:

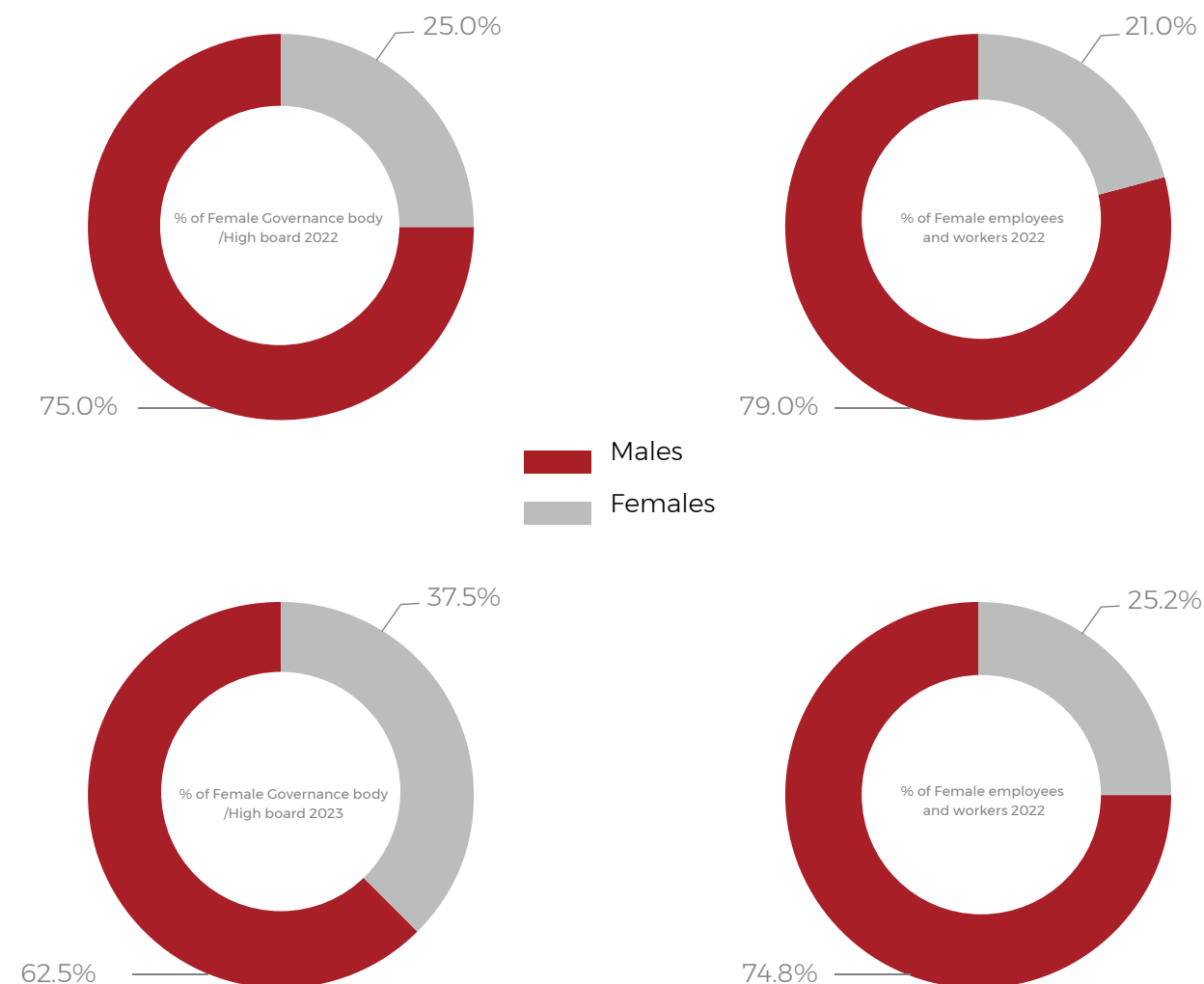
- **Compliance with Labor Laws:** We comply with Egyptian labor law No. 12/2003 and the relevant Decrees governing recruitment and employment.
- **Anti-discrimination:** We prohibit discrimination based on factors such as age, gender, race, religion, or disability.
- **Job Advertisement Transparency:** Job advertisements clearly state our equal opportunity stance and detail the required qualifications.



GENDER EQUALITY AND WOMEN'S EMPOWERMENT

Tagaddod recognizes the importance of gender equality and is actively working to increase female representation across the organization. While some roles within Tagaddod, such as collectors and warehouse workers, may typically require more physical capabilities, we are committed to diversifying our workforce and here are some encouraging developments:

- **Increased Female New Hires:** The percentage of female new hires has risen by 8% in 2023 compared to 2022, demonstrating progress in attracting female talent.
- **Women in Leadership:** We are proud that 35.7% of our high board is composed of females in 2023, exceeding the percentage of females in our overall workforce 25.2% in 2022. This strong female leadership representation underscores our commitment to empowering women within the company.



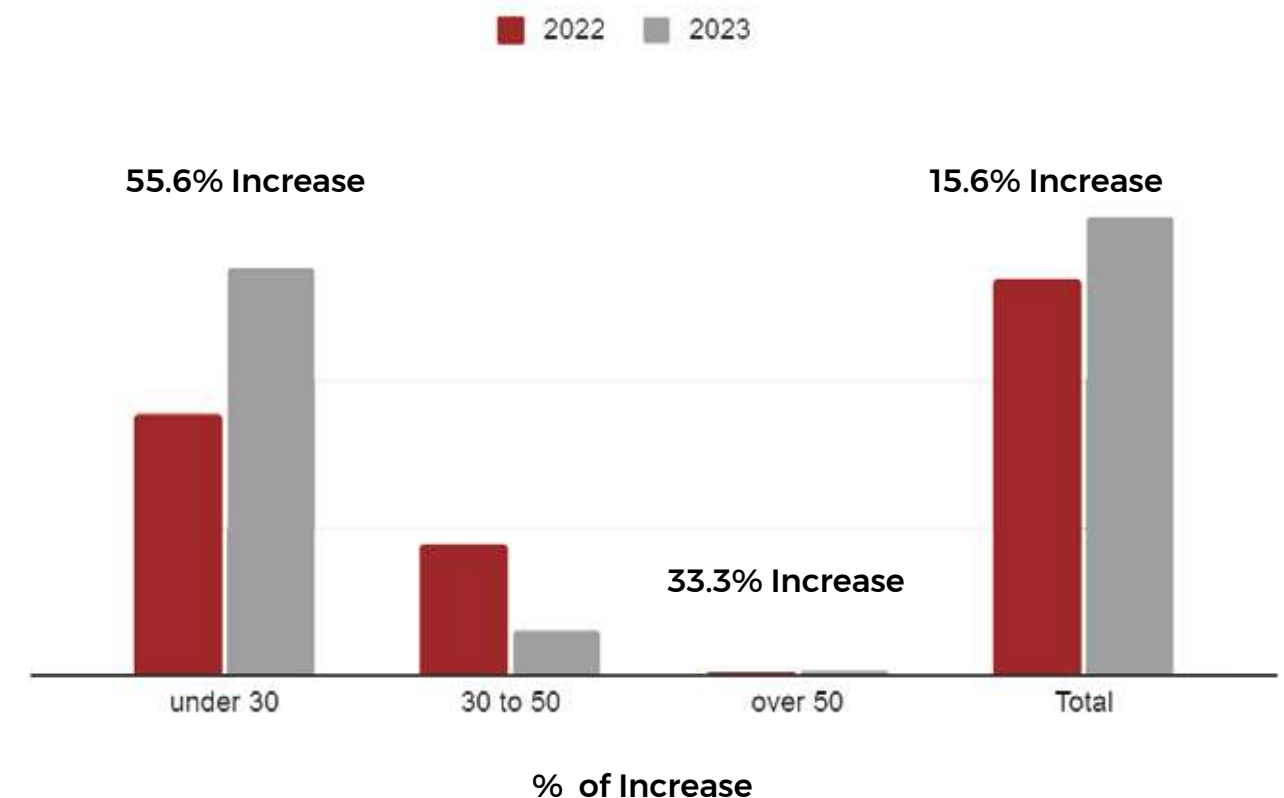
- **Compliance with Labor Laws:** We comply with Egyptian labor law No. 12/2003 and the relevant Decrees governing recruitment and employment.
- **Anti-discrimination:** We prohibit discrimination based on factors such as age, gender, race, religion, or disability.
- **Job Advertisement Transparency:** Job advertisements clearly state our equal opportunity stance and detail the required qualifications.

