



sajdi CONSULTING
ENGINEERING
CENTER

July 2020

UN Global Compact

Communication on progress (COP)

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SAJDI - Consulting Engineering Center



COP - 2021

Statement of continued support by our CEO, along the following lines:

SAJDI - Consulting Engineering Center have joined the UN Global Compact Initiative in 2015, while becoming an ACTIVE Member in 2016. In continuing our commitment to integrate the Global Compact principles into our strategies, operations, culture and narrative, we are submitting our Sixth COP for the year 2021. As always, we are committed to communicate our Sustainability Report to our stakeholders via our various channels of communication: newsletters, awareness prompts, social media, profiles, pamphlets and SAJDI's website.

Sincerely yours,

Eng. Izzat Sajdi
CEO
SAJDI, Jordan, COP for 2021



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

About SAJDI

Our company started as a small local consultancy in 1974. Today, it offers services across three continents, 32 countries and have successfully completed more than 512 projects.

From vast water & wastewater projects to the building of roads, the expertise we provide is at the heart of the modern world. Simply put, we connect things. Far from unmoving, our work carries a sense of “flow” — a concept that we have incorporated into our logo and slogan “Engineering the Flow of Tomorrow”.

As well as connecting the infrastructure of the modern world, we connect people. Our teams work with professionals in dozens of different markets. This work delivers essential services to hundreds of thousands of people in cities and remote areas in 3 continents. The things we help build are contributing to a more prosperous and exciting global future for everyone.

WHAT IS OUR MISSION?

To oversee projects that solved problems and helped communities through the art of engineering. We would be the engineering consultants that breathed life into our work as an ode to Jordan and any other country we operate in; whether it is in the harsh environments of Lesotho or the ocean-embraced archipelago of the Maldives.

RESPECTFUL WORK THAT STANDS THE TEST OF TIME

That’s one of the first and most important things to know about Sajdi. We’re a family-owned business with a global outlook. Through the work of hundreds of dedicated engineers committed to making the world a better place, we are coming up with solutions to age-old problems that benefit societies and communities as a whole.

WHY DO WE MENTION RESPECT?

Because it is one of Sajdi’s most essential elements for a job well done. Respect towards the environment, communities, and most importantly, for the people’s needs. By integrating our engineering solutions into the appropriate contexts, we are able to target and break down hyper-local issues in the transportation sector and water delivery methods. Overall, we aim to create tangible, empowered, and dignified lifestyles.

We started this business as a family and intend on continuing this journey into the future as a united front. This mind-set made it possible to help our clients achieve their objectives and earn us an esteemed reputation.

Times change, plans alter, and goals differ...yet our principles and DNA remains the same. Sajdi will always be the engineering consulting firm that’s committed to engineering the flow of tomorrow, leaving a positive impact today, and serving communities.

Human Rights Principles

Assessment, Policy & Goals:

SAJDI has always been committed to excellence by following the universal standards of operation at all levels. This is seen in our Core Values which is represented in the following statement: “We are Committed to Excel in providing our services to our clients with Integrity and Respect.” In addition, our up-to-date ISO, EFQM, FCIC and the KAIIAE certifications and awards attesting to our commitment to the Human Rights Principles, which is one of the components of these certificates’ methodologies. Moreover, our commitment to join, contribute and attend the UN Leaders’ Summit in NY, 2016 also is evidence to our commitment to the issue. Our Goal is to communicate our commitment to the labor principles to our stakeholders. Here is a brief of what each accreditation is:

- EFQM:** Recognized for excellence Certificate (R4E) (3 Star-2012) from the European foundation for Quality Management
- FCIC:** Federation of Consultants from Islamic Countries (FCIC)
- KAIIAE:** King Abdullah II Award for Excellence (the highest award at the local Level)

Implementation:

SAJDI’s implementation of the Human Rights issue is seen in the following:

