



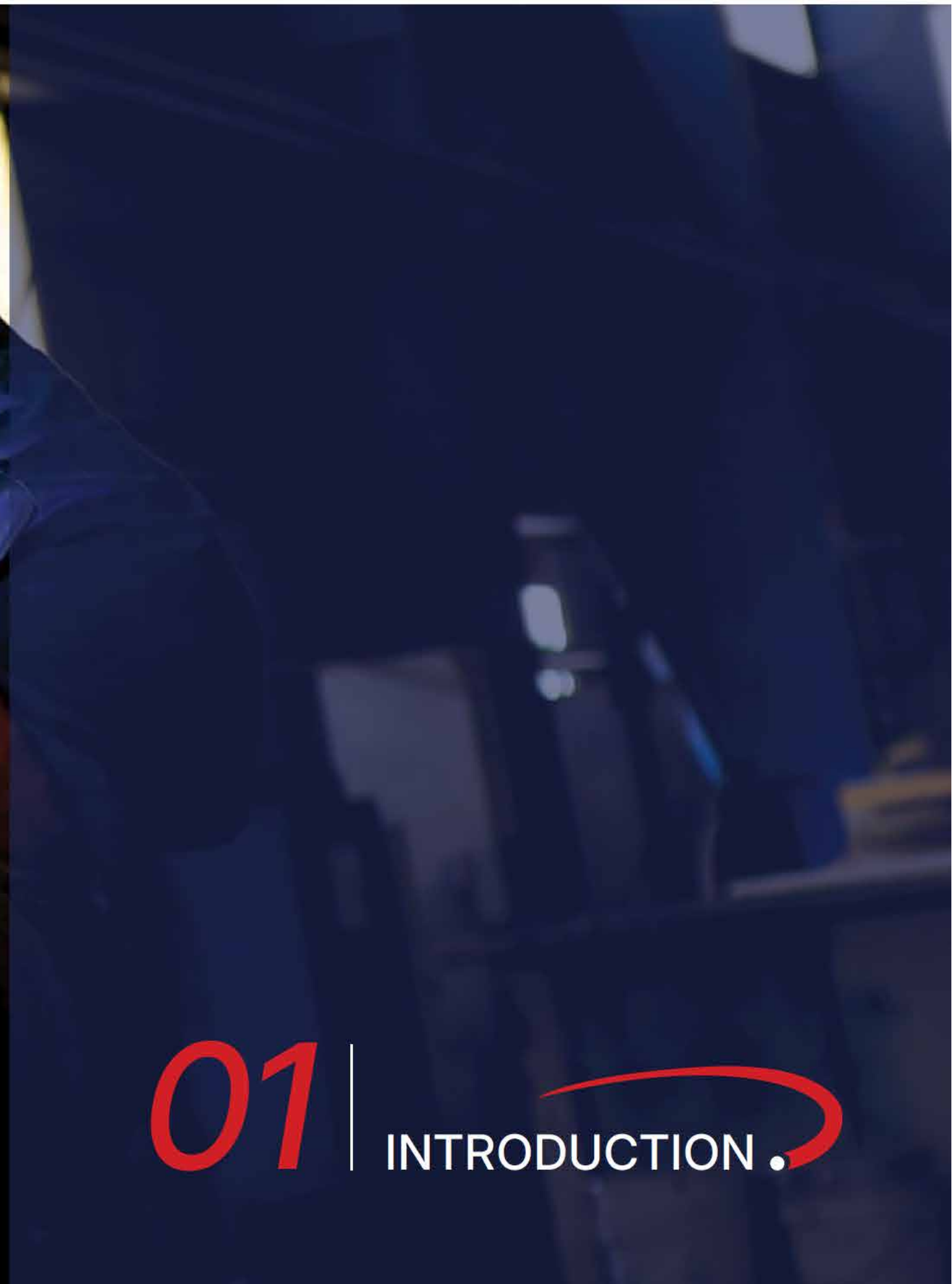
SUSTAINABILITY REPORT 2024

ENGINEERING EXCELLENCE, EMPOWERING SUSTAINABILITY

www.proclad.com

TABLE OF CONTENTS

Introduction	05	Building a resilient workplace	49
Proclad: A legacy of engineering excellence	07	Promoting Diversity and Inclusion	51
Our Operational Journey	08	Employee Engagement and Management	52
Our Services	10	Ensuring Employee Safety and Wellbeing	54
Our Clients	13		
Our Mission and Vision	14		
Our Certifications and Accreditations	16		
About this Report	19	Transparency, Ethics and Governance	63
		Ensuring Customer Satisfaction	66
		Information Security Management	68
		Sustainable and Local Supply Chain	69
Leadership Message	24	GRI Index	71
Our Sustainability Approach and Focus Areas	26		
Sustainability Highlights	27		
Materiality and Stakeholder Engagement	28		
Aligning with United Nation’s Sustainable Development Goals	31		
Environmental Stewardship	33		
Identifying and Addressing Environmental Impact	36		
GHG Emissions and Climate Change	38		
Energy Management	40		
Responsible Water Management	44		
Waste Management	46		



01 | INTRODUCTION.



PROCLAD: A LEGACY OF ENGINEERING EXCELLENCE

Proclad ("FTV Proclad LLC" or "the company") was founded in the United Kingdom in 1978 and has operated in the UAE for over 30 years. Today, we are a global leader in engineering services, known for our innovation and technical expertise. With operations in both the Middle East and the UK, we support clients across Europe, Asia, Africa, and the Americas. We deliver corrosion-resistant cladding, large-scale fabrication, and advanced engineering solutions for both offshore and onshore projects. For more than five decades, Proclad has raised industry standards through continuous improvement and a strong focus on client needs.

Proclad operates with a fully integrated approach, managing every stage of a project within its own facilities. By keeping processes in-house, we ensure consistent quality, strict compliance, and seamless coordination across all operations.

This approach eliminates the need for multiple suppliers, minimises logistical challenges, and reduces risks and delays. Proclad supports clients globally while maintaining efficiency and reliability. Our services include weld overlay cladding, mechanically lined pipe, spooling, machining, heat treatment, induction bending, fabrication, and full site installation. By combining these capabilities, we provide complete and reliable solutions that meet the toughest project requirements worldwide.

50+
Introduction

1,000+
Completed Projects

100%
Commitment to Quality

OUR OPERATIONAL JOURNEY

• 1970

FTV Proclad was first established in the UK (formerly Forth Tool and Valves), specialising in protective weld cladding.

• 1996

Proclad opened its first facility in Abu Dhabi, UAE to expand in the MENA region.

• 2001

Hot Induction Bending and Forging added to the UK portfolio.

• 2005

Specialised Heat Treatment added to operations.

• 2010

First facility established in National Industries Park, Dubai, to meet demand for CRA clad pipelines and piping components.

• 2015

Second facility in Dubai added for induction bends and pipe spool fabrication.

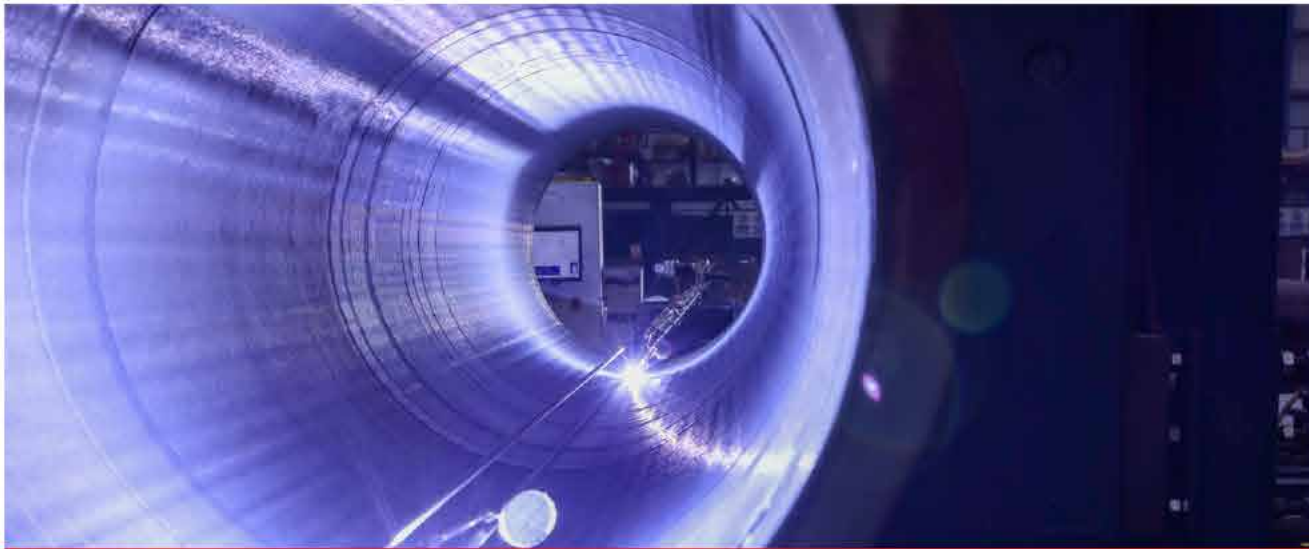
• 2018

Third facility opened in JAFZA, Dubai, dedicated to Process Plant Equipment such as pressure vessels, skid packages, heat exchangers.



OUR SERVICES

Our services are tailored to meet the unique needs of each client, whether for standalone requirements or complete project solutions. We provide advanced capabilities such as weld overlay cladding, mechanically lined pipe, spooling, induction bending, heat treatment, precision machining, and large-scale fabrication. Clients can access these individually or as part of an integrated package, benefiting from streamlined processes, cost savings, and faster project delivery. By combining technical expertise with comprehensive service offerings, Proclad delivers high-quality, cost-effective solutions to the most demanding industries.



Weld Overlay Cladding



Heat Treatment



Pipe Spooling



Process Equipment



Mechanically Lined Pipe



Site Installation



OUR CLIENTS



OUR MISSION & VISION

At Proclad, our mission and vision are the foundation of everything we do. They guide our commitment to excellence, innovation, and service across every project we undertake. By staying true to our core values, we aim to lead our industry forward, deliver outstanding results for our clients, and build a future defined by quality, trust, and continuous growth.

OUR MISSION

We strive to deliver superior manufacturing and engineering CRA solutions that meet the toughest challenges in the oil, gas and related industries. Through expertise, innovation, and unwavering commitment to quality, we aim to empower our clients and build a legacy of excellence in CRA solutions.

OUR VISION

To be the trusted partner in turnkey engineering, delivering high-quality cladding, fabrication, and precision-engineered solutions that enhance performance, extend asset life, and drive sustainability for our customers.



OUR CERTIFICATIONS AND ACCREDITATIONS

At Proclad, our certifications and accreditations showcase our commitment to safety, quality, and operational excellence. Our procedures meet the highest international standards and are trusted by leading organisations in the oil and gas, aerospace, and general engineering sectors. These approvals reflect our adherence to industry requirements and our commitment to continuous improvement, ensuring every project is delivered with consistency, reliability, and confidence.