YOUTH EMPOWERMENT AND AGE GROUP DIVERSITY

Tagaddod recognizes the value and potential of young talent. We are committed to creating a work environment that fosters the development and advancement of young employees and here are some key aspects of our approach:

- **Significant Youth Representation:** In 2023, young people under 30 comprised 65% of our total employees. We believe in providing opportunities for young people to contribute their skills and perspectives.

New hires based on age group



3.2. Employee Wellbeing and Benefits

Tagaddod recognizes the importance of **employee well-being** and is committed to providing a **comprehensive benefits package** that supports the physical, social, and financial well-being of our full-time employees.

BENEFITS OVERVIEW:

- **Social Insurance:** We offer social insurance to provide our employees with financial security.
- **Healthcare Coverage:** Tagaddod partners with Globemed, a reputable third-party health provider in Egypt, to offer comprehensive healthcare coverage for our employees. This coverage includes hospitalization, doctor visits, and prescription medications.
- **Parental Leave:** We understand the importance of supporting working mothers. Tagaddod offers a parental leave policy that allows mothers to take time off to care for their newborns. Notably, in both 2022 and 2023, 100% of female employees who were entitled to parental leave returned to work after the leave ended. This high return rate reflects our commitment to creating a work environment that supports working families.

WAGES AND SALARIES:

- **Compliance with Minimum Wage:** We adhere to the Egyptian labor law for minimum wages. We ensure that all our employees are compensated fairly and above the minimum wage requirements.
- **Equal Pay and Opportunity:** Tagaddod is committed to equal pay and opportunity for all employees. We do not calculate the Ratio of the basic salary and remuneration of women to men for each employee category because all employees, regardless of gender or location, receive compensation based on their position, experience, and performance. This ensures a fair and equitable work environment.



3.3. Training and Capacity Building:

Our capacity-building approach is **multifaceted, encompassing a range of programs and initiatives** tailored to address the needs of both our employees and leaders and **here's an overview:**

- **Training and Development Programs:** We offer comprehensive training and development programs that cater to diverse skill development needs. These programs cover essential job-specific skills, soft skills such as communication and collaboration, and industry-specific knowledge.
- **Mentorship and Sponsorship Programs:** We foster a culture of mentorship and sponsorship within the organization. Experienced professionals are paired with young employees to provide guidance, support, and career development opportunities. These programs promote knowledge transfer, skill development, and career advancement.
- **Leadership Development Opportunities:** We identify high-potential employees and equip them with the necessary leadership skills to take on future leadership roles. This may involve participation in challenging projects, leadership development workshops, and executive coaching programs.
- **Internship Programs:** Tagaddod actively fosters collaboration with Egyptian universities to cultivate future talent. We offer internship programs for undergraduate students, providing them with valuable real-world work experience and the opportunity to contribute to meaningful projects.

2022	TOPICS DELIVERED/ BRIEF	TRAINING TYPE	NUMBER OF TRAINEES	DURATION (HOURS)
HSE	Health and safety training to warehouse operators	Technical	60	65
TECHNICAL TRAININGS	Different trainings across all departments	Technical	111	58
THRIVE	Performance management & Strategy planning	Skills	40	1.5
ONLINE COURSES	Different courses across all departments	All of the above	10	50
TOTAL			221	174.5



2023	Topics Delivered/ Brief	Training Type	Number of Trainees	Duration (Hours)	2023	Topics Delivered/ Brief	Training Type	Number of Trainees	Duration (Hours)
HR Analytics	career coaching sessions	Skills	1	18	Crucial Conversation	Different trainings across all departments	Skills	22	6
Inside Out	Self Awareness Workshop	Skills	67	18	Customer Service Onboarding	Behavioral & Technical Training for customer service team	Skills	16	3
Data Analysis /Tableau	Technical training	Technical	1	8.5	Presnetation & Story Telling	Public speaking skills	Skills	7	1
Fleet Operators	Behavioral & Technical Training for fleet operators	All of the above	9	4	HSE	Occupational health and safety for workers	Technical	30	65
First Time Manager	career coaching sessions	Skills	1	18	Online Courses	Different courses across all departments	Skills	5	20
Product Management & Data Analysis	Self Awareness Workshop	Skills	67	18	TOTAL			207	190.5
Sales Training	Technical training	Technical	1	8.5					

3.4 Occupational Health and Safety:

We prioritize a robust **Occupational Health and Safety Management system(OHSM)** that adheres to international best practices and complies with relevant regulations. This section outlines our approach to Occupational Health and Safety Management system(OHSM), aligned with the **Global Reporting Initiative(GRI) Standards 403: Occupational Health and Safety 2018**.

MANAGEMENT APPROACH

Tagaddod is committed to continual improvement in Occupational Health and Safety performance. We track and report **key performance indicators (KPIs) and procedures**.

Standard Operating Procedures (SOPs) based on these principles are implemented across all Tagaddod-operated facilities. Our Occupational Health and Safety Management system(OHSM) system incorporates the following key elements:

- **Clear Principles and Standards.**
- **Incident Recording and Risk Management**
- **Corrective Action and Monitoring**
- **Workforce Engagement.**
- **Contractor Involvement**
- **Continuous Improvement**

RISK MANAGEMENT STANDARDS

Our Occupational Health and Safety Management system(OHSM) adheres to **risk management and/or management system standards/guidelines** as per ILO and Egyptian **OSH requirements**.

HAZARD IDENTIFICATION AND RISK ASSESSMENT

- **Weekly review of procedures**
- **Monthly audit and revision of risk assessments based on the 5x5 risk assessment matrix**

WORKER HAZARD REPORTING

Workers can report work-related hazards and unsafe situations through our Stop Card system. Explanations and follow-up actions are addressed during weekly safety meetings.

WORKER RIGHT TO STOP WORK

The Stop Card system empowers workers to remove themselves from potentially hazardous situations without fear of reprisal. Weekly safety meetings reiterate this right.

WORKER TRAINING AND COMPETENCE

Our SOPs and 5S workplace organization principles are complemented by weekly internal training and access to outsourced training programs. These programs cover:

- **Safety procedures in warehouses**
- **Firefighting**
- **First Aid**
- **Defensive Driving**
- **Electrical Safety**
- **Material from ILO safety supervisor training**

INCIDENT INVESTIGATION

Work-related incidents are investigated internally using a standardized incident investigation report. The report gets archived and logged, and we implement corrective and preventive actions (CAPA) with close monitoring.