- SAJDI has a Quality Procedure Manual which every employee is familiar with, have access to and is required to follow at all times.
- Suggestion Box, Suggestion Form, Open Door Policy and Internal email or Memos are all ways to connect directly and discretely with upper management.
- Awareness prompts that are given on a quarterly basis in various formats from emails, presentations to surveys. These prompts keep our employees aligned which is one of our strategic objectives. One of the awareness promotes that was conducted was presented by the Global Compact Network Jordan by the contact person for the UNGC in Jordan after a request from the CIM unit at SAJDI. A presentation on the UNGC 10 principles and the 17 SDGs was presented to SAJDI employees. 17 SDGs were communicated to employees to ensure full alignment. SAJDI has conducted an awareness about Covid-19 and how to stay safe and avoid the infection.
- SAJDI has participated in the CGNJ activities and events since 2016. One such event was entitled, “Our Renaissance in Our Partnership”. Other events were training session about “Sustainability Management” and workshop about “Anti-corruption and Human rights”, In 2021, SAJDI has attended an Introductory session on the global compact on migration and the role of the private sector in its implementation in Jordan.

- SAJDI has participated in UNGC Leaders summit 2021, it was a very huge online event with more than 400 speakers around the world , the event discussed many different topics including the 17 SDGs and the 10 principles of the UN Global Compact.
- Implementing the CSR's Action Plan for the year.
- Our Social and Cultural Committee was formed in 2006. The members are elected on an annual basis aiming to provide a platform of synergy between the employees and management.
- The Corporate Image Management unit was formed in 2009. This unit's duties and responsibilities are to demonstrate SAJDI's corporate image and the added value of our services, as well as, to enhance the culture of Self Responsibility and Corporate Social Responsibility. Moreover, the CIM unit has specific procedures (CSR Manual) and develops a yearly action plan. The manual is annually reviewed and the action plan's outcomes are measured and communicated with our stockholders. Since 2014, and for each year thereafter, we have supported NGO's in the field of education. Two Memorandums of understanding were signed with two different NGOs. The objective is to bridge the gap between formal education and the labor market's needs. Since 2018, SAJDI has been supporting one of NGOs that funds Orphans to secure their education.

Measurement of Outcomes:

Being a Strategy-Focused company, we have opted to use the Balance Scorecard Strategy tool to measure our strategic objectives on a five-year basis. This tool has been implemented since 2006 and we are now in our fourth 5-year strategy cycle (2021-2025). From our Balanced Scorecard then, we have objectives, initiatives, measures and/or targets.

Following is what is relevant to the Human Rights issue:

- Quarterly review meetings are held to review the Balance Scorecard Strategy measures of outcomes or KPI's.
- Each of our employee has a job description and procedures specific to his/her job and are audited internally and externally every year.
- We require our business partners and our staff to abide by the safety requirements: from enforcing safety gear on construction sites, to the safety measures to the public in the area. This is followed up by the Quality Department at project sites.
- We abide and require our business partners to work on an "Environment Impact Assessment" for each project. This is part of our Project Quality Plan (PQP) which is also included in our Procedure Manual.
- Our Environment Policy has objectives, initiatives, measures and is reviewed on a yearly basis. The outcome of the review is a new action plan for the following year.

- While we give equal opportunity to candidates, we use the standard procedure for recruitment to ensure that we hire the most competent employee irrespective to gender, religion, or race. Our equality for hiring is seen in the fact that our female ratio is at 45 % and our hiring is posted on our website, social media and local newspapers.
- Ergonomics Survey is conducted every two years to look into the needs and complaints of our staff. Recommendations were studied and applied where ever possible. It was noticed that the results of the survey that was conducted in 2017 was at 82.2 % compared to the result of 2015 which was at 76.1%, the result of 2020 is 75%, many actions were taken to improve the new physical location of the company.
- Employee Satisfaction Survey is conducted on an annual basis covering issues such as: general working conditions, pay and promotion potential, use of skill & abilities. Actions are taken by our management to insure a high level of employee satisfaction.
- Reviewing CSR's KPI's at the end of each year brings about the new changes that need to be done in our next CSR action plan.
- The Social and Cultural Committee end of year evaluation by the staff through independent survey.
- See Appendix for our:
 - ✓ Environment Policy-Action Plan
 - ✓ Strategy Map
 - ✓ Core Values
 - ✓ Employee Satisfaction Survey
 - ✓ CSR Manual
 - ✓ Ergonomic Survey form