Occupational Health and Safety Management System



Quality Management System



Environmental Management System



The American Society of Mechanical Engineers (ASME)



ASME R



ASME U



ASME U2



American Petroleum Institute (API)



API-6A



API-16A

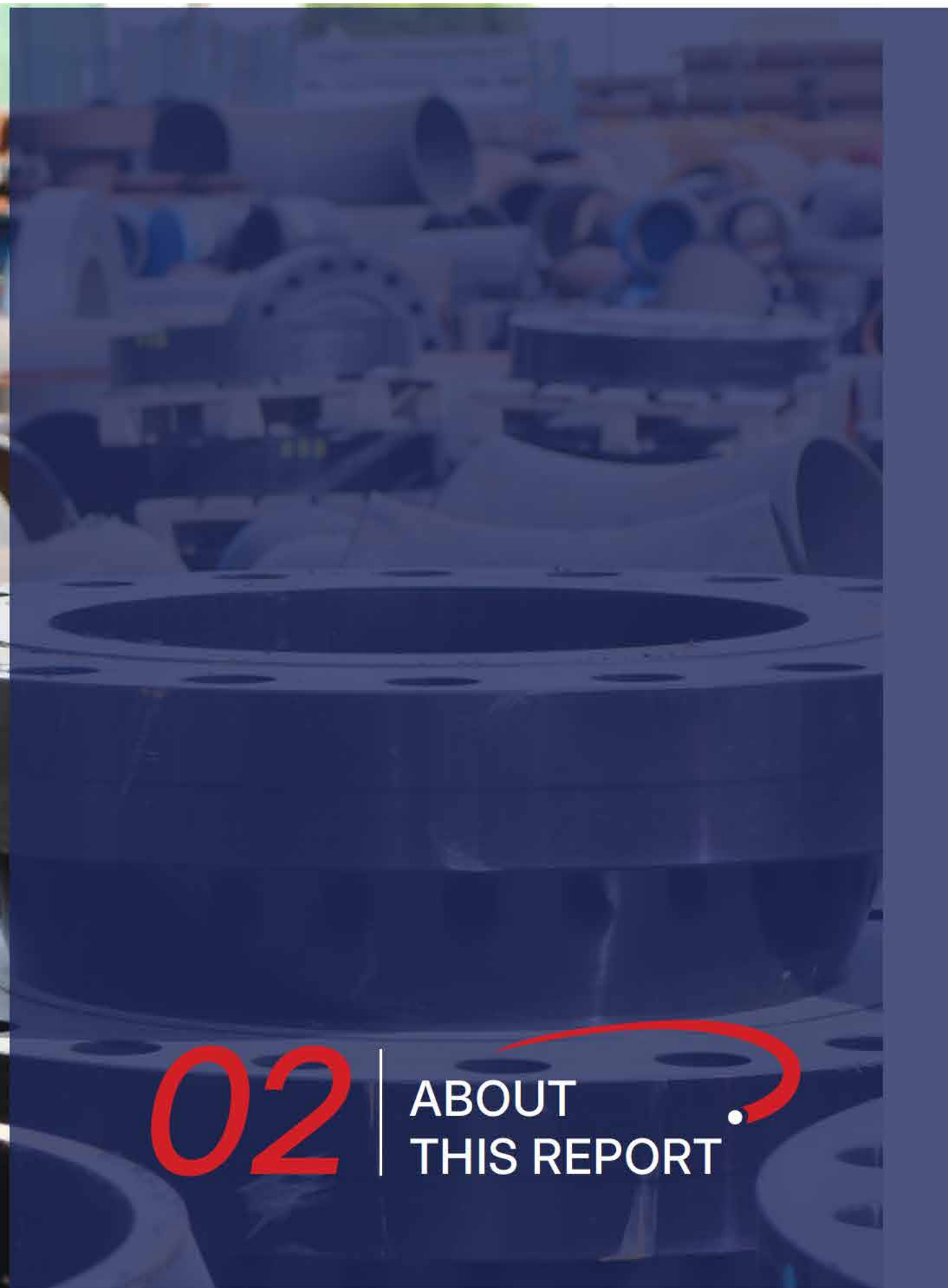


API-7-1



API-51-D





ABOUT THIS REPORT

FTV Proclad LLC ("Proclad" or "FTV Proclad") is a limited liability company established in Dubai, United Arab Emirates in 2010. The company specialises in manufacturing oil and gas field equipment and operates from its registered office in National Industries Park, Dubai. FTV Proclad is a subsidiary of Proclad International Investments Limited, which is part of the wider National Industries Group (Holding) KPSC, a company listed on the Kuwait Stock Exchange. With a workforce of over 500 employees as of November 2024, Proclad continues to build on our strong reputation for quality, safety, and technical expertise, serving clients across the energy and engineering sectors.

This is FTV Proclad LLC's inaugural Sustainability Report, a critical stepping stone in our journey towards building a more responsible and resilient business. It demonstrates our commitment to delivering engineering solutions that uphold the highest standards of quality, safety, and innovation while embedding sustainability across our operations. The report provides a transparent account of our Environmental, Social, and Governance (ESG) practices, highlighting how we manage key considerations and opportunities, align with international best practices, and advance priorities such as environmental stewardship, employee health and safety, responsible supply chains, and community development. By publishing this first report, Proclad is setting a clear baseline for accountability and continuous improvement, reinforcing our dedication to long-term sustainable growth.

Reporting Period

This report provides information on FTV Proclad LLC's sustainability performance between 1 January 2024 and 31 December 2024.

Report Boundaries

The scope of this report covers FTV Proclad's operations in the United Arab Emirates, including:

Dubai 1: FTV PROCLAD LLC (plot no. TP 030102)

Dubai 2: FTV PROCLAD LLC (plot no. TP 030202)

Dubai 3: SPW Al Nasr Engineering FZCO (plot B052R01)

Abu Dhabi: FTV PROCLAD UAE LLC (plot 16A Mussaffah)

Data and performance metrics presented do not include operations outside the UAE.

Reporting Frameworks & Methodologies

This report has been prepared in reference to the GRI Universal Standards 2021 and the United Nations Sustainable Development Goals (UN SDGs). These frameworks help us measure our progress, enhance transparency, and align our efforts with global sustainability best practices.

Assurance & Review

The information and data in this report have been reviewed internally by Proclad's senior management and ESG representatives. We will continue to strengthen our processes and are exploring independent third-party assurance for future reports.

Questions & Feedback

We welcome your feedback and questions about our sustainability approach and performance. Please share your feedback and inquiries at: **xx xxxx xxx**



03 | LEADERSHIP MESSAGE

MESSAGE FROM THE CEO

It gives me great pleasure to introduce FTV Proclad's Sustainability Report 2024, our inaugural sustainability disclosure aligned with the Global Reporting Initiative (GRI) standards. This report reflects where we stand today while outlining our commitment to the future. We see it as the beginning of a continuous journey, and each year we aim to enhance the depth of our reporting, improve transparency, and strengthen our contribution to the global sustainability agenda.

The global sustainability agenda is shaping the way businesses operate today. Climate change is creating wide impacts, and regulations are becoming stricter. This makes sustainability, social responsibility, and good governance essential for long-term success and competitiveness. Companies that embrace this shift are better positioned to manage risks, unlock efficiencies, and build trust with stakeholders.

At Proclad, we believe that shaping a sustainable future is a collective effort, where companies, countries, and governments must work together to build a world where environmental preservation and business growth go hand in hand. For us, sustainability is embedded in how we think, operate, and create value. We see minimising environmental impact not only as a responsibility but also as an opportunity to drive innovation and efficiency. From reducing energy consumption across our operations to ensuring responsible disposal and recycling practices, we continuously seek ways to conserve resources and protect the environment. We are ISO 14001 Environmental Management System certified, representing a clear testament to our robust and comprehensive approach to environmental management.

Our commitment goes beyond environmental performance. People are at the heart of our success, and we place a strong emphasis on the health, safety, and well-being of our employees. We invest in creating a workplace where employees feel valued, respected, and supported to grow. Safety remains a non-negotiable priority across every site and activity, reflecting our duty of care and our belief that sustainable growth depends on a healthy and engaged workforce.

At Proclad, we believe that strong governance and transparent business practices are the backbone of sustainability. We are committed to upholding integrity, accountability, and ethical conduct in every decision and action. This ensures that our journey toward sustainability is guided by responsibility, fairness, and long-term value creation. Together, we ensure that Proclad will continue to deliver solutions that not only serve industries but also support a more sustainable future for generations to come.


Yaseen M. Jaffer
CEO



OUR SUSTAINABILITY APPROACH AND FOCUS AREAS

At Proclad, sustainability is embedded into the way we operate, innovate, and deliver engineering solutions. Our approach combines environmental responsibility, resource efficiency, employee development, and strong governance to create lasting value for our clients and communities. By integrating sustainable practices across our operations, we ensure that performance goals are achieved without compromising safety, quality, or the environment



SUSTAINABILITY HIGHLIGHTS



84,000 kgs

of Wooden Scrap Sold and Recycled



5,000 Gallons

per Month wastewater treated through a third party



246,000 kgs

of Metal Scrap Sold and Recycled



100%

100% of employees covered under Yearly Training Plan



Increases 3rd-party Training Sessions Conducted on Health and Safety by 9 times

MATERIALITY AND STAKEHOLDER ENGAGEMENT

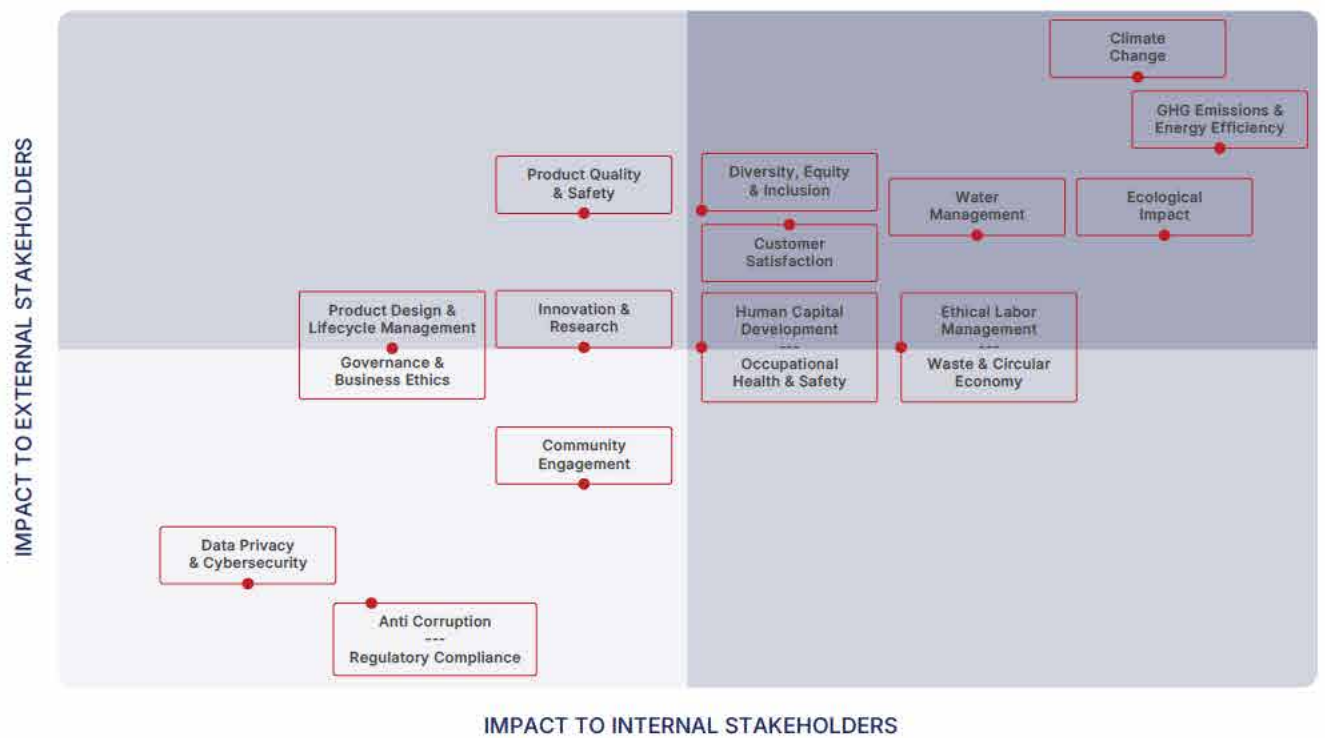
At Proclad, materiality assessment forms the background of our sustainability approach. This helps guide how we identify, prioritise, and report on the Environmental, Social, and Governance (ESG) issues that matter most to our stakeholders and business. In 2024, we conducted a formal materiality assessment to evaluate ESG priorities, risks, opportunities, and emerging trends. This process ensures that our sustainability efforts and initiatives remain aligned with international best practices while addressing the specific needs of our stakeholders and industry.