OCCUPATIONAL HEALTH SERVICES

Our primary focus is protecting workers, assets, equipment, materials, and buildings. We utilize the Hierarchy of Controls framework (elimination, substitution, engineering controls, administrative controls, PPE) to address various hazards within our premises.

WORKER PARTICIPATION

The Stop Card system facilitates worker participation in reporting and suggesting improvements to our safety system

JOINT MANAGEMENT-WORKER COMMITTEES

A dedicated QHSE Engineer oversees safety across all warehouses, coordinating with site operations engineers for weekly alignment meetings. Periodic medical examinations are conducted by the public health organization.

PREVENTION AND MITIGATION

Workers are actively involved in safety procedures, SOP updates, and post-incident CAPA discussions.

WORKERS COVERED BY (OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM(OHSM))

100% of our workforce is covered by our OH&S management system, which has been audited and certified by an external party.

SAFETY TRAINING

Tagaddod recognizes that a well-trained workforce is critical to maintaining a safe working environment. We have implemented a comprehensive training program to equip employees with the knowledge and skills necessary to identify and address potential hazards.

	2022		2023	
TOPICS DELIVERED/ BRIEF	NUMBER OF TRAINEES	DURATION (HOURS)	NUMBER OF TRAINEES	DURATION (HOURS)
FIRE FIGHTING	25	96	50	96
FIRST AID	25	96	50	96
CIVIL DEFENSE	25	12	50	12
AWARENESS TRAINING FOR PUBLIC HEALTH	25	48	50	48



3.5 Customer Relationships: Building Trust and Value for Our Customers

Our mission is to increase awareness of waste management and healthy UCO disposal, grow our green pan users, and increase UCO collection across channels. Also, to simplify everyday life for our customers by providing high-quality products and services delivered with exceptional care. Our customer-centric strategy revolves around three core pillars: **Vision, Customer Excellence, and Sustainable Solutions**. We are committed to exceeding customer expectations by fostering open communication, streamlining processes, and offering innovative solutions.

Enhancing Customer Experience: We continuously strive to improve our customer experience across all touchpoints.

Improved Communication Channels: We have invested in expanding communication channels to ensure easy accessibility and prompt responses to customer inquiries. A new user-friendly web form that allows customers to submit questions or concerns efficiently started in 2023.

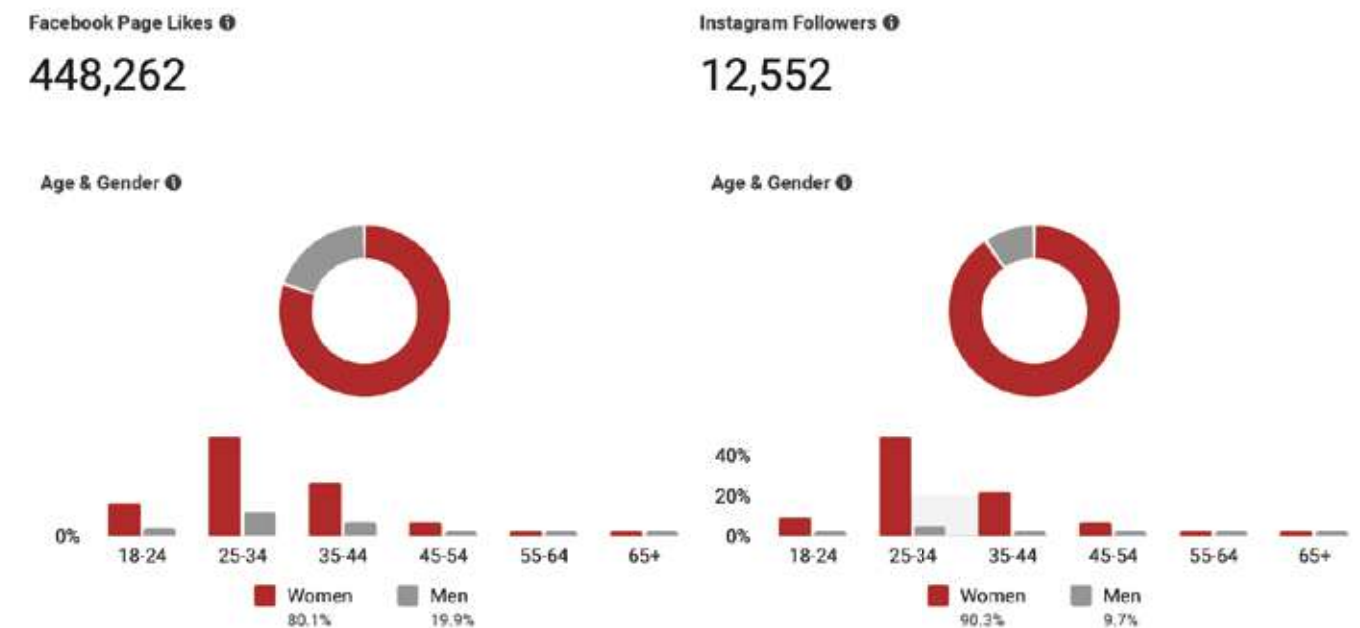
Our channels:

Our Application
Our Hotline 19481
Our Social Media Platforms
Request Form
Our Landing Page

Reduced Order Time: By optimizing our internal processes, we have significantly reduced the time it takes to place an order. The average order time has decreased from 4 minutes to 1.3 minutes, creating a more seamless experience for our customers.

Revamped Bundles: Understanding our customer base, which is predominantly women in households, we have revamped our product bundles to cater to their needs. New offerings focused on customers' preferences and Cost-Conscious Bundles.

Increased Organic Reach: We are actively expanding our social media presence with fresh, engaging content posted weekly. This organic reach strategy allows us to connect with potential customers and build brand awareness.



These efforts, along with our commitment to on-time delivery (OTD) and efficient inventory management (including greenpan gifts and incentives), have yielded positive results.

We are proud to have achieved a significant increase in customer satisfaction, reflected in a +11% rise in orders in 2023.



PRINCIPLES FOR CUSTOMER SATISFACTION

Customer satisfaction is paramount to our success. We guide our interactions with the following principles:

On-Time Delivery (OTD): We closely monitor delivery times to ensure reliability and meet customer expectations.

Inventory Monitoring: We maintain optimal inventory turnover rates, reflecting efficient stock management and minimizing waste, especially concerning gift and incentive programs like Greenpan.

Customer Feedback: We actively solicit customer feedback through various channels to gauge our performance and identify areas for improvement. Reduced order time and a streamlined web form are direct results of this feedback mechanism.

Order Time: Reducing order processing time is a key metric for us, directly impacting customer satisfaction. Our recent improvements in this area demonstrate our commitment to efficiency.

Quality Metrics: We measure defect rates, order failure rates, and customer complaints to identify and address potential issues that could negatively impact customer experience.