Labor Principles

Assessment, Policy & Goals:

Our Manual Procedure covers not only the duties and responsibilities of each job at the company, but provides the employees' labor rights as well. We have a dedicated resource that monitors and mandates labor laws. Our Strategic Objective of "Enhance Knowledge Management" under the learning and growth perspective engages the employees while providing them with a platform for freedom of association and collective bargaining. This goes hand in hand with the Social and Cultural Committee discussed earlier. Our Goal is to communicate our commitment to the labor principles to our stakeholders and to maintain our compliance with labor laws and other official holidays.

Implementation:

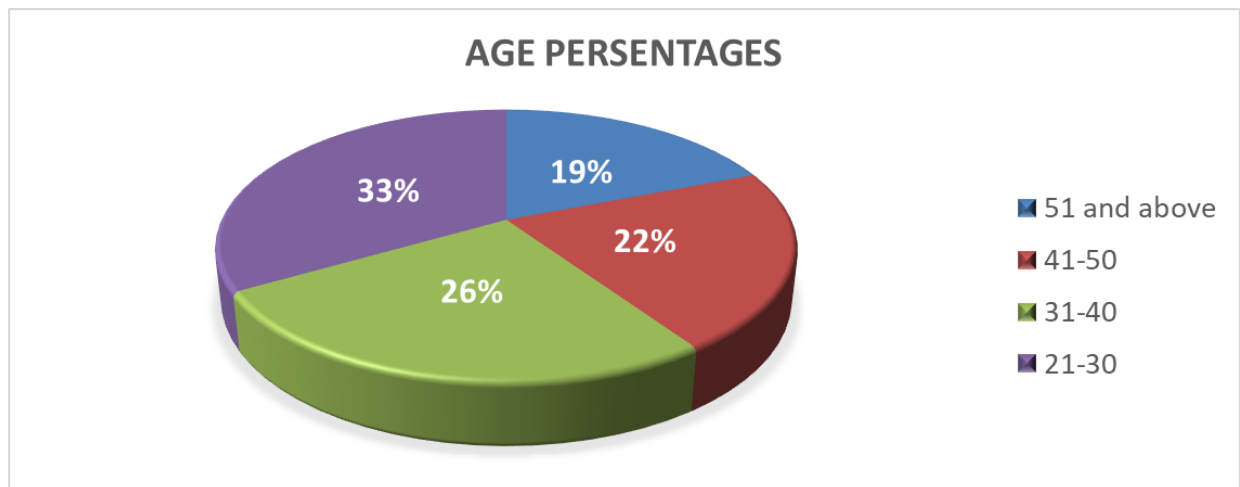
- Our Procedure Manual, as well as, the New Employee Handbook provide the knowledge of labor rights- among other information- regarding the employee.
- Medical Insurance Coverage
- Social Security.
- Suggestion Box, Suggestion Form, Open Door Policy and Internal email or Memos are all ways to connect directly and discretely with upper management.
- Awareness prompts that are given on a quarterly basis to inform employees regarding new labor laws or health issues. One such presentation was “Ergonomics” presentation, another one was conducted about safety at office and about Covid-19 and how to prevent the infection.
- Continuous Human Resources and the Finance departments’ training and up- to - date knowledge on the local labor laws. They are the dedicated resource for labor rights.
- Based on our management’s belief of the importance of work-life balance, the working hours have been reduced one hour a day in 2011. The number of weekly working hours at SAJDI became 41.25 h versus 48h by labor law.
- SAJDI is committed to the official holidays announced by the government due to religious, national and other occasions.
- The Social and Cultural Committee provides a platform for employees to voice their opinions and thoughts. There are many activities made by SCC during the year. For an example, arranging outdoor lunches, celebrating national and religious occasions, and many other activities. SCC members are elected each year by SAJDI employees.
- Our Career path is disclosed to our employees and is reviewed periodically. The career path were reviewed by SAJDI management, departments and relevant units this year.
- Our Information Management System is an open domain to our employees. It includes the official manuals on labor laws and the updated social security benefits.
- Celebrating our 45 years of dedication and relentless to our client has spread the spirit of excellence among our employees, the celebration took place at Amman Rotana towers in November, 2018.
- Ergonomic Survey that studies the work area environment was conducted in 2020, result analysis and the recommendation were applied where ever possible.