We complement our assessment with insights from customer requirements, industry benchmarks, and regulatory expectations to ensure clarity and relevance. This helps us focus on issues that have the most significant impact on both our long-term success and the communities where we operate.

Materiality Assessment Process

The materiality assessment process began with the identification of a broad set of potential material topics through industry research and benchmarking against leading sustainability standards. These topics were then further refined by collecting and analysing inputs from key stakeholders to ensure their perspectives and priorities were incorporated. The findings were subsequently reviewed and verified by senior management, after which the materiality matrix was finalised, reflecting the most relevant Environmental, Social, and Governance (ESG) issues for FTV Proclad.

Materiality Matrix



Materiality Topics

- GHG Emissions and Energy Efficiency
- Climate Change
- Ecological Impact
- Water Management
- Waste and Circular Economy
- Ethical Labor Management
- Customer Satisfaction
- Occupational Health & Safety
- Diversity, Equity & Inclusion
- Human Capital Development
- Innovation and Research
- Community Engagement
- Product Quality and Safety
- Product Design and Lifecycle Management
- Governance and Business Ethics
- Regulatory Compliance
- Anti-Corruption
- Data Privacy and Cybersecurity
- Sustainable Supply Chain

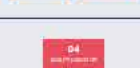
STAKEHOLDER ENGAGEMENT

Stakeholder engagement is essential to FTV Proclad's sustainability strategy as it ensures that the perspectives and priorities of those who are directly and indirectly impacted by our operations are understood and comprehensively addressed. By maintaining open and regular communication with our diverse stakeholders, including employees, customers, suppliers, regulators, and local communities, we gain valuable insights that shape our materiality assessment and help us identify the ESG issues most relevant to our business and stakeholders. This process strengthens transparency, builds trust, and ensures that our sustainability efforts remain practical, inclusive, and aligned with evolving stakeholder expectations. At Proclad, we believe that effective stakeholder engagement enables us to drive long-term value creation, manage risks responsibly, and support sustainable growth.

Stakeholder Group	Engagement Methods	Key Focus Areas	Frequency
Employees and Senior Management	Training programs, employee engagement surveys, townhalls, intranet updates, & annual performance reviews	- Health & Safety - Career development - Skills training - Workplace environment - Fair remuneration	Continuous
Customers	Regular meetings with customer representatives, Company brochure and website	- Quality and Reliability of services - ESG performance - Innovation - Timely delivery and Pricing	Continuous
Suppliers	Vendor Selection and assessment, Supplier Meetings, HSE Trainings, Company Website, Annual Disclosures etc.	- Compliance with HSE standards - Ethical practices and labor standards - Supply chain efficiency	Continuous
Regulators & Government	Annual Disclosures, Site inspections, Industry Associations and Forums	- Legal compliance - HSE standards - Alignment with national sustainability priorities	As Required
Communities	Community Development Initiatives, Local hiring, Community Sponsorships and Partnerships on key issues	- Community Well-Being - Local economic development - Social Responsibility	As Required

ALIGNING WITH THE UNITED NATION'S SUSTAINABLE DEVELOPMENT GOALS

At FTV Proclad, our sustainability agenda is deeply aligned with the United Nations Sustainable Development Goals (UN SDGs). Both ESG principles and the UN SDGs share a common commitment to tackling environmental and social challenges, driving sustainable economic growth, and upholding ethical governance. By aligning our sustainability focus areas with the UN SDGs, we ensure that our initiatives not only support global priorities but also create measurable value for our stakeholders and society.

Pillar	Focus Area	Alignment with UN SDGs
Environment	Energy Reduction	 
	Waste Management and Circularity	
	Water Conservation and Management	
Social	Air Quality	 
	Training and Career Development	
	Health and Safety	
Governance	Supplier Assessment	 



04

ENVIRONMENTAL
STEWARDSHIP

ENVIRONMENTAL STEWARDSHIP

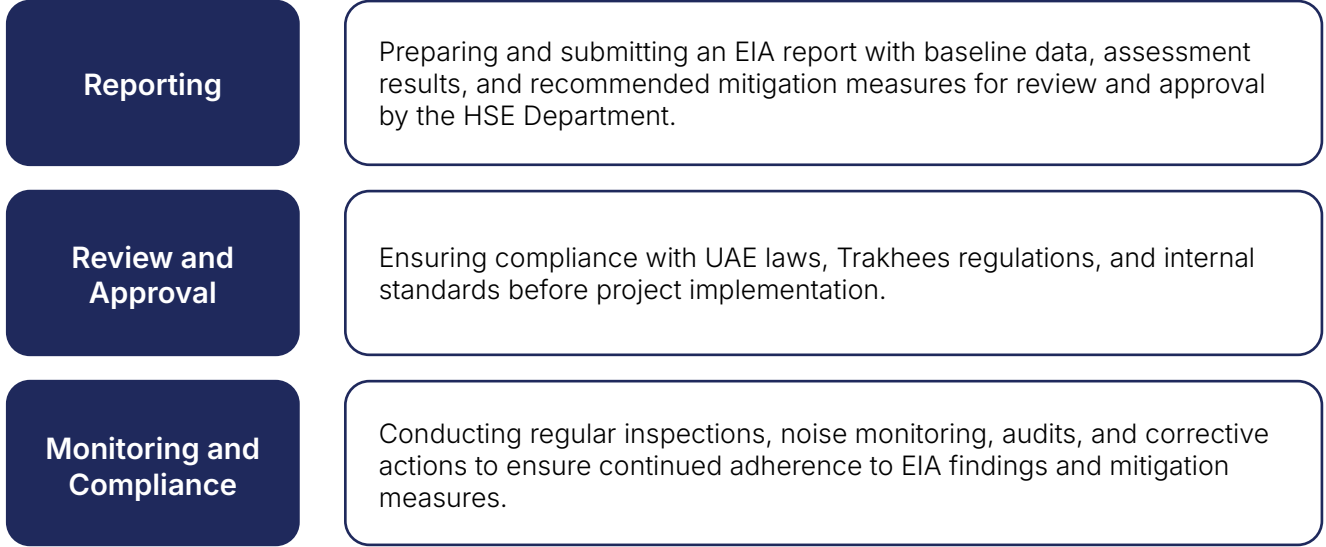
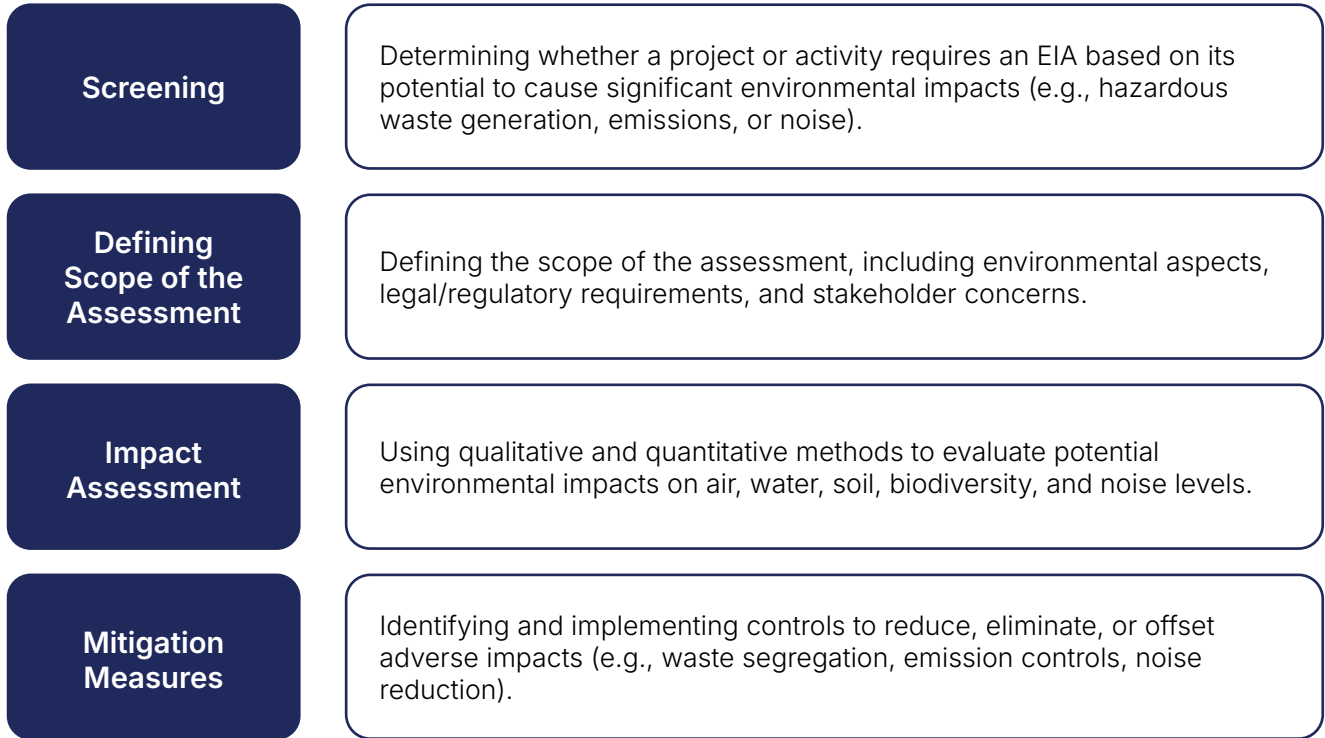
At FTV Proclad, we recognise that our operations inevitably interact with shared natural resources such as air and water, while also generating waste and resulting in related environmental impacts. We understand the responsibility this carries and the importance of carefully managing and monitoring our environmental footprint. As part of our commitment to sustainable ecological stewardship, we continuously review our processes to minimise adverse impacts while aligning our operations with global sustainability practices.

Therefore, we actively monitor our air emissions, water consumed, and waste generation. In 2024, we calculated our carbon emissions for the first time to better understand and address our climate impact. In addition, we ensure our waste management is responsible, minimising environmental pollution pollute the environment, while seeking opportunities to extract maximum value from the byproducts of our operations. These efforts reflect our ongoing dedication to embedding sustainability in our business practices and to safeguarding the environment for future generations.



IDENTIFYING AND ADDRESSING ENVIRONMENTAL IMPACT

FTV Proclad utilises a structured Environmental Impact Assessment (EIA) to identify, predict, and evaluate the potential environmental impacts of our activities, projects, and operations before implementation. The purpose of this assessment is to ensure that environmental considerations are integrated into decision-making, in line with regulatory requirements, company standards, and stakeholder expectations. By doing so, we aim to minimise risks to air, water, soil, biodiversity, and the community while promoting sustainability and compliance.



Environmental Impact Assessments form the foundation for the next steps, which are carried out in close coordination between different departments. The HSE Department leads by overseeing waste, noise, and environmental management, in addition to ensuring compliance and providing training. The Production Department aligns operations with procedures, applying corrective actions to minimize risks. The Stores Department manages waste disposal and recycling responsibly in line with regulations. Together, these departments ensure that findings from the EIA are translated into effective actions and continuous improvement across the organisation.



GHG EMISSIONS AND CLIMATE CHANGE

We recognise that climate change is a global concern and acknowledge that our operations contribute to greenhouse gas (GHG) emissions, which are directly linked to this challenge. We believe that addressing climate change requires collective action, and we are dedicated to playing our part. As part of this commitment, Proclad is aligning its practices with the internationally recognised GHG Protocol to better understand, monitor, and manage our emissions, while working towards a more sustainable and resilient future.