GREENPAN LOYALTY PROGRAM:

- **Growth Loops, Segmented and per channel**
- **Funnel Enhancement projects**



Loyal Pan

This is a user that has more than 3 orders done starting 1/1/2021



Aspiring Pan

This is a user that has 1 to 3 orders done starting 1/1/2021



Empty Pan

This user has zero orders yet we have their information



3.6 Local Community Engagement: Investment in People

Educating Households and Empowering Women: A Sustainable Partnership

Tagaddod recognizes that environmental sustainability is a shared responsibility. While we strive to implement sustainable practices within our operations, we also believe in empowering our customers, particularly women who are often the household decision-makers, to make environmentally conscious choices. One crucial area of focus is the proper disposal of used cooking oil (UCO).

THE IMPORTANCE OF RESPONSIBLE UCO DISPOSAL

Improperly disposed of UCO can have significant negative environmental and health impacts. Here's why raising awareness among our B2C customers, predominantly women, is critical:

Protecting Families' Health: Reusing cooking oil multiple times can pose health risks. Educating women about proper UCO disposal safeguards their families' well-being.

Safe Disposal Benefits Everyone: Proper UCO disposal benefits not just the household but also the wider community and environment. By avoiding clogs in drainage systems, women can prevent costly repairs and disruptions..

Environmental Sustainability: Used cooking oil can be transformed into biofuels, a more sustainable alternative to fossil fuels. This knowledge empowers women to contribute to a greener future..

Protecting Water Resources: Improper UCO disposal can contaminate water sources, including the Nile River. Educating women about responsible disposal helps safeguard these vital resources.

Investing in the Future: By ensuring the safe and beneficial disposal of UCO, we invest in a healthier environment for future generations. Women play a key role in ensuring this legacy.



Tagaddod partnered with Carrefour Egypt in April 2023 to leverage their extensive supermarket network and raise awareness for our Green Pan products. This collaboration involved placing Green Pan booths in five Carrefour branches across key locations: Maadi, Almaza, Cairo Festival City, Mall of Egypt, and Alexandria.

Reaching a Wide Audience: Over 60,000 customers visited our Green Pan booths and interacted with our representatives. This significant foot traffic demonstrates the campaign's effectiveness in capturing customer interest within Carrefour's high-traffic environment.

Driving Sales and UCO Collection: The campaign wasn't just about brand awareness. We successfully converted interest into action, processing 770 UCO collection orders totaling 3 mt of used cooking oil. This win-win situation benefits both Tagaddod's used oil collection efforts and customers who can responsibly dispose of their UCO..

Building a Loyal Customer Base: The campaign resulted in a substantial increase in our customer base, with 15% new customer registrations. This not only expands our reach for future sales but also allows us to connect with these customers directly through targeted communication channels.



Empowering Local Collectors: The TGX Initiative

Tagaddod recognizes the critical role local communities play in achieving environmental sustainability. A key focus is empowering informal waste collectors who previously collected used cooking oil (UCO) through unregulated channels. Launched in 2023, the TGX initiative fosters inclusivity by integrating these collectors into our formal system.

BUILDING PARTNERSHIPS:

- **Formalization:** Informal collectors become "TGX Collectors," operating within a structured framework.
- **Capacity Building:** We offer training programs in safe UCO collection practices, environmental regulations, and responsible waste management.
- **Fair Compensation:** Fair pricing structures ensure sustainable income for collectors.

BENEFITS OF COLLABORATION WIN-WIN SITUATION:

- **Improved Sustainability:** Formalization strengthens the UCO recycling chain, minimizing environmental risks
- **Collector Empowerment:** TGX empowers collectors through training, fair pay, and formal recognition.
- **Stronger Communities:** Collaboration builds trust and strengthens relationships within our communities.collectors.



In its first year 2023, the initiative empowered **57 local collectors** who contributed **10% of the total UCO collected by Tagaddod**. This demonstrates the power of inclusivity and community engagement

We are committed to expanding TGX, integrating more collectors, and fostering a thriving community of empowered UCO collectors. This collaborative approach aligns with Tagaddod's core values of sustainability, social responsibility, and inclusive growth.

“You are the Start- Enty El Bedaya” initiative In Partnership with the Ministry of Environment and Sunny:

Green Pan's joint campaign with the oil brand 'Sunny', was in partnership with the Egyptian Ministry of Environment, the Waste Management Regulatory Authority, and the National Solid Waste Management Program (NSWMP) in **2021** by gifting fresh Oil instead of collected Used cooking oil.

The digital marketing material of the campaign was shared on their social media platform, and the Minister has promoted GreenPan on many occasions during and after the campaign



Pioneering Aseptic used beverage Carton Recycling: A Partnership with SIG

Tagaddod is committed to fostering a circular economy and promoting responsible waste management practices. In October 2022, we partnered with SIG, a leading provider of aseptic carton packaging solutions, to launch a groundbreaking initiative called “Recycle for Good.”

FIRST-OF-ITS-KIND INITIATIVE:

“Recycle for Good” represents a major milestone for Egypt's shift towards a circular economy. This innovative program offers direct household and food service industry collection of used aseptic cartons through a user-friendly mobile app. Consumers can arrange for convenient collection of their used cartons, receiving rewards in exchange for their participation.

COLLABORATION FOR SUSTAINABILITY:

This initiative leverages the strengths of both Tagaddod and SIG:

- **Tech-enabled Collection:** Tagaddod's existing logistics network and mobile app facilitate the efficient collection of used cartons from homes and businesses.
- **Household Brand Recognition:** Our Green Pan brand ensures household familiarity and trust in the program.
- **Industry Expertise:** SIG's knowledge and commitment to carton recycling contribute significantly to the initiative's success.our communities.collectors.

COLLECTIVE IMPACT:

“Recycle for Good” aims to:

- **Incentivize Recycling:** Reward programs encourage participation and raise awareness of the importance of recycling.
- **High-Value Resource Recovery:** Used cartons are returned to the recycling stream, preventing them from ending up in landfills.
- **Community Benefits:** The initiative creates additional income opportunities for waste collectors and household women in local communities.



- <https://www.sig.biz/en/news-insights/press-releases/sig-launches-recycle-for-good-in-egypt-an-initiative-for-collection-of-used-aseptic-cartons-with-tagaddod>

Tagaddod's Participation in COP27:

Tagaddod actively participated in **Green Zone pavilion - COP27 conference** that was held in **Sharm El Sheikh in November 2023**. This participation served as a platform to showcase our commitment to sustainability and engage with the local and global communities on climate action. We brought a significant portion of its workforce, with **24 employees** participating in the event. This facilitated exposure to industry discussions, innovations from other sustainability-focused companies, and a broader understanding of their role in the global fight against climate change. Funded by the **European Bank for Reconstruction and Development (EBRD)** and the **Green for Growth Fund**.



Recognition for Impact: Africa Greenwards Silver Award in COP 28

Tagaddod's dedication to tackling climate change through innovative solutions was recognized with a Silver Award at the Africa Greenwards ceremony within the Egypt pavilion. This award acknowledges the significant contribution of our waste-to-fuel model in mitigating climate change.



Building Partnerships for Broader Reach:

Tagaddod participated as one of seven green startups pitching to the **Dutch ecosystem at Clim@ Scaler 2022** demonstrating our proactive approach to building partnerships that drive collective action.



Cultivating the Next Generation of Sustainability Leaders: University Collaborations

Tagaddod recognizes the critical role universities play in fostering the next generation of environmental stewards. We have actively partnered with several Egyptian universities to raise awareness, engage students, and provide valuable career development opportunities

BUILDING RELATIONSHIPS AT EMPLOYMENT FAIRS:

We participate in employment fairs at universities like the German University in Cairo (GUC), The Knowledge Hub, and the University of Canada in Egypt. These events allow us to connect with a diverse pool of talented students and share our mission of transforming waste into a sustainable resource.