Measurement of Outcomes:

Being a Strategy-Focused company, we have opted to use the Balance Scorecard Strategy tool to measure our strategic objectives on a five-year basis. This tool has been implemented since 2006 and we are currently in our fourth 5-year strategy cycle.

Following is what is relevant to the Labor Principles issue:

- Quarterly review meetings are held to review the Balance Scorecard Strategy measures of outcomes or KPI's.
- Age: we do not discriminate against age. (see figure below).



- Ethnicity percentages, we hire local individuals in our global branches.
- 100% compliance on approved working contracts.
- Our working related injuries target is at zero with zero related injuries for 2020.
- Our employee Satisfaction Survey was 77% for 2020 against the target of 70%.

Environment Principles

Assessment, Policy & Goals:

We have an Environment Policy since 2006 which is also part of our Quality Management system. we have identified "Operational Excellence" as our customer value propection in our Strategy. Increase Utilization of Staff and Resources, and Enhance Project Quality Plan implementation are two strategic objectives, among others, that enable us to achieve Operational Excellence. Our goal is to decrease our recyclable waste and to shift to renewable energy whenever possible.

Implementation:

- We do and require our business partners to do an Environment Impact Assessment as part of our procedures within each Project Quality Plan to ensure that the projects are in alignment with our Environment policy.
- The “Go Green” initiative by the Corporate Image Management Unit has led to:
 - Continuous paper recycling in association with Jordan’s Environment Protection Institute.
 - Provided awareness prompts on energy saving and recycling and paper use reduction,
 - Planted trees by SAJDI employees wherever they were in the world.
- The Creativity and Development Committee has embarked on installing solar panels at SAJDI’s HQ in Jordan in 2016 as a renewable energy while substituting diesel consumption and CO2 emissions.
- We develop an Environment Policy Action Plan on a yearly basis.
- SAJDI is a member at the JES (Jordan Environment Society) and always contribute to its activities related to the Environment.

Measurement of Outcomes:

- Yearly external audits by the ISO insuring the implementation of our Environment Policy action plan.
- Yearly review of the Environment Policy results or KPI’s by upper management.
- Yearly reporting by JES (Jordan Environment Society) regarding our recycled paper. Outcomes of our achievement in recycling paper for the year is shared with our employees by giving the CO2 emissions and mature trees saved.
- See Appendix for our:
 - ✓ Environment Policy Action KPI’s for the last 3 years.
 - ✓ Sample of the Paper Use reduction Presentation.

Anti-Corruption principles

Assessment, Policy & Goals:

Our core values in a statement is: ““We are Committed to Excel in providing our services to our clients with Integrity and Respect.” Integrity is where we state that we do our services without favoritism.

Implementation:

- We ensure that our engineering services are provided to clients following our Quality Management System (QMS) which, in turn, is regularly audited by internal auditors. This system insures that every employee is doing his/her duties according to the QMS standards without bias or favoritism. This system ensures verification and validation by staff in independent departments to prove that all decisions are correctly taken.
- One of our initiatives within the Corporate Social Responsibility action plan-under the Clients & Business Partners beneficiary - is to “Emphasize SAJDI’s Governance, Credibility and Transparency.”
- We have participated in the CGNJ activities and events since 2016. One such event was entitled, “Our Renaissance in Our Partnership”. Other events were training session about “Sustainability Management” and workshop about “Anti-corruption and Human rights”, In 2021, SAJDI has attended an Introductory session on the global compact on migration and the role of the private sector in its implementation in Jordan.