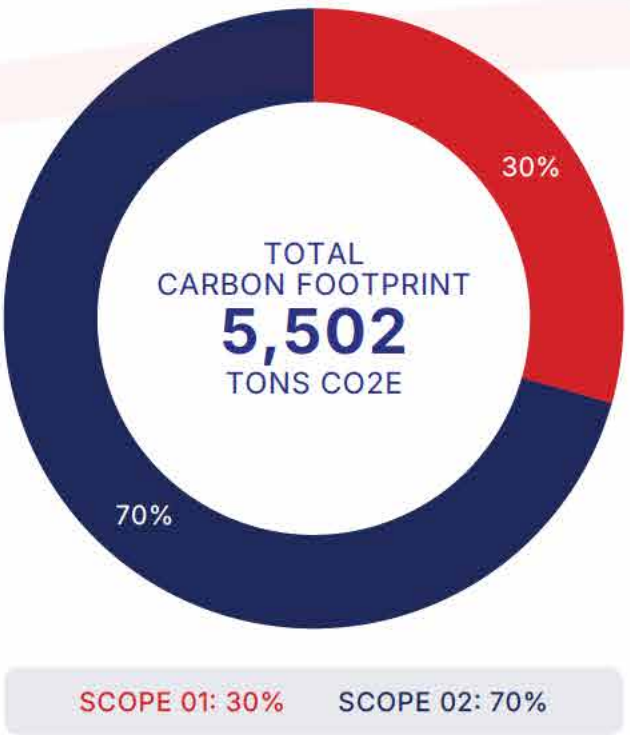
The GHG Protocol classifies emissions into three categories: Scope 1 (direct emissions from owned or controlled sources), Scope 2 (indirect emissions from purchased electricity and energy), and Scope 3 (other indirect emissions that occur across the value chain).

Carbon Assessment 2024

In 2024, FTV Proclad undertook its first comprehensive carbon footprint assessment, measuring greenhouse gas (GHG) emissions across our UAE operations, including our sites in Dubai and Abu Dhabi. The total Scope 1 and Scope 2 emissions for the year amounted to 5,502 tons of CO₂e. This calculation provides us with an important baseline to understand the scale and distribution of our carbon impact, helping us set more informed reduction strategies going forward.

Out of the total carbon footprint, approximately 30% (1,625 tons CO₂e) was attributed to Scope 1 emissions. These represent direct emissions generated from fuel consumption across our sites and facilities. The remaining 70% (3,877 tons CO₂e) was attributed to Scope 2 emissions, which are indirect emissions arising from the electricity purchased and consumed in our operations.

In 2024, we undertook our first carbon assessment to evaluate emissions from our direct operations (Scope 1) and electricity consumption (Scope 2). This exercise, conducted in alignment with the methodology outlined in the GHG Protocol and utilising region-specific emission factors, provided a clear baseline and highlighted key emission hotspots within our operations. Building on these insights, we intend to continue our progress in monitoring practices, expanding future assessments to include Scope 3 value chain emissions, and progressively defining a decarbonisation pathway that supports both our sustainability goals and the wider global climate agenda.



Emissions Intensity

Emissions intensity represents the quantity of emissions generated in relation to a defined unit of output, providing a measure of efficiency in managing environmental impact. For the year 2024, FTV Proclad calculated its emissions intensity by using revenue as the scaling factor. This approach offers a meaningful and comparable basis to assess the emissions produced relative to the scale of our operations. By expressing emissions in proportion to revenue, we are able to demonstrate how effectively our activities generate value while managing associated environmental impacts.

11.78 TONS

CO₂e per million of revenue (AED)

NOTE

Emissions intensity was calculated based on revenue reported as of November 30, 2024.

ENERGY MANAGEMENT

As an industrial organisation, we rely on various forms of direct and indirect energy to power our operations. Our direct energy consumption primarily includes fuels such as diesel, acetylene, and propane, while our indirect energy needs are met through purchased electricity. We recognise that the use of fossil fuels is closely associated with air pollution and greenhouse gas (GHG) emissions and therefore requires careful management.

FTV Proclad is committed to progressively improving its energy mix and reducing reliance on fossil fuels over time. Our approach focuses on optimising energy use through efficiency measures, the adoption of advanced technologies, and the integration of energy-saving practices across our facilities. Looking ahead, we are also exploring the potential of transitioning to cleaner sources of energy, including renewable options such as solar power, to further strengthen our contribution to environmental sustainability and climate action. In 2024, we consumed 15,928 GJ of direct energy from fuels such as diesel, acetylene, propane and 9,767,872 kWh of electricity across our Dubai and Abu Dhabi sites which equates to 35,164 GJ.

ENERGY CONSUMPTION

Direct Energy Consumed (GJ)	15,928
Indirect Energy Consumed (GJ)	35,164
Total Energy Consumed (GJ)	51,092

FUEL CONSUMPTION

Metric	Unit of measurement	Consumption
Acetylene	Kg	253
Propane	Kg	222
Diesel	Litres	445,052
Electricity	kWh	9,767,872

ELECTRICITY CONSUMPTION (FACILITY LEVEL)

Dubai 1: FTV PROCLAD LLC	6,910,000
Dubai 2: FTV PROCLAD LLC	1,399,806
Dubai 3: SPW Al Nasr Engineering FZCO	255,000
Abu Dhabi: FTV PROCLAD UAE LLC	1,203,066

Recognising the importance of energy efficiency, FTV Proclad has implemented measures such as transitioning to LED lighting, which reduces electricity consumption, and utilising lighting automation and sensors in select areas to further optimise usage.

ENERGY INTENSITY

Energy intensity is calculated as the amount of energy consumed per unit of output. In 2024, FTV Proclad measured its energy intensity using revenue as the chosen scaling factor, as it provides an appropriate basis for determining the level of energy consumed for each unit of output produced. Measuring the energy intensity associated with our operational output allows us to track the efficiency of our energy use over time, identify areas for improvement, and monitor progress against our sustainability goals. By closely monitoring this metric, we can enhance our operational performance, reduce energy consumption, and contribute to lowering overall environmental impacts.

109.37 GJ

per million in revenue (AED)

NOTE

Note: Energy intensity was calculated based on revenue reported as of November 30, 2024.

AIR EMISSIONS AND NOISE CONTROL

Air emissions and noise pollution are two of the most significant operational impacts that industrial activities can have on both the environment and surrounding communities. Air emissions can contribute to climate change, degrade local air quality, and harm human health. Meanwhile, while noise pollution can cause hearing loss, stress, and reduced well-being for workers and nearby residents. Therefore, it is critical to measure, assess, and continuously monitor both air and noise impacts to ensure compliance with regulatory standards, protect employee health, and safeguard the environment.

At FTV Proclad, air emissions and noise management form an integral part of the company's environmental and occupational health strategy. By monitoring emissions from processes and equipment, as well as assessing workplace and boundary noise levels, we seek to identify risks early and take effective action towards mitigation them. This proactive approach not only ensures regulatory compliance but also reinforces Proclad's commitment to sustainable operations and our responsibility towards minimising our impact on our shared environment.

Assessing Air Quality

As a metric, the term air emissions refers to the quantity of pollutants released into the atmosphere as a result of industrial activities. Proclad acknowledges the importance of managing these emissions in compliance with applicable Occupational Health and Safety (OHS) requirements and regulatory frameworks, including the UAE Federal Law. Executive Order No. 12 (2006) on the Protection of Air from Pollution, as well as Occupational Health and Safety Administration (OSHA) standards.

Proclad is committed to monitoring and minimising air emissions in recognition of their potential impact on employee well-being and surrounding communities. In 2024, FTV Proclad undertook a comprehensive air quality monitoring program across its Dubai Sites 1 and 2.

As part of the assessment, the following parameters were measured to evaluate the overall air quality at our operational facilities:

Dusts and Particulates: _____

Total Dust / Total Suspended Particulates (TSP) – mg/m³, and Respirable Dust / Respirable Suspended Particulates.

Occupational / Hazardous Chemical Compounds: _____

Carbon Monoxide (CO) – ppm, Carbon Dioxide (CO₂) – ppm, Nitrogen Dioxide (NO₂) – ppm, Temperature – °C, and Relative Humidity – %.

Hazardous Metal Dusts / Fumes: _____

Lead, Zinc Oxide, Chromium, Cobalt, Copper, Manganese, and Nickel – all measured in mg/m³.

The results of the assessment confirmed that air emissions across both sites were well within regulatory limits, reflecting Proclad's commitment to maintaining safe and compliant operations.

MANAGING WORKPLACE NOISE EMISSIONS

FTV Proclad acknowledges that noise pollution, if not properly managed, can affect not only employee health and well-being but also the surrounding community and environment. Prolonged exposure to excessive noise can cause hearing loss, stress, fatigue, and reduced concentration, while external noise emissions may create disturbances beyond company premises. Recognising these risks, Proclad has established preventive and control measures to minimise noise pollution at the source and ensure compliance with applicable EHS regulations.

Our Approach

Proclad has adopted comprehensive noise management practices that prioritise the safety of its workforce while minimising environmental impacts.

Engineering Solutions:

Proclad adopts engineering solutions such as the installation of silencers, vibration dampers, acoustic enclosures, and noise barriers to reduce noise levels generated by equipment and industrial processes.

Administrative controls:

These include scheduling noisy activities during daytime hours, limiting exposure time for employees, and maintaining a safe distance between high-noise machinery and workstations.

Maintenance of Machinery:

Proclad further ensures that machinery and equipment are regularly serviced to prevent excessive noise due to deterioration.

Protecting Employees:

Appropriate hearing protection is provided where noise levels cannot be reduced to within permissible limits, accompanied by training on correct usage and care.

Regular Monitoring:

Comprehensive monitoring and noise assessments are conducted across our operation sites to measure performance and identify areas for improvement.

RESPONSIBLE WATER MANAGEMENT

FTV Proclad recognises water as a vital resource for its manufacturing processes and for the communities in which it operates. The company's interaction with water is primarily through third-party withdrawals used across hydrotesting, machining, quenching, cleaning, and utility operations. Water is consumed through process losses and discharged either through licensed third-party treatment facilities or controlled systems that meet regulatory standards. By adopting a structured and compliance-driven approach, FTV Proclad ensures that its water-related impacts are actively monitored, responsibly managed, and continuously improved. The company's commitment to water stewardship is deeply embedded in its operational philosophy, ensuring that environmental protection, regulatory compliance, and shared responsibility guide every decision.

Our Approach towards Water

Water used at FTV Proclad is exclusively sourced from the municipal water supply network or licensed third-party suppliers and is categorised as freshwater. There is no groundwater or seawater extraction directly across our facilities in the UAE, ensuring both legal compliance and reliable access. Within our operational processes, water procured is used to support several critical manufacturing activities, including surface treatment, hydrotesting, machining, and cleaning, which are essential to the company's production processes. Beyond industrial use, potable water is supplied for employee welfare and consumption, with strict quality checks in place to safeguard health and safety. Discharges from operations are managed with equal responsibility, either through treatment by licensed third parties or controlled release systems that comply with regulatory standards. In this way, the company minimises environmental risks while ensuring business continuity.

Efficient Monitoring Framework

A comprehensive monitoring framework underpins FTV Proclad's approach to water management. Water consumption is logged consistently through delivery records provided by suppliers and meter readings obtained directly from various service providers. This allows the company to maintain monthly and annual datasets, which are analysed for performance trends, seasonal variations, and unusual spikes in consumption. In addition, accredited laboratories conduct annual or bi-annual water quality testing, applying internationally recognised standards such as APHA and ISO methods. These tests verify compliance with UAE regulatory requirements by examining chemical and microbiological parameters. To complement this formal monitoring, real-time inspections are carried out by operators and supervisors across water-intensive processes like hydrotesting and quenching. This ensures that leaks, inefficiencies, and contamination risks are identified and addressed immediately.

Water Discharge and Effluent Management

FTV Proclad has established minimum discharge standards to ensure that all wastewater and process effluents generated from its operations meet regulatory requirements and protect the surrounding environment. The company routinely monitors critical parameters such as pH, total suspended solids, biological and chemical oxygen demand, dissolved solids, oil and grease, heavy metals, and temperature. Discharge quality is maintained in alignment with the limits prescribed by Dubai Municipality and Trakhees-EHS, ensuring that effluents released into sewer systems do not create adverse environmental or public health impacts.