EMPOWERING YOUNG PROFESSIONALS:

Tagaddod offers internship programs and training opportunities for undergraduate and fresh graduates. These programs provide practical experience, mentorship, and the chance to contribute meaningfully to our sustainability efforts. We believe in nurturing young talent and helping them develop the skills and knowledge to become future leaders in the field of sustainability.



Knowledge Sharing through Seminars and Workshops:

Tagaddod actively fosters knowledge-sharing and collaboration within the tech community through external trainings and sessions. Here are some key examples:

- **Co-hosting Tech Meetups:** We partner with organizations like Talents Arena to host meetups that convene industry professionals. These gatherings facilitate discussions on critical topics, foster networking, and inspire innovation.in collaboration with Arena
- **Industry Events Participation:** We encourage employee participation in relevant industry conferences, workshops, and seminars. This allows them to stay updated on trends, share expertise, and build relationships with peers.

04

ECONOMIC & GOVERNANCE

4. GOVERNANCE:

4.1. Transparency, Accountability and Business Ethics:

Tagaddod is dedicated to upholding the **highest standards of corporate governance, ethics, and integrity**. These values are embedded within our company culture and serve as the **foundation for our long-term success**. We leverage a comprehensive framework that incorporates internal and external **policies, alongside external audits**, to ensure transparency and accountability throughout our operations.

GOVERNANCE AND BUSINESS ETHICS

- Tagaddod is committed to operating with the highest ethical standards and fostering a culture of transparency and accountability. This section outlines our comprehensive governance framework, which encompasses a robust set of internal and external policies.
- These policies guide our decision-making processes, employee conduct, and interactions with stakeholders.

INTERNAL AND WORKPLACE POLICIES

- Tagaddod prioritizes a positive and productive work environment for all employees. We have established a set of internal policies to ensure fair treatment, compliance with regulations, and a safe and respectful workplace.
- Workplace Conduct:

Workplace Harassment Policy: This policy prohibits all forms of harassment, including verbal, physical, and sexual harassment. It outlines reporting procedures and ensures a fair and confidential investigation process.

Office Code of Conduct: This policy defines acceptable workplace behavior, including professional communication, and use of company property.

Safe and Respectful Work Culture Policy: This policy promotes a work environment free from discrimination, bullying, and intimidation. It outlines expectations for respectful interactions between colleagues and outlines complaint procedures.

Alcohol and Drug-Free Workplace Policy: This policy prohibits the use of alcohol and drugs on company premises or while performing work duties.

Sustainability in Workplace Policy: This policy outlines Tagaddod's

commitment to environmentally friendly practices within the workplace. This may include energy conservation, waste reduction, and recycling initiatives.

Dress Code, Uniform, and Personal Hygiene Policy: This policy, outlines expectations for professional attire or uniforms within the workplace.

- **Employee Rights and Well-being:**

- Recruitment and Employment Compliance Policy

- End of Employment Policy

- Overtime Policy

- Personal Ties and Hiring Protocol

- Attendance, Holidays, and Annual Leaves Policy

- Health and Safety Policy

- Data Protection and Data Privacy Policy:** This policy outlines how Tagaddod collects, stores, and uses employee data. It ensures compliance with all relevant data privacy regulations.

- **Work-Life Balance and COVID-19 Precautions:**

- Remote Work and Flexible Hours Policy:** This policy offers flexible work

ANTI-CORRUPTION POLICIES

- **Tagaddod operates with zero tolerance for corruption and unethical practices. We have established a clear set of policies to uphold transparency and ethical conduct in all our business dealings.**

- **Whistleblower Policy:** This policy encourages employees to report any suspected wrongdoing or violations of company policies anonymously and without fear of retaliation.
- **Fraud Policy:** This policy defines various forms of fraud and outlines reporting procedures for suspected fraudulent activity.
- **Anti-Bribery and Corruption Policy:** This policy strictly prohibits offering or accepting bribes in any form.
- **Anti-Slavery Policy:** This policy prohibits any form of slavery or human trafficking in our operations or supply chain.

External Policies for a Sustainable and Ethical Supply Chain

Our commitment to ethical conduct extends beyond our internal operations. We strive to build and maintain a sustainable and responsible supply chain.

Fraud Policy: This policy ensures that our suppliers operate with integrity and prohibits fraudulent activities within the supply chain.

Information Technology Policy: This policy outlines IT security protocols to protect sensitive data within our supply chain network.

Child Protection Policy: This policy protects children from exploitation in our workplace and supply chain.

This framework of internal and external policies serves as the foundation for Tagaddod's commitment to good governance. We continuously review and update these policies to ensure they remain aligned with best practices and evolving regulations.

Sustainable Procurement Policy and Selection Process: Fair, Transparent, and Ethical Procurement

Tagaddod is committed to conducting all procurement activities, including supplier selection, in a fair, transparent, and ethical manner. This policy outlines the procedures and guidelines governing the procurement of goods and services to ensure accountability, efficiency, and compliance with all applicable laws and regulations.

PROCUREMENT PRINCIPLES

We base our procurement activities on the following key principles:

- **Fair Competition:** All qualified vendors have a fair opportunity to compete for our business.
- **Transparency:** The procurement process is transparent and open to scrutiny.
- **Equal Opportunity:** We provide equal opportunities to all suppliers, regardless of size or background.
- **Cost-Effectiveness:** We strive to procure goods and services that offer the best value for money.
- **Compliance with Legal and Ethical Standards:** We adhere to all relevant laws, regulations, and ethical standards in our procurement practices

Tagaddod has zero tolerance for bribery, corruption, or any form of unethical behavior in the procurement process. Employees involved in procurement activities are required to disclose any conflicts of interest.



4.2. Customer Privacy: Cybersecurity protecting our people, information, and operations

In today's increasingly digitized landscape, cybersecurity has become a paramount concern for businesses of all sizes. At Tagaddod, we recognize the critical role cybersecurity plays in maintaining the trust and confidence of our stakeholders. We are committed to protecting sensitive information, ensuring data privacy, and safeguarding our digital infrastructure. **We leverage a multi-layered approach to achieve this goal, focusing on four key areas:**

DATA SECURITY

We prioritize securing both data in transit and at rest. This involves utilizing strong authentication measures (MFA), data encryption (TLS and AES), and secure storage solutions (AWS Secrets Manager and encrypted Laravel configurations). Regular data backups and recovery procedures further bolster our data security posture.

SYSTEM INTEGRITY

We maintain robust server layer security and implement Identity and Access Management (IAM) practices to minimize potential vulnerabilities. This includes the principle of least privilege for role assignments, IAM roles for EC2 instances, and secure credential management through AWS Secrets Manager.

THREAT DETECTION AND RESPONSE

Continuous monitoring through AWS CloudWatch allows us to detect and respond promptly to suspicious activities. We also employ AWS WAF to shield our applications from web-based attacks and consider AWS Shield for DDoS protection. A comprehensive incident response plan ensures a swift and effective response to security incidents, complemented by regular security audits and vulnerability assessments.

DATA PRIVACY COMPLIANCE

We uphold the highest standards of data protection, adhering to regulations like GDPR. This commitment includes privacy-by-design principles, obtaining necessary user consent, and employee training on cybersecurity best practices.