In addition to complying with local legislation, including Federal Law No. 24 of 1999, FTV Proclad also references globally recognised standards to guide its practices. Where specific limits are not prescribed locally, international benchmarks such as the IFC Environmental, Health, and Safety Guidelines, World Health Organisation water quality guidance, and the World Bank's Pollution Prevention and Abatement Handbook are applied. By integrating these standards into its Environmental Management System (ISO 14001), the company ensures responsible stewardship, reinforces its commitment to sustainable operations, and continuously improves its environmental performance.

Water Consumption, Withdrawal and Discharge 2024

The table below summarises FTV Proclad's water withdrawal, consumption, and discharge performance for the year 2024 across our facilities in Dubai and Abu Dhabi. All water consumed and withdrawn is sourced exclusively from municipal providers or licensed third-party suppliers. As the Total Dissolved Solids (TDS) concentration remains well below 1,000 mg/L, it is categorised as freshwater across all facilities, including Dubai 1, 2, 3, and Abu Dhabi.

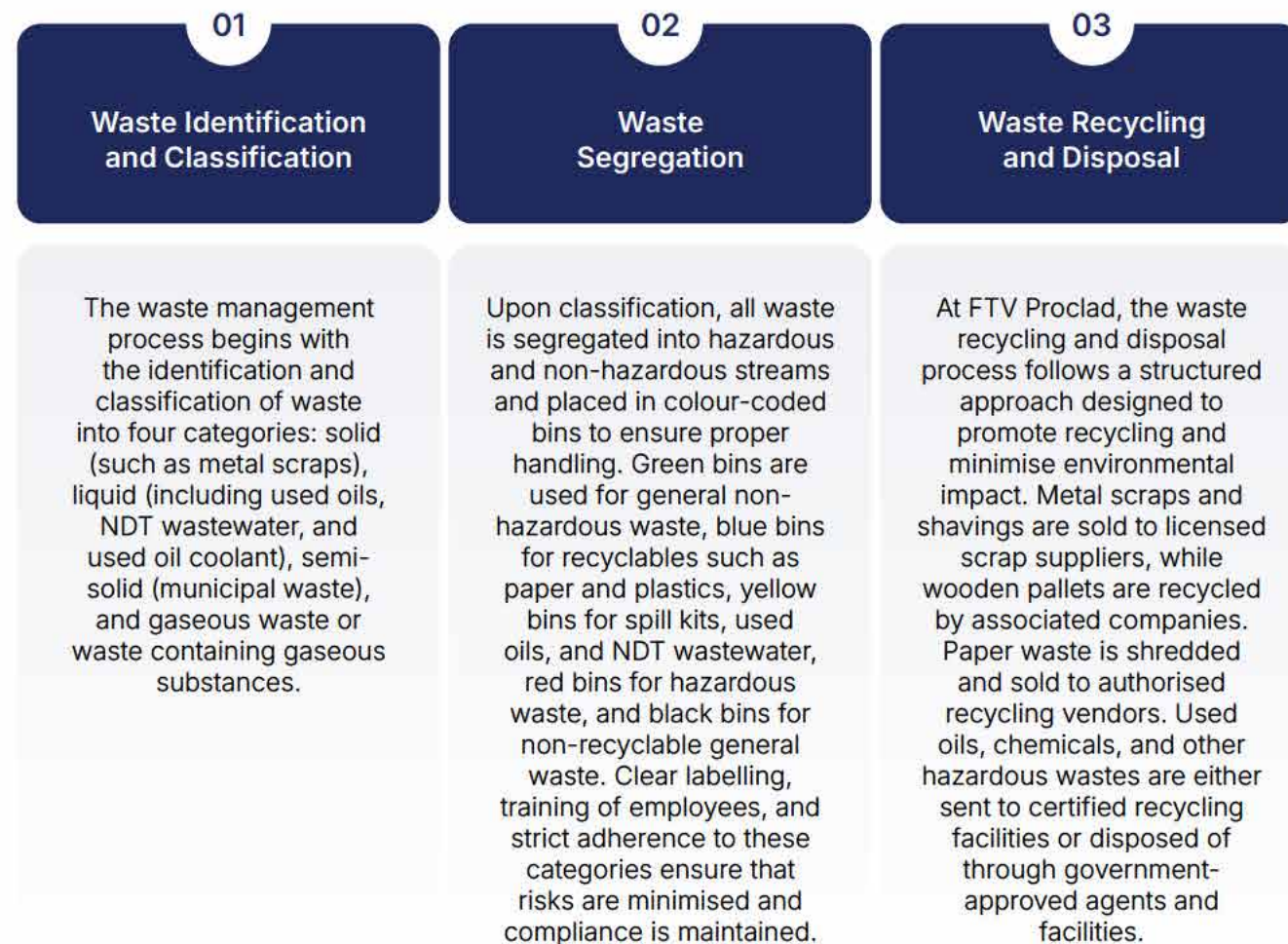
Site	Total Water Consumed (Megalitres)	Total Water Discharged from STP (Megalitres)	Total Water Discharged (Megalitres)
Dubai 1: FTV PROCLAD LLC	21.07	14.6	6.47
Dubai 2: FTV PROCLAD LLC	2.14	0	2.14
Dubai 3: SPW Al Nasr Engineering FZCO	4.61	0	4.61
Abu Dhabi: FTV PROCLAD UAE LLC	2.03	0	2.03
Total	29.85 ML	14.6 ML	15.25 ML

WASTE MANAGEMENT

FTV Proclad is committed to protecting the environment, safeguarding the health of employees, customers, and contractors, and minimising the impact of its operations on the surrounding community. Waste management is a critical part of this commitment, and the company has established structured practices to ensure all waste streams are handled responsibly, in compliance with regulatory requirements and in line with environmental best practices.

FTV Proclad has established a comprehensive Safe Work Procedure for Waste Management and Environmental Protection & Control to ensure that all waste generated across our operations is managed in a safe, compliant, and environmentally responsible manner. The procedure defines clear responsibilities for waste handling and disposal, supported by strict compliance with UAE environmental laws, international standards such as ISO 14001:2015 and ISO 45001:2018, and relevant regulatory requirements from authorities such as Dubai Municipality and JAFZA.

Waste Management Process



Through its structured waste management practices, FTV Proclad demonstrates its commitment to environmental stewardship and operational responsibility. By embedding compliance, recycling, and safe disposal into daily operations, the company not only minimises environmental risks but also fosters a culture of accountability and sustainability across its workforce.

Waste Composition 2024 (in Metric Tons)

Waste Type	Waste Category	Dubai 1 FTV PROCLAD LLC	Dubai 2 FTV PROCLAD LLC	Dubai 3 SPW Al Nasr Engineering FZCO	Abu Dhabi FTV PROCLAD UAE LLC
Hazardous	Coolant Oil	1.15			
Hazardous	Chemical Wastewater	2			
Hazardous	Paint/Aerosol Containers	0.3		1	
Non-Hazardous	Wastewater (Sweet)	109	2203.27		0.1270
Non-Hazardous	Sewage	164	946.25		0.0497
Non-Hazardous	NDT Water	38.61			
Total		314.059	3149.52	1	0.176
Non-Hazardous	General Waste	486	60	38.5	0.0426
Non-Hazardous	Metal Scraps and Chips	246	60		0.0462
Non-Hazardous	Wire Scrap	12			
Non-Hazardous	Wooden Scrap	144			
Total		888	120	38.5	0.0888

Total Waste Directed to Offsite Disposal 2024 (in Metric Tons)

Waste Type	Waste Category	Dubai 1 FTV PROCLAD LLC	Dubai 2 FTV PROCLAD LLC	Dubai 3 SPW Al Nasr Engineering FZCO	Abu Dhabi FTV PROCLAD UAE LLC
Hazardous	Coolant Oil	1.15			
Hazardous	Chemical Wastewater	2			
Hazardous	Paint/Aerosol Containers	0.3		1	
Non-Hazardous	Wastewater (Sweet)	109	2203.25		0.1270
Non-Hazardous	Sewage	164	946.25		0.0497
Non-Hazardous	NDT Water	38.61			
Total		314.059	3149.5	1	0.176
Non-Hazardous	General Waste	486	60	38.5	0.0426
Non-Hazardous	Metal Scraps and Chips	246	60		0.0462
Non-Hazardous	Wire Scrap	12			
Non-Hazardous	Wooden Scrap	144			
Total		888	120	38.5	0.0888



05 | BUILDING A RESILIENT WORKPLACE

BUILDING A RESILIENT WORKPLACE

At FTV Proclad, we recognise that our employees are our greatest assets, and we are committed to investing in their learning, growth, and safety. We believe that building an employee-centric workplace is fundamental to unlocking business growth and achieving sustainable objectives. Our approach focuses on creating a resilient and engaged workforce by aligning with labour regulations, offering continuous training and development opportunities, and proactively safeguarding and promoting employee health and well-being. In addition, we extend our commitment to supporting local communities by creating opportunities that enhance their participation in our growth journey.

PROMOTING DIVERSITY AND INCLUSION

At Proclad, we recognise that diverse perspectives are essential to building a dynamic and innovative workplace. We are committed to fostering an environment where differences are respected and celebrated, and where all employees are treated equally regardless of religion, gender, age, nationality, or background. Our Code of Conduct and Ethics strictly prohibits any form of discrimination or harassment, ensuring a safe and respectful workplace for all.

Currently, our workforce comprises 425 employees representing 13 different nationalities, reflecting our multicultural foundation. Given the nature of our industry, female representation stands at just over 1%, with five women employed across various roles. We also maintain a healthy balance of age diversity, with 40% of employees under 30 years, 50% between 30 and 50 years, and 10% above 50 years. This blend of young talent and seasoned expertise allows us to combine innovation with experience, strengthening both our culture and performance.

425

employees in the workforce

40%

employees under the age of 30

13

nationalities represented

50%

employees between the ages 30-50

5

Female employees

10%

employees over the age of 50

EMPLOYEE ENGAGEMENT AND MANAGEMENT

Proclad places strong emphasis on structured and transparent employee management to ensure a professional, ethical, and growth-oriented workplace. We expect all our employees to uphold the Company's values while fulfilling their duties responsibly and in alignment with its policies, regulations, and performance expectations. Employment contracts define clear responsibilities, probation periods, and performance assessments, supported by training and oversight to promote employee productivity, high engagement levels and alignment with organisational objectives.

PARENTAL LEAVE AND EMPLOYEE TURNOVER

In 2024, four male employees availed of parental leave. All four returned to work after completing their leave, and two remained employed with the Company 12 months later. This translates into a 100% return-to-work rate and a 50% retention rate, reflecting our commitment to supporting employees in balancing their professional and personal responsibilities.

During the same year, Proclad recorded an employee turnover rate of 5.21%. This figure is consistent with industry standards and highlights the strength and effectiveness of our employee management practices.

EMPLOYEE BENEFITS AND REMUNERATION

Proclad provides a comprehensive package of benefits designed to support employee well-being and security. Along with a competitive salary aligned with industry standards and legal requirements, employees are entitled to housing and living allowances, medical insurance, and an annual ticket allowance. To promote work-life balance and overall satisfaction, the Company also offers adequate time off through annual leave, sick leave, and parental leave policies etc. as well as convenient, company-provided transport services. In addition, end-of-service gratuity and paid sick leave are granted in line with UAE Labour Law.

NEW EMPLOYEES HIRED

FTV Proclad welcomed 22 new employees across our facilities in Dubai and Abu Dhabi in 2024.



EMPLOYEE HEALTH & WELLNESS INITIATIVE

As part of our commitment to go above and beyond traditional HSE practices, Proclad has introduced a proactive health management initiative. This program includes routine medical check-ups to monitor key health indicators such as height, weight, BMI, blood sugar, and blood pressure. By identifying potential health concerns early, the initiative helps screen employees for possible ailments and ensures access to timely preventive care and maintenance treatments, fostering a healthier and more resilient workforce.