CYBER SECURITY MEASURES ²⁰²³

AUTHENTICATION & AUTHORIZATION:



- Implement strong authentication mechanisms, such as **multi-factor authentication (MFA)**, to verify user identities.
- Enforce proper authorization to ensure that users have access only to the resources and data they need.
- Using Google authentication
- Utilize Laravel's Socialite package to simplify **OAuth 2.0 authentication with Google**. (Socialite provides a fluent interface for authenticating users with Google, managing the OAuth flow seamlessly)

DATA ENCRYPTION:



- Use **Transport Layer Security (TLS)** to encrypt data in transit, securing communication between the application and the users' devices.
- Employ **encryption algorithms (e.g., AES)** to encrypt sensitive data at rest, ensuring that even if the data is accessed, it remains unreadable without the proper decryption keys.

DATA BACKUPS:



- Regularly back up critical data and ensure that backup processes are tested and reliable. This helps in quick data recovery in case of a security incident.

LOGGING AND MONITORING:



- Set up logging mechanisms to capture and analyze security-related events.
- Implement real-time monitoring to detect and respond to suspicious activities promptly.

By prioritizing these **cybersecurity** measures, Tagaddod fosters a secure **digital environment** for its operations and builds trust with our stakeholders. We are continuously improving and adapting our approach, ensuring we remain **vigilant** in the face of evolving **cyber threats**



SERVER LAYER SECURITY²⁰²³

IDENTITY AND ACCESS MANAGEMENT (IAM):



- Follow the principle of least privilege, assigning **IAM roles and permissions** to **Laravel** application components based on their specific needs.
- Use **IAM** roles for **EC2 instances** to securely manage access to **AWS** resources without relying on long-term credentials.

SECURE CREDENTIAL MANAGEMENT:



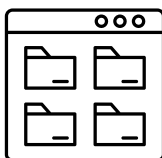
- Utilize **AWS Secrets Manager** to securely store and manage sensitive information such as database credentials, **API keys**, and other secrets.
- Encrypt sensitive values in **Laravel's configuration files**, leveraging features like Laravel's built-in encryption and **AWS KMS (Key Management Service)**.

DATA ENCRYPTION:



- Implement **TLS** for encrypting data in transit between users and the application.
- Use server-side encryption for data at rest in **AWS services** like **S3**, **RDS**, and **EBS** to ensure stored data is secure.

AMAZON S3 FOR FILE STORAGE:



- Set up **logging mechanisms** to capture and analyze security-related events.
- Implement **real-time monitoring** to detect and respond to suspicious activities promptly.

COMPLIANCE WITH DATA PROTECTION STANDARDS:



- Ensure compliance with relevant data protection standards and regulations, such as **GDPR**, by implementing **privacy-by-design principles** and obtaining necessary consent.

AMAZON RDS FOR DATABASE SECURITY:



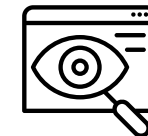
- Follow the principle of least privilege, assigning **IAM roles and permissions** to **Laravel** application components based on their specific needs.
- Use **IAM** roles for **EC2 instances** to securely manage access to **AWS** resources without relying on long-term credentials.

AWS WAF AND SHIELD:



- Utilize **AWS Web Application Firewall (WAF)** to protect your application from common web exploits and ensure a robust defense against web-based attacks.
- Consider **AWS Shield**, a managed Distributed Denial of Service (**DDoS**) protection service, to safeguard your application against DDoS attacks.

LOGGING AND MONITORING:



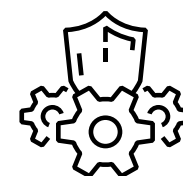
- Integrate **Laravel with AWS CloudWatch** for centralized logging and monitoring.
- Set up **CloudWatch Alarms** to receive notifications of security incidents and abnormal activities.

INCIDENT RESPONSE AND LOGGING:



- Develop an **incident response plan** to address security incidents promptly.
- Implement **detailed logging** to capture relevant information for **forensic analysis** in case of a security breach.

REGULAR AUDITS AND SECURITY ASSESSMENTS:



- Integrate **Laravel with AWS CloudWatch** for centralized logging and monitoring.
- Set up **CloudWatch Alarms** to receive notifications of security incidents and abnormal activities.

CYBER SECURITY MEASURES²⁰²²

INPUT VALIDATION AND SANITIZATION:



- Validate and sanitize user inputs to prevent common vulnerabilities like **SQL injection**, cross-site scripting (**XSS**), and cross-site request forgery (**CSRF**).

SECURITY HEADERS:



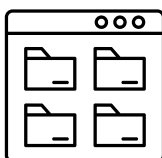
- Set appropriate security headers to enhance **browser security** and protect against certain types of attacks, such as **clickjacking**.

SESSION MANAGEMENT:



- Implement **secure session management** practices, including session timeout, **token regeneration**, and secure storage of session data.

REGULAR SECURITY AUDITS & CODE:



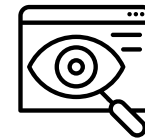
- Conduct regular **security audits** to identify vulnerabilities and weaknesses in the **codebase**.
- Perform thorough **code reviews** to ensure that security best practices are followed and potential issues are addressed.

DEPENDENCY SCANNING:



- Regularly scan and update dependencies, including **Laravel** and **third-party packages**, to patch vulnerabilities and ensure that the application uses the **latest secure versions**.

EMPLOYEE TRAINING:



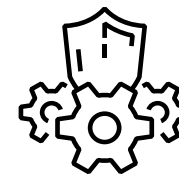
- Train employees on **security best practices** and create awareness about potential threats, **social engineering attacks**, and the importance of safeguarding sensitive information.

INCIDENT RESPONSE PLAN:

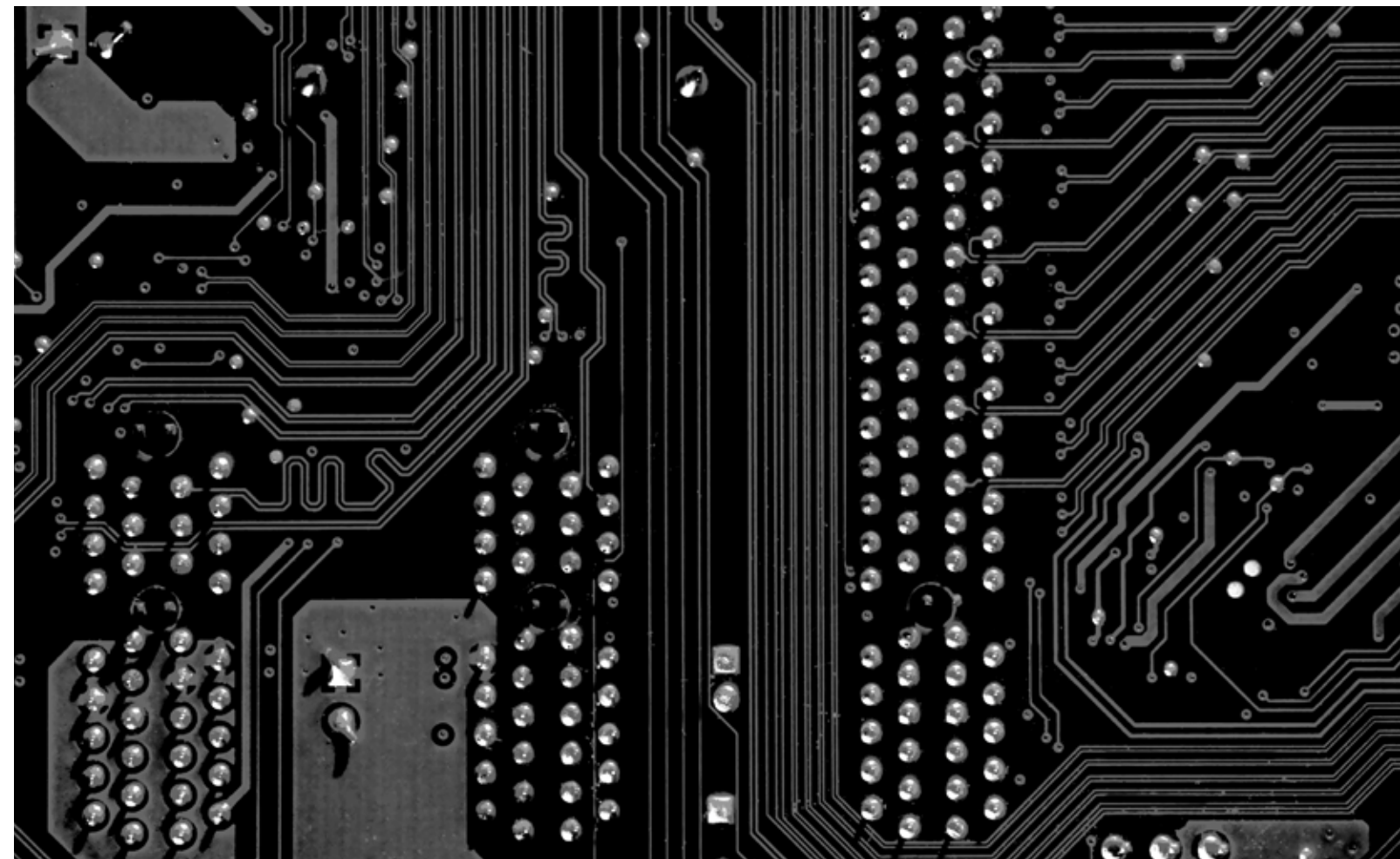


- Develop and maintain an **incident response plan** to handle security incidents efficiently.
- Conduct **regular drills and training sessions** to ensure the response team is **well-prepared**.

COMPLIANCE WITH DATA PROTECTION REGULATIONS:



- Ensure compliance with **relevant data protection** regulations, such as **GDPR**, by incorporating privacy-by-design principles and obtaining **user consent**.



4.2. Indirect Economic Impacts & Local Waste Solutions: contributions to local policies and laws

On May 23, 2023, Tagaddod Attended the **Waste Management Regulatory Authority in Egypt (WMRA)** meeting with different stakeholders and waste management companies in Egypt. To discuss the main obstacles to the implementation of the Waste Management Law and the problems facing the waste management industry.

During the meeting, Tagaddod presented its contribution to addressing these challenges, including

- Developing and implementing **innovative waste management solutions**, in the collection of used cooking oil.
- Overcoming challenges facing Tagaddod and similar companies **regarding waste management in Egypt**.

The following is a summary of Tagaddod's contribution in each of the areas discussed in the meeting:

The Analysis of the challenges facing the implementation of the Waste Management Law and The problems facing the waste management industry including:



Discussing the areas of cooperation and programs offered by each party that can benefit from the waste management industry:

Several opportunities for cooperation of the private sector with WMRA, including:

- Developing national standards for waste management.
- Establishing an electronic information system for waste management.
- Launching awareness campaigns on the importance of waste management.
- Developing new technologies for solid waste collection & treatment.
- Tagaddod expressed its willingness to cooperate with research institutions to study technical problems and how to overcome them.

Tagaddod is committed to supporting Egypt's efforts to improve waste management. The meeting with WMRA demonstrated Tagaddod's commitment to making a positive contribution to this vital sector.



Annexl: GRI Index

Statement of use	Tagaddod for Programming, Renewable Energy and New Energy ESG report in accordance to GRI standards
GRI Standards	GRI 1: Foundation 2021
Reporting Period	January, 2022 to December, 2023

Topics		Disclosures	Location/section	Page no.	Reason of Omission		
					Requirement Omitted	Reason	Explanation
2	GRI 2: General Disclosures 2021						
The organization and its reporting practices							
2-1	Organizational details	Introduction: About this Report	6				
2-2	Entities included in the organization’s sustainability reporting	Introduction: About this Report	6				
2-3	Reporting period, frequency and contact point	Introduction: About this Report	6				
2-4	Restatement of information	-	-	all	Not applicable	This is Baseline/first year Report	
2-5	External assurance	-	-	all	Not applicable	Tagaddod is considered as an SME and this is first ESG report It is expected to have limited assurance in upcoming years with increasing the company size	
Activities and workers							
2-6	Activities, value chain and other business relationships	About Tagaddod	14				
2-7	Employees	People and diversity: youth- women empowerment	51				
2-8	Workers who are not employees	-	-		Information not available or incomplete.	Tagaddod is developing ESG data booksheet to disclose this in upcoming reports	
Governance							
2-9	Governance structure and composition	Company Hierarchy	16				
2-10	Nomination and selection of the highest governance body	Transparency, Accountability and Business Ethics	79				
2-11	Chair of the highest governance body	Transparency, Accountability and Business Ethics	79				
2-12	Role of the highest governance body in overseeing the management of impacts	Transparency, Accountability and Business Ethics	79				
2-13	Delegation of responsibility for managing impacts	Transparency, Accountability and Business Ethics	79				
2-14	Role of the highest governance body in sustainability reporting	Materiality Assesment Results	34				
2-15	Conflicts of interest	Transparency, Accountability and Business Ethics	79				
2-16	Communication of critical concerns	Transparency, Accountability and Business Ethics	79				

Topics	Disclosures	Location/section	Page no.	Reason of Omission		
				Requirement Omitted	Reason	Explanation
2-17	Collective knowledge of the highest governance body	Training and Capacity Building	55			
2-18	Evaluation of the performance of the highest governance body	-	-	all	Information not available or incomplete.	Tagaddod is developing ESG Gap report and strategy to disclose this in the upcoming reports
2-19	Remuneration policies	-	-	all	Confidentiality constraints.	Confedential Data
2-20	Process to determine remuneration	-	-	all	Confidentiality constraints.	Confedential Data
2-21	Annual total compensation ratio	-	-	all	Confidentiality constraints.	Confedential Data
Strategy, Policy, and Practices						
2-22	Statement on sustainable development strategy	CEO Message	5			
2-23	Policy commitments	Transparency, Accountability and Business Ethics	79			
2-24	Embedding policy commitments	Transparency, Accountability and Business Ethics	79			
2-25	Processes to remediate negative impacts	-	-	all	Information not available or incomplete.	Tagaddod is developing ESG Gap report and strategy to disclose this in the upcoming reports
2-26	Mechanisms for seeking advice and raising concerns	-	-	all	Information not available or incomplete.	Tagaddod is developing ESG Gap report and strategy to disclose this in the upcoming reports
2-27	Compliance with laws and regulations	Ensuring Sustainable & Environmental Practices In Our Supply Chain	46			
2-28	Membership associations	Sustainability Schemes Certifications and Traceability	46			
Stakeholder Engagement						
2-29	Approach to stakeholder engagement	Stakeholder Engagement	26			
2-30	Collective bargaining agreements	-	-	all	Information not available or incomplete.	Tagaddod is not a party to any collective bargaining agreements
3 GRI 3: Material Topics 2021						
3-1	Process to determine material topics	Materiality Assessment Methodology	32			
3-2	List of material topics	Materiality Assessment Methodology	34			
201 Economic Performance						
201-1	Direct economic value generated and distributed	-	-	all	Confidentiality constraints.	Confedential Data
201-2	Financial implications and other risks and opportunities due to climate change	-	-	all	Information not available or incomplete.	Tagaddod is developing ESG data booksheet to disclose this in upcoming reports
201-3	Defined benefit plan obligations and other retirement plans	-	-	all	Confidentiality constraints.	Confedential Data