ENSURING EMPLOYEE SAFETY AND WELL-BEING

Proclad recognises that the health and safety of our employees is our foremost responsibility. Therefore, it is imperative for us to ensure a safe, healthy, and environmentally responsible workplace by preventing incidents, accidents, occupational ill health, and pollution.

OUR APPROACH TOWARDS OCCUPATIONAL HEALTH AND SAFETY

To formalise this ongoing commitment, we have adopted an Occupational Health, Safety, and Environment (OHSE) Policy that guides our operations and ensures alignment with internationally recognised best practices and environmental standards. This policy ensures that health and safety considerations are embedded in all our activities and provides a clear framework for compliance, risk management, and continuous improvement. Our approach is systematic and consistent, focusing on the identification of hazards, reduction of risks, and ensuring all operations, including cladding, hydro forming, machining, induction bending, fabrication, and heat treatment, continually comply with statutory, regulatory, and global standards. We encourage the consultation and active participation of workers and their representatives, ensuring that health, safety, and environment (HSE) practices are embedded across all levels of the organisation. Continuous monitoring against measurable HSE objectives allows us to review performance, drive improvements, and take corrective measures where needed.

Every individual within Proclad is responsible for upholding these commitments, supported by management through investment in resources, education, and training. By embedding our OHSE Policy into daily operations, Proclad ensures that health, safety, and environmental protection remain central to our sustainability journey.

Proclad has achieved certifications in ISO 45001:2018 Occupational Health & Safety Management System and ISO 14001:2015 Environmental Management System, reflecting our commitment to safeguarding people and the environment.



STRUCTURED OHSE PLAN & PROCESSES

At FTV Proclad, the management of occupational health, safety, and environmental risks is guided by the company's structured OHSE Plan, which provides a clear framework to ensure safe and compliant operations across all sites. This plan defines roles, responsibilities, and procedures for addressing key issues such as PPE usage, training, hazard control, and incident response, ensuring that safety considerations are embedded in daily operations.

The approach integrates incident reporting, classification, compliance monitoring, and systematic reviews to safeguard employees, contractors, and the wider community. By encouraging timely reporting of hazards and near misses, Proclad ensures that risks are identified early and addressed effectively, reducing the likelihood of injuries and operational disruptions.

All HSE processes are underpinned by strict adherence to international and local standards. Proclad aligns its occupational health and safety practices with ISO 45001: Occupational Health & Safety Management Systems and ISO 14001: Environmental Management Systems, while also maintaining compliance with regulatory requirements set by authorities such as JAFZA and Dubai Municipality. This alignment reflects Proclad's commitment to global best practices, sustainable operations, and continuous improvement in health, safety, and environmental performance.

Proclad has also developed and implemented Safe Work Procedures on critical HSE topics such as control of electrical hazards, hot work, confined space entry, working at height, use of personal protective equipment, first aid, and noise control. These procedures ensure that documented processes, best practices, and operational mechanisms are consistently applied across all activities, promoting a safe and compliant working environment.

COMPREHENSIVE INCIDENT MONITORING & INVESTIGATION

Incident reporting and investigation are central to our process. Subcontractors are required to promptly report any incidents to FTV supervisors or HSE officers. Once reported, site management investigates Work-Related Cases (WRCs) and Lost Time Injuries (LTIs), ensuring each case is properly documented, root causes are identified, and corrective or preventive measures are implemented to avoid recurrence.

Incidents are then subject to Classification and Risk Rating based on severity. Critical incidents include fatalities, serious injuries, amputations, and major burns, while non-critical incidents include near misses, first-aid cases, medical treatments, and restricted workdays. In line with occupational health and safety standards, cases are categorised further into Lost Time Injuries (LTIs), Medical Treatment Cases (MTCs), and Near Misses, enabling consistent evaluation and tracking of performance across the organisation.

Through this integrated OHS management process, Proclad ensures that risks are effectively identified, measured, and controlled, while promoting a safe and healthy working environment for all stakeholders.

OCCUPATION HEALTH AND SAFETY PERFORMANCE 2024

As part of our Occupational Health and Safety Management System, Proclad maintains a comprehensive log of health and safety performance across all our sites, including Dubai 1, 2, and 3 as well as Abu Dhabi. We closely monitor all near-miss incidents, first aid cases and injuries and record any high-consequence events as part of our OHS tracking. We believe that effective monitoring is a critical stepping stone to enhancing performance. By identifying potential risks through near-miss reporting and continuously improving our processes, we ensure that our operations remain safe and secure for all employees. These measures also strengthen our ability to implement proactive safeguards that protect people, facilities, and the communities in which we operate.

OHS Performance 2024 (Employees)

Proclad Site	Total Worked Manhours	Lost Time Injuries	Fatalities	Medical Treatment Cases	First Aid Cases	Total Recordable Cases	Recordable Work-Related Ill Health	LTI Rate 2024	LTI Rate 2023
Dubai 1: FTV PROCLAD LLC	1,127,500	1	0	1	3	1	0	4.43	1
Dubai 2: FTV PROCLAD LLC	343,750	0	0	0	0	0	0	0	0
Dubai 3: SPW Al Nasr Engineering FZCO	180,000	0	0	0	0	0	0	0	0
Abu Dhabi: FTV PROCLAD UAE LLC	87,360	0	0	0	0	0	0	0	0

OHS Performance 2024 (Non-employee Workers)

Proclad Site	Total Worked Manhours	Lost Time Injuries	Fatalities	Medical Treatment Cases	First Aid Cases
Dubai 1: FTV PROCLAD LLC	4,680	0	0	0	0
Dubai 2: FTV PROCLAD LLC	8,000	0	0	0	0
Dubai 3: SPW Al Nasr Engineering FZCO	8,680	0	0	0	0
Abu Dhabi: FTV PROCLAD UAE LLC	0	0	0	0	0

BUILDING CAPABILITIES THROUGH EFFECTIVE TRAININGS

Proclad understands that the most effective safeguard against occupational hazards and incidents is investing in adequate training and knowledge sharing with employees and contractors. Therefore, Proclad has taken a robust approach towards health and safety training across all our sites and operations. We employ a variety of initiatives and learning avenues to constantly build awareness, share best practices, and strengthen knowledge on various aspects under Occupational Safety and Health (OSH), such as the use of PPE, working at height, and hazard control. Below are highlights of our HSE training approach:

Role-Specific HSE Trainings:

Proclad offers role-specific HSE trainings for employees working in hazardous or high-risk situations. Trainings are organised through third-party providers for crane operations, forklift operators, and employees working at height. These role-specific trainings help build operational knowledge, ensuring employees are safer in their roles while also strengthening capabilities in equipment inspection, risk assessment, and effective emergency response.

Emergency Preparedness Trainings:

In addition to role-specific HSE training initiatives, Proclad also conducts trainings in partnership with external providers to prepare employees for unforeseen emergencies such as firefighting, safety protection, first aid, and CPR. This ensures that in the event of an emergency, employees have the skills and capabilities to respond effectively and promptly in order to prevent potential loss or damage.

HSE Induction:

As an integral part of Proclad's onboarding process, the HSE department provides a thorough HSE induction to all new joiners, ensuring that each new employee is aware of existing HSE procedures, safeguards, and operational policies related to health and safety.

Toolbox Talks Meetings:

Toolbox talks are another avenue that Proclad utilises for effective HSE training and capability building. These routine training initiatives, conducted regularly by the HSE department, focus on internal HSE procedures and key areas such as PPE compliance, housekeeping, and safety precautions for activities like painting, welding, lifting, and grinding.

ENSURING EMPLOYEE AND WORKER PARTICIPATION

FTV Proclad recognises that the active involvement of employees and workers is essential to creating a safe, healthy, and sustainable workplace. Worker participation ensures that those closest to daily operations are directly engaged in identifying risks, reporting hazards, and shaping practical solutions to prevent incidents. This approach strengthens compliance with regulatory and international standards and builds a culture of shared responsibility where safety and environmental protection are collective priorities. By valuing input from employees, contractors, and subcontractors, Proclad fosters trust, enhances communication, and drives continuous improvement in its Health, Safety, and Environment (HSE) practices.

Proclad ensures meaningful worker participation through structured mechanisms that encourage open dialogue, collaboration, and accountability across all levels of the organisation. Regular safety meetings, toolbox talks, and training sessions create accessible platforms for workers to voice concerns, share observations, and learn about critical aspects of occupational health and safety. Induction programs for new employees, emergency drills, and ongoing risk assessments further reinforce awareness and preparedness. Proclad also utilises feedback channels such as surveys, interviews, and safety suggestion boxes to capture insights and innovative ideas directly from the workforce. With active support from top management and dedicated facilitation by the HSE team, these initiatives ensure that employees remain engaged in decision-making, hazard identification, and continuous enhancement of workplace safety.

HSE PERFORMANCE TARGETS

FTV Proclad is committed to driving continuous improvement in health, safety, and environmental performance by setting clear targets and tracking progress through measurable KPIs. These objectives ensure accountability across operations and help build a culture of safety, sustainability, and operational excellence.

Reduce Total Recordable Incident Rate (TRIR) by 10% annually.

Investigate 100% of incidents and near-misses within 24 hours.

Achieve 100% compliance in safety training, PPE usage, and risk assessments.

Conduct 90% of planned inspections within designated timelines.

INVESTING IN EMPLOYEE LEARNING AND GROWTH

FTV Proclad considers continuous learning and growth as a cornerstone of our HR strategy and a key enabler of our long-term success. Therefore, we ensure that training needs are identified on an ongoing basis through regular monitoring and supervisor evaluations, ensuring that employees receive the knowledge and skills most relevant to their roles. To ensure that identified training needs are effectively met, Proclad prepares a structured calendar of the technical and functional trainings delivered across all departments. These trainings cover a broad range of areas such as quality management, digital transformation, risk management, health and safety, and specialised technical certifications. In line with this commitment, each employee is offered a minimum of ten hours per month, ensuring that employee capabilities are developed in line with operational and industry requirements.