Topics	Disclosures	Location/section	Page no.	Reason of Omission		
				Requirement Omitted	Reason	Explanation
201-4	Financial assistance received from government	-	-	all	Not Applicable	Tagaddod didn't recieve direct financial assistance from the government
202	Market Presence					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employee Wellbeing and Benefits	54			
202-2	Proportion of senior management hired from the local community	People and diversity: youth- women empowerment	51			
203	Indirect Economic Impacts					
203-1	Infrastructure investments and services supported	Local Community Engagement: Investment in People	68			
203-2	Significant indirect economic impacts	Local Community Engagement: Investment in People	68	b	Information not available or incomplete.	Tagaddod is developing ESG data booksheet to disclose this in upcoming reports
204	Procurement Practices					
204-1	Proportion of spending on local suppliers	External Policies for Sustainable& Ethical Supply Chain	81			
205	Anti-corruption					
205-1	Operations assessed for risks related to corruption	Anti-corruption Policies	80			
205-2	Communication and training about anti-corruption policies and procedures	Training and Capacity building	55			
205-3	Confirmed incidents of corruption and actions taken	-	-	a,b,c,d	Information not available or incomplete.	Tagaddod is developing ESG data booksheet to disclose this in upcoming reports
301	Materials 2016					
301-1	Materials used by weight or volume	-	-	a	Information not available or incomplete.	Tagaddod is developing ESG data booksheet to disclose this in upcoming reports
301-2	Recycled input materials used	Responsible Consumption And Upstream Suppliers	49			
301-3	Reclaimed products and their packaging materials	Responsible Consumption And Upstream Suppliers	49			
305	Emissions 2016					
305-1	Direct (Scope 1) GHG emissions	Climate Change And Emissions	39			
305-2	Energy indirect (Scope 2) GHG emissions	Climate Change And Emissions	39			
305-3	Other indirect (Scope 3) GHG emissions	Climate Change And Emissions	39			
305-4	GHG emissions intensity	Climate Change And Emissions	39			
305-5	Reduction of GHG emissions	Climate Change And Emissions	39			
306	Wastes 2020					
306-1	Waste generation and significant waste-related impacts	Waste Management	43			
306-2	Management of significant waste-related impacts	Waste Management	43			
306-3	Waste generated	Types Of Generated Waste	44			
306-4	Waste diverted from disposal	Types Of Generated Waste	44			

Topics	Disclosures	Location/section	Page no.	Reason of Omission		
				Requirement Omitted	Reason	Explanation
306-5	Waste directed to disposal	Types Of Generated Waste	44			
308	Supplier Environmental Assessment 2016					
308-1	New suppliers that were screened using environmental criteria	Ensuring Sustainable & Environmental Practices In Our Supply Chain	46			
308-2	Negative environmental impacts in the supply chain and actions taken	Ensuring Sustainable & Environmental Practices In Our Supply Chain	46			
401	Employment					
401-1	New employee hires and employee turnover	People and diversity: youth- women empowerment	51			
401-2	benefits provided to full-time employees	Employee Wellbeing and Benefits	54			
401-3	Parental leave	Employee Wellbeing and Benefits	54			
403	Occupational Health and Safety 2018					
403-1	Occupational health and safety management system	Occupational Health and Safety	60			
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety	61			
403-3	Occupational health services	Employee Wellbeing and Benefits	54			
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	60			
403-5	Worker training on occupational health and safety	Occupational Health and Safety	62			
403-6	Promotion of worker health	Occupational Health and Safety	62			
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	62			
403-8	Workers covered by an occupational health and safety management system	Occupational Health and Safety	62			
403-9	Work-related injuries	Occupational Health and Safety	62			
403-10	Work-related ill health	Occupational Health and Safety	62			
404	Training and Education					
404-1	Average hours of training per year per employee	Training and Capacity Building	55			
404-2	Programs for upgrading employee skills and transition assistance programs	Training and Capacity Building	55			
404-3	Percentage of employees receiving regular performance and career development reviews	Training and Capacity Building	55			
405	Diversity and equal opportunities					
405-1	Diversity of governance bodies and employees	Employee Wellbeing and Benefits	54			
405-2	Ratio of basic salary and remuneration of women to men	Employee Wellbeing and Benefits	54			
413	Local communities					
413-1	Operations with local community engagement, impact assessments, and development programs	Local Community Engagement: Investment in People	68			

Topics	Disclosures	Location/section	Page no.	Reason of Omission		
				Requirement Omitted	Reason	Explanation
414	Supplier Social Assessment					
414-1	New suppliers that were screened using social criteria	Traceability Practices at Tagaddod	47			
415	Public Policy					
415-1	Political contributions	contributions to local policies and laws	90			
417	Marketing and Labeling					
417-1	Requirements for product and service information and labeling	Customer Relationships: Building Trust and Value for Our Customers	64			
418	Customer Privacy					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	CYBER SECURITY MEASURES	84			

Annex II : SASB Index

Topics	Metric	CODE	UNIT of Measure	Location/section	Page no.
SASB Standard	Waste Management				
Greenhouse Gas Emissions	(1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations and (3) emissions-reporting regulations	IF-WM-110a.1	Metric tons (t) CO ₂ -e, Percentage (%)	Climate Change And Emissions	39
	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	IF-WM-110a.3	N/A	Climate Change And Emissions	39
Workforce Health & Safety	(1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	IF-WM-320a.1	Rate	Occupational Health and Safety	62
Recycling & Resource Recovery	Amount of material (1) recycled, (2) composted, and (3) processed as waste-toenergy	IF-WM-420a.3	Metric tons (t)	Types Of Generated Waste	44
SASB Standard	Biofuels				
Sourcing & Environmental Impacts of Feedstock Production	Discussion of strategy to manage risks associated with environmental impacts of feedstock production	RR-BI-430a.1	N/A	Ensuring Sustainable & Environmental Practices In Our Supply Chain	46
	Percentage of biofuel production third-party certified to an environmental sustainability standard	RR-BI-430a.2	Percentage (%) of litres	Traceability Practices at Tagaddod	47
Management of the Legal & Regulatory Environment	Discussion of corporate positions related to government regulations or policy proposals that address environmental and social factors affecting the industry	RR-BI-530a.2	N/A	Ensuring Sustainable & Environmental Practices In Our Supply Chain	46
Operational Safety, Emergency reparedness & Response	Process Safety Incidents Count (PSIC), Process Safety Total Incident Rate (PSTIR), and Process Safety Incident Severity Rate (PSISR)	RR-BI-540a.1	Number, Rate	Occupational Health and Safety	62