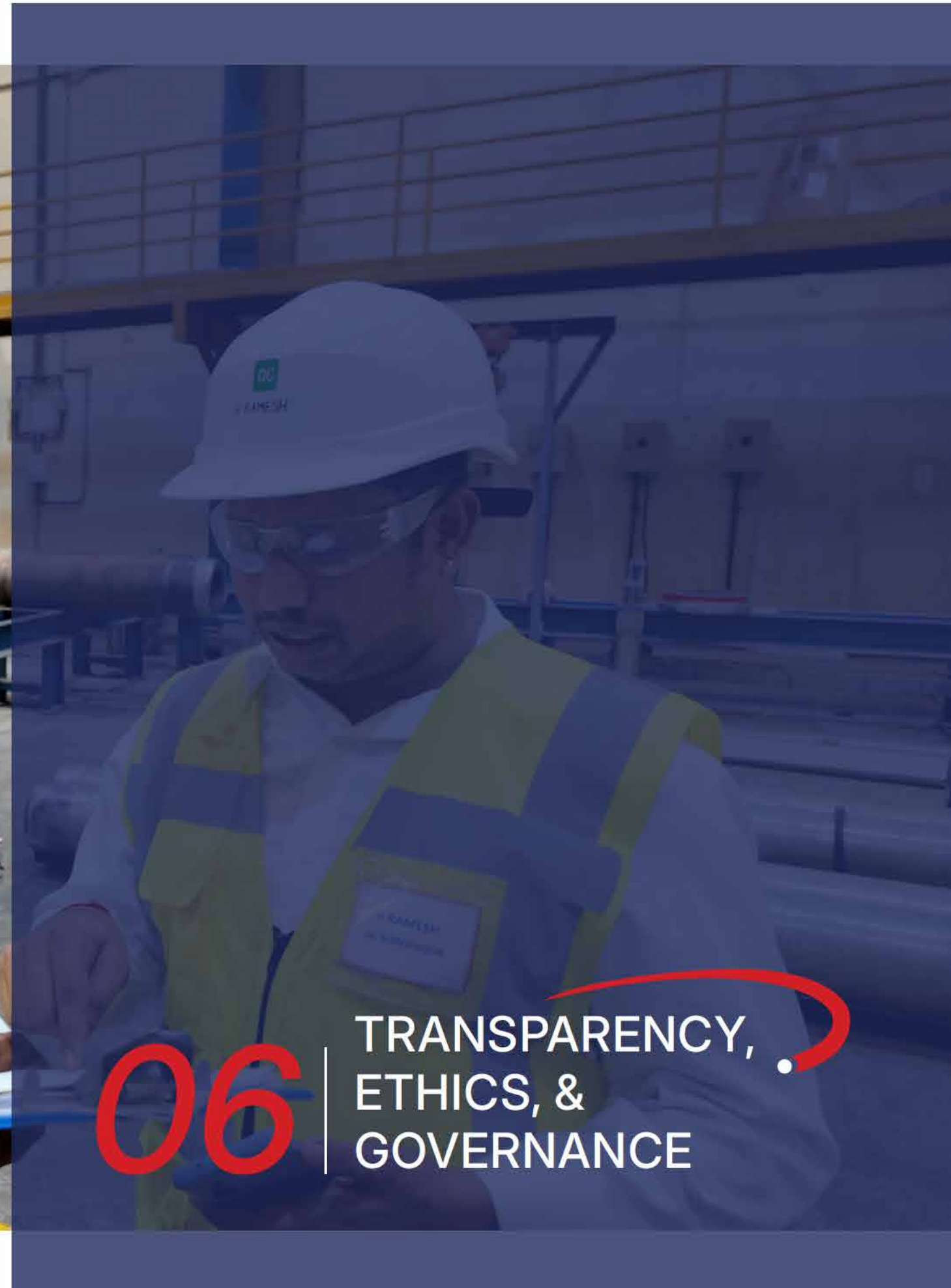
FTV Proclad also actively invests in the broader professional growth of our people. The company offers sponsorships for higher education, professional certifications, and advanced degrees on a case-by-case basis. This unique opportunity enables employees to enhance their qualifications while contributing to organisational excellence. This approach of offering both structured in-house training and opportunities for further education demonstrates FTV Proclad's commitment to supporting employee learning as a vital component for workforce success and for the company's long-term strength.

100%

of employees are covered under career development review and performance management plans.

BUILDING COMMUNITY ENGAGEMENT

Proclad recognises that our local communities as key stakeholders, and we are committed to supporting their development and protection. We adopt a proactive approach to safeguard community well-being while creating opportunities through meaningful initiatives. Proclad encourages employee participation in volunteer activities and regularly organises programs such as blood donation drives. We also provide internships and job opportunities to local residents, contributing to skill-building, employability, and long-term community growth.



06

TRANSPARENCY,
ETHICS, &
GOVERNANCE

TRANSPARENCY, ETHICS, AND GOVERNANCE

At Proclad, we believe that effective governance is the foundation of sustainable growth and long-term stakeholder trust. Our approach towards governance is built on transparency, integrity, and accountability, ensuring that ethical principles are embedded into every aspect of our operations.

Transparency, Ethics and Governance are embedded into our decision-making. We take a stringent approach towards from compliance with regulatory requirements to the promotion of ethical business practices. By integrating transparency and ethics into our governance model, we not only strengthen risk management but also reinforce Proclad's commitment to creating value for all stakeholders in a responsible and principled manner.

OUR GOVERNANCE POLICIES

FTV Proclad has developed robust policies and procedures to translate our governance principles, ethics, and aspirations into practice. We recognise that strong governance requires more than intent: it demands the operationalisation of our commitments through clear frameworks and accountable processes. This approach ensures that our values are consistently reflected in the way we conduct our business.

Anti-Corruption Policy

FTV Proclad has adopted an Anti-Corruption Policy as part of our commitment to conducting business in an ethical, honest, and transparent manner, with zero tolerance for bribery and corruption. The policy strictly prohibits offering, giving, soliciting, or accepting bribes or inducements in any form, and requires all employees to act with integrity, safeguard company resources, and report any suspected cases of corruption. It also extends to third parties, who are expected to uphold the highest ethical standards and maintain appropriate anti-bribery measures in their dealings with the company. Any breach of this policy is treated as a serious matter and is subject to disciplinary action, underscoring Proclad's commitment to preventing, deterring, and detecting bribery and corruption across its operations.

Code of Conduct and Ethics

At Proclad, the Code of Conduct and Ethics defines the standards of integrity, accountability, and professionalism that guide every employee's behaviour. It ensures compliance with applicable laws and regulations, promotes ethical decision-making, and safeguards the Company's values and reputation. By adhering to this framework, employees contribute to a transparent, responsible, and respectful workplace while ensuring Proclad operates in line with the highest standards of corporate governance.

Aspects covered under Code of Conduct and Ethics

Compliance with Laws and Regulations	Employees are required to follow all legal and regulatory requirements and avoid actions that could result in unlawful or unethical business practices, including bribery, kickbacks, or improper payments.
Professional Conduct	All employees are expected to maintain a professional workplace demeanour. Misuse of company resources, inappropriate language, harassment, or unprofessional behaviour is strictly prohibited.
Conflict of Interest	Employees must act in the best interests of Proclad and avoid situations where personal interests could interfere with professional responsibilities. Any potential conflicts must be disclosed promptly.
Use of Company Assets	Organisational funds, property, and resources must be used responsibly and exclusively for legitimate business purposes. Fraud, dishonesty, or mismanagement of company resources is strictly prohibited.
Privacy and Confidentiality	Employees are required to protect sensitive information relating to the Company, its clients, and stakeholders, and handle such information responsibly.
Anti-Bribery and Corruption	Employees must not accept gifts, entertainment, or favors that could influence or appear to influence business decisions. Business dealings must always remain transparent and impartial.

Through these principles, Proclad ensures that ethical standards are embedded in daily operations, reinforcing compliance and accountability at every level. The Code of Conduct serves as both a guideline and a safeguard, ensuring that employees uphold the Company's integrity while fostering trust among stakeholders.

Substance Abuse Policy

FTV Proclad has adopted a Substance Abuse Policy to ensure a safe, healthy, and productive workplace. The policy strictly prohibits the manufacture, distribution, possession, sale, or use of illegal drugs, alcohol, or controlled substances on company property, as well as working under their influence. Employees are also not permitted to misuse prescription drugs in ways that impair performance. These rules apply to all staff, contractors, and subcontractors, regardless of rank or position, while on company premises or conducting company business.



ENSURING CUSTOMER SATISFACTION

FTV Proclad understands that our customers are our most important stakeholders, with striving for the highest levels of satisfaction and relationship management being key to lasting success. Therefore, we place customer safety and satisfaction at the core of our operations, aligning our practices with international standards such as ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and API Q1. The company follows a structured performance evaluation system to ensure that products and services consistently meet customer expectations while also maintaining the highest standards of quality, health, safety, and environmental (QHSE) performance.

On-time delivery is a cornerstone of FTV Proclad's customer commitment. Recognising that delays in product or service delivery can cause significant costs and disruptions for customers, the company closely monitors its delivery performance against agreed-upon schedules. The company targets achieving a minimum of 80% of on-time delivery is maintained and reviewed regularly in management meetings to ensure continuous progress. Similarly, product and service conformity is closely tracked, with the company striving to keep non-conformance rates below 1%. This approach ensures that customers receive not only timely but also reliable and defect-free products and services.

Customer Satisfaction Survey

FTV Proclad measures customer satisfaction through structured surveys and feedback mechanisms conducted at least twice a year or upon the completion of major projects. The surveys evaluate six key areas including quality, HSE, delivery, price, documentation, and customer relationship. The survey utilises a performance scale from 1 to 6, where 1 represents "Excellent" and 6 represents "Poor." Any score of "Average" or lower immediately triggers a corrective action and investigation to identify and resolve the underlying cause. In instances where customers do not respond to surveys, repeat orders are regarded as an indication of continued satisfaction and confidence in FTV Proclad's performance.

Customer feedback is carefully analysed and directly informs our continuous improvement initiatives, ensuring that our products, services, and systems evolve in alignment with customer expectations.

INFORMATION SECURITY MANAGEMENT

As a leading engineering serviced company, Proclad recognises that our IT assets are critical to our operations. With the evolving business and regulatory environment, and the rising complexity of cyberthreats, protecting digital assets, protecting our IT assets has become essential to business continuity and long-term sustainability. Therefore, Proclad has adopted and operationalised comprehensive information security policies that ensure the confidentiality, integrity, and availability of data across all levels of the organisation. These safeguards not only strengthen resilience against external and internal risks but also embed best practices into our daily operations.

IT Policy:

Our IT policy clearly defines the standards, roles, and responsibilities for managing and securing IT systems, networks, and assets. It provides employees with clear guidance on acceptable usage, security measures, and incident response protocols. By consistently applying these policies, Proclad is able to safeguard sensitive information, preserve stakeholder trust, and maintain seamless operations without compromising performance.

Internet Usage Policy:

To optimise productivity while ensuring security, Proclad has established a robust Internet Usage Policy. This policy governs how employees can access and use the internet for business purposes, prohibiting unsafe or unauthorised activities that could compromise the company's reputation, systems, or confidential information. It ensures compliance with legal and ethical standards, protects proprietary and third-party data, and minimises risks associated with malware, spam, and unauthorised file transfers. All employees are required to adhere strictly to this policy, ensuring that internet resources are used responsibly and securely.

IT Disaster Recovery:

Proclad has developed and implemented a detailed IT Disaster Recovery Policy. This plan outlines the recovery objectives, responsibilities, and procedures to ensure rapid and full restoration of systems in the event of a disaster, such as cyberattacks, equipment failure, or environmental disruptions. Through structured planning, regular testing, employee training, and management oversight, the policy ensures that mission-critical operations can resume with minimal downtime. By integrating disaster recovery with our overall business continuity strategy, Proclad is prepared to respond effectively to unforeseen incidents while maintaining operational stability.

The effectiveness of these policies is reflected in our strong track record, having had no significant security breaches or information losses in 2024.

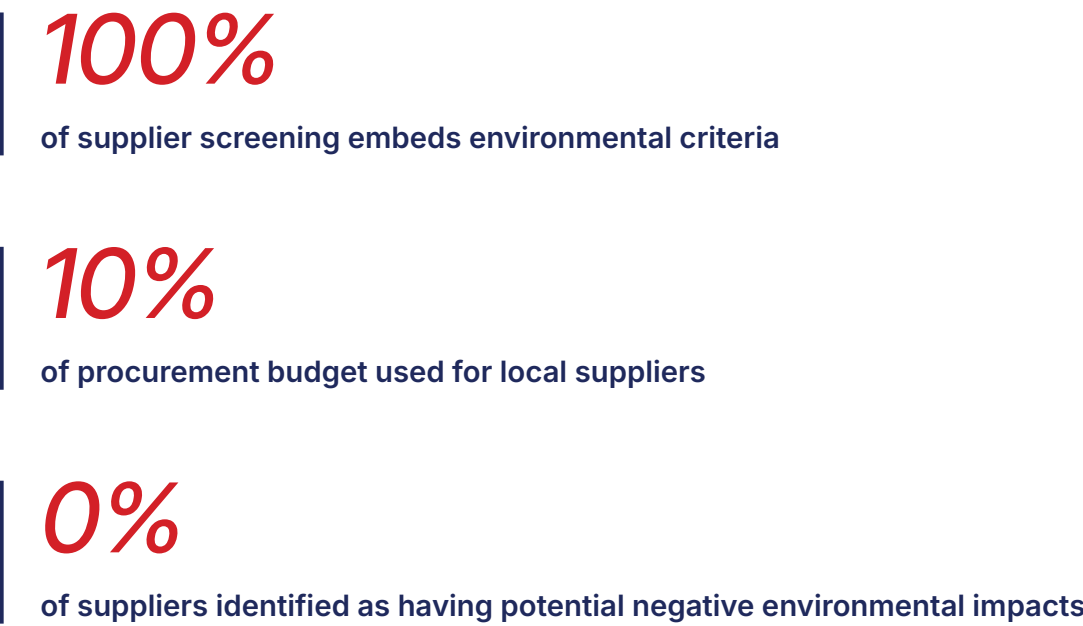
Number of confirmed cases of identified leaks, thefts or loss of customer data	Nil
Number of complaints received concerning breach of customer privacy	Nil

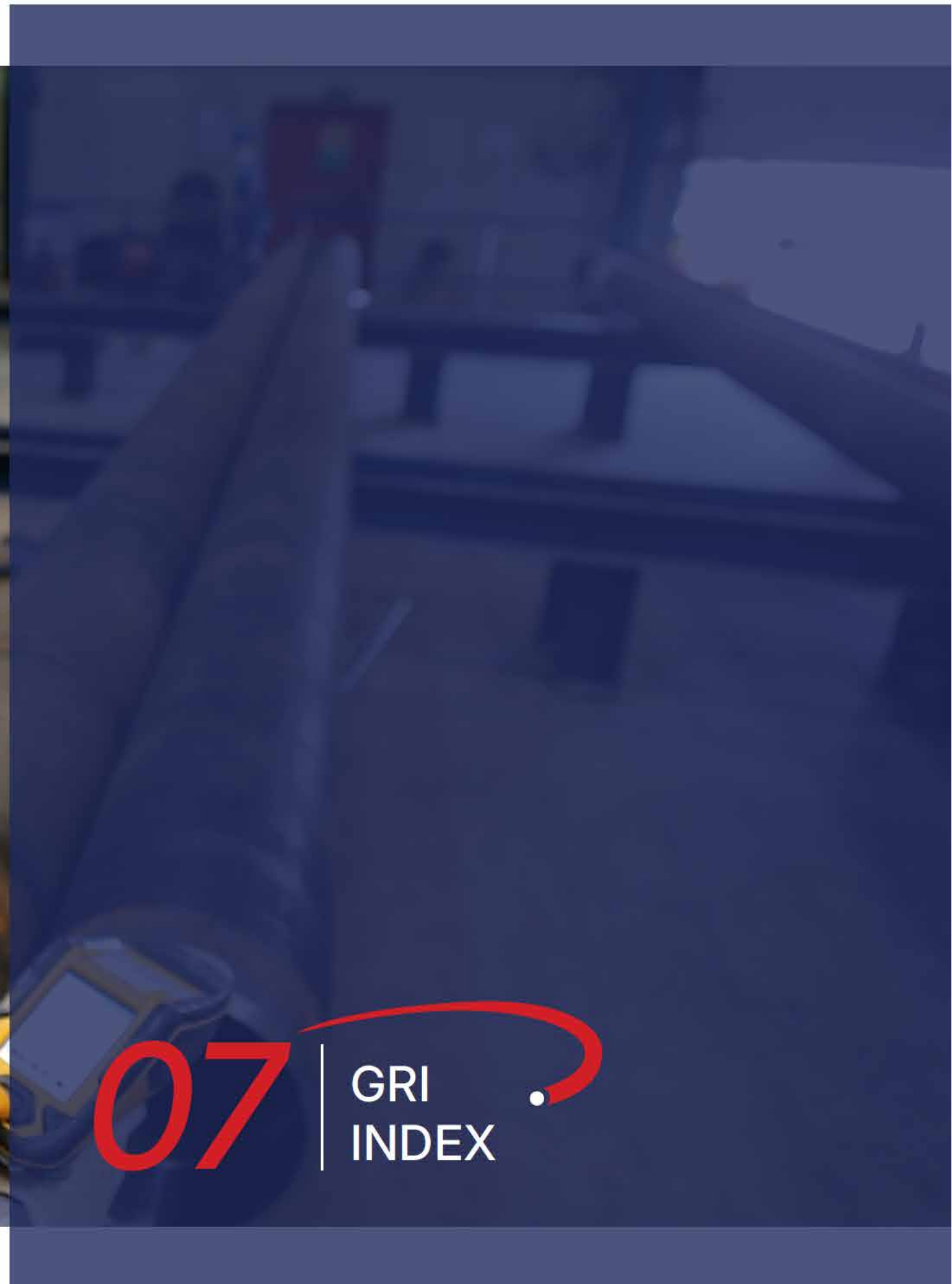
SUSTAINABLE AND LOCAL SUPPLY CHAIN

At Proclad, we recognise our suppliers as critical stakeholders whose contributions directly support the successful delivery of our services and projects. We are committed to maintaining a sustainable, secure, and resilient supply chain that aligns with our values of quality, safety, and environmental responsibility. Wherever possible, we prioritize partnerships with local suppliers to support the national economy, reduce logistics impacts, and support local employment generation. To this end, we align with the In-Country Value Program.

We work closely with our suppliers to build capacity through initiatives such as health and safety trainings, quality audits, requalification processes, and knowledge-sharing forums. Suppliers with robust environmental and governance policies are given preference, as they align with our long-term sustainability objectives.

To ensure supply chain reliability and quality assurance, supplier evaluations are conducted through the Group Quality Assurance Department. Suppliers are assessed annually using scorecards that measure quality and delivery performance, with corrective actions required for underperformance. Assessments also include past industry performance, on-site evaluations, review of licenses and certifications (such as API, ISO, and ASME), source and receiving inspections, and continuous monitoring during manufacturing. We also evaluate product performance, brand credibility, and compliance with customer-specific requirements. Through this rigorous process, we safeguard the integrity of our supply chain while ensuring adherence to our Quality Assurance (QA) system, HSE standards, and the relevant regulations.





GRI CONTENT INDEX

Statement of use	FTV Proclad has reported the information cited in this GRI content index for the period 1st January 2024 till 31st December 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Proclad: A legacy of engineering excellence, Pg 6-7
	2-2 Entities included in the organization’s sustainability reporting	About this Report, Pg 19-21
	2-3 Reporting period, frequency and contact point	About this Report, Pg 19-22
	2-4 Restatements of information	There are no restatements of information.
	2-5 External assurance	About this Report, Pg 19-22
	2-6 Activities, value chain and other business relationships	Our Services, Pg 10-11
	2-7 Employees	Building a Resilient Workplace, Pg 50-51
	2-8 Workers who are not employees	Building a Resilient Workplace, Pg 50-52
	2-9 Governance structure and composition	At FTV Proclad, governance-related information, including details on Board selection, appointment, and evaluation are treated as confidential in view of the sensitive nature of our operations.
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Sustainability Approach and Focus Areas, Pg 26
	2-13 Delegation of responsibility for managing impacts	Our Sustainability Approach and Focus Areas, Pg 27
	2-14 Role of the highest governance body in sustainability reporting	About this Report, Pg 19-22
	2-15 Conflicts of interest	Transparency, Ethics and Governance, Pg 64-65
	2-16 Communication of critical concerns	Transparency, Ethics and Governance, Pg 64-66
	2-17 Collective knowledge of the highest governance body	At FTV Proclad, governance-related information, including details on Board selection, appointment, and evaluation are treated as confidential in view of the sensitive nature of our operations.
	2-18 Evaluation of the performance of the highest governance body	

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Employee Benefits and Remuneration, Pg 52
	2-20 Process to determine remuneration	Employee Benefits and Remuneration, Pg 53
	2-21 Annual total compensation ratio	Financial information is considered confidential and not publically disclosed at this stage.
	2-22 Statement on sustainable development strategy	Leadership Message, Pg 24-25
	2-23 Policy commitments	Our Governance Policies, Pg 64-65
	2-24 Embedding policy commitments	Our Governance Policies, Pg 64-65
	2-25 Processes to remediate negative impacts	Our Governance Policies, Pg 64-65
	2-26 Mechanisms for seeking advice and raising concerns	Our Governance Policies, Pg 64-65
	2-27 Compliance with laws and regulations	Our Governance Policies, Pg 64-65
	2-28 Membership associations	Insignificant
	2-29 Approach to stakeholder engagement	Stakeholder Engagement, Pg 30
	2-30 Collective bargaining agreements	Employee Engagement and Management, Pg 52-53
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality and Stakeholder Engagement, Pg 28-29
	3-2 List of material topics	Materiality and Stakeholder Engagement, Pg 28-29
	3-3 Management of material topics	Materiality and Stakeholder Engagement, Pg 28-29
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Financial information is considered confidential and not publically disclosed at this stage.
	201-2 Financial implications and other risks and opportunities due to climate change	
	201-3 Defined benefit plan obligations and other retirement plans	Contributions to retirement plans are in place for GCC employees in accordance with applicable guidelines and local regulatory requirements.
	201-4 Financial assistance received from government	There was no financial assistance received from the government.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	There are currently some capital expenditure investments underway to optimize operations and reduce transportation costs. By internalizing these activities, the company also aims to minimize carbon emissions. Specific details on these initiatives will be shared in upcoming reporting cycles.
	203-2 Significant indirect economic impacts	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable and Local Supply Chain, Pg 69
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Our Governance Policies, Pg 64-65
	205-2 Communication and training about anti-corruption policies and procedures	
	205-3 Confirmed incidents of corruption and actions taken	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Waste Management, Pg 46-47
	301-2 Recycled input materials used	
	301-3 Reclaimed products and their packaging materials	

GRI STANDARD	DISCLOSURE	LOCATION
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management, Pg 40-41
	302-2 Energy consumption outside of the organization	
	302-3 Energy intensity	
	302-4 Reduction of energy consumption	
	302-5 Reductions in energy requirements of products and services	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Responsible Water Management, Pg 44-45
	303-2 Management of water discharge-related impacts	
	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Identifying and Addressing Environmental Impact, Pg 36-37
	304-2 Significant impacts of activities, products and services on biodiversity	
	304-3 Habitats protected or restored	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	GHG Emissions and Climate Change, Pg 38-39
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-3 Other indirect (Scope 3) GHG emissions	
	305-4 GHG emissions intensity	
	305-5 Reduction of GHG emissions	
	305-6 Emissions of ozone-depleting substances (ODS)	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management, Pg 46-47
	306-2 Management of significant waste-related impacts	
	306-3 Waste generated	
	306-4 Waste diverted from disposal	
	306-5 Waste directed to disposal	

GRI STANDARD	DISCLOSURE	LOCATION
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainable and Local Supply Chain, Pg 69
	308-2 Negative environmental impacts in the supply chain and actions taken	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employee Engagement and Management, Pg 52-53 Employee Benefits and Remuneration, Pg 52-53 Parental Leave and Employee Turnover, Pg 52-53 New Employees Hired, Pg 54
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3 Parental leave	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Employees are regularly communicated with and consulted on any operational changes to ensure transparency, engagement, and alignment across the organization.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Ensuring Employee Safety and Wellbeing, Pg 54 Structured OHSE Plan and Process, Pg 56-57 Occupational Health and Safety Performance 2024, Pg 58 Building Capabilities through Effective Trainings, Pg 58-59 Ensuring Employee and Worker Participation, Pg 60
	403-2 Hazard identification, risk assessment, and incident investigation	
	403-3 Occupational health services	
	403-4 Worker participation, consultation, and communication on occupational health and safety	
	403-5 Worker training on occupational health and safety	
	403-6 Promotion of worker health	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8 Workers covered by an occupational health and safety management system	
	403-9 Work-related injuries	
	403-10 Work-related ill health	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Investing in Employee Learning and Growth, Pg 61
	404-2 Programs for upgrading employee skills and transition assistance programs	
	404-3 Percentage of employees receiving regular performance and career development reviews	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Promoting Diveristy and Inclusion, Pg 51
	405-2 Ratio of basic salary and remuneration of women to men	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No such incidents were identified in the reporting period.
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Building Community Engagement, Pg 61
	413-2 Operations with significant actual and potential negative impacts on local communities	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainable and Local Supply Chain, Pg 69
	414-2 Negative social impacts in the supply chain and actions taken	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security Management, Pg 68