Measurement of Outcomes

The measures of the initiative “Emphasize SAJDI’s Governance, Credibility and Transparency” are:

- Measuring the number of non-compliance to SAJDI's Quality Management System (QMS) during the internal audits.
- Implementation of SAJDI’s Governance Compliance Procedures with a target of 100%.
- Disclosure of SAJDI’s COP, or Sustainable Report on the UN Global Compact Website.
- See Appendix for our:
 - ✓ CSR Action Plan for 2020
 - ✓ Core Values

Note: SAJDI has Joined the Global Compact Local Network in Jordan in 1/2016 and renewed the membership in 2/2017 and in 5/2019.



APPENDIX



ENVIRONMENT POLICY ACTION PLAN



ENVIRONMENT POLICY

سياسة البيئة

- To conduct all business activities in an acceptable manner free from recognized hazards while respecting the environment. إجراء جميع نشاطات العمل بطريقة مقبولة خالية من المخاطر بحيث يتم احترام البيئة.
- To ensure the health & safety of the employees, clients, suppliers, and surrounding community. ضمان صحة وسلامة جميع العاملين والعملاء والموردين والمجتمع المحيط.
- To conserve the valuable materials & energy resources throughout the design and realization of our products and services, and the utilization of current technologies & practices. الحفاظ على المصادر القيمة للمواد والطاقة عن طريق التصميم والتمثيل لمنتجاتنا واستغلال التكنولوجيا والتجارب الحالية.
- To reduce the impact on the environment by:
 - ✓ Avoiding pollution of water resources.
 - ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes.
 - ✓ Avoiding negative effects on flora & fauna.تقليل الضرر اللاحق بالبيئة وذلك من خلال:
 - ✓ تجنب تلويث المصادر المائية.
 - ✓ تجنب التلوث الناتج عن محطات التنقية من خلال الاختيار المناسب للمواقع وعمليات المعالجة.
 - ✓ تجنب الآثار السلبية على الحياة النباتية والحيوانية.

SAJDI MANAGEMENT

Environment Policy Action Plan 2020

Env. Objective	Measure/ Indicator	Target	Weight	Action By	Action Plan	Achieved
E1 To Conduct Business Activities Free from Recognized Hazards	1- Number of NC (HQ).	ZERO	10%	AA	Ensuring Up-to-date: <ol style="list-style-type: none"> 1. Fire Extinguishers 2. First Aid kit 3. Emergency Evacuation Plan Ensuring on-site proper protective equipment (PPE).	10%
	2- Number of NC from Stakeholders.	ZERO	10%	SD		10%
	3- Number of Injuries (HQ).	ZERO	10%	SD		10%
E2 To Ensure Healthy Working Conditions	1. Ergonomics Assessment (HQ)	80%	20%	CIM	Improving office ergonomics based on the survey's assessment.	19%
	2. Number of Unresolved Complaints	ZERO	10%	CIM	Resolving Submitted Complaints.	2%
	3. Smoking Violation	ZERO	10%	CIM	Conducting Awareness Prompts.	10%
E3 To Conserve Resources	a. Electricity (kw/ Employee)	Less or = the previous year	10%	AA	1. Implementation of Maintenance schedule on time.	10%
	b. Recycled Paper (kg)	30% of Purchased paper being recycled	10%		2. Ensure arrangements with recycling institutes. 3. Conducting Awareness Prompts	10%

<p>E4 Ensuring Environment Sustainability of Our Products & Services</p>	<p># of valid Observations/ Complaints</p>	<p>ZERO</p>	<p>10% (30% When Ergonomi cs is not done)</p>	<p>CEO</p>	<p>To ensure that CEC's services take into account the impact on the environment such as:</p> <ul style="list-style-type: none"> ✓ Avoiding pollution of water resources. ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes. ✓ Avoiding negative effects on flora & fauna. 	<p>10 %</p>
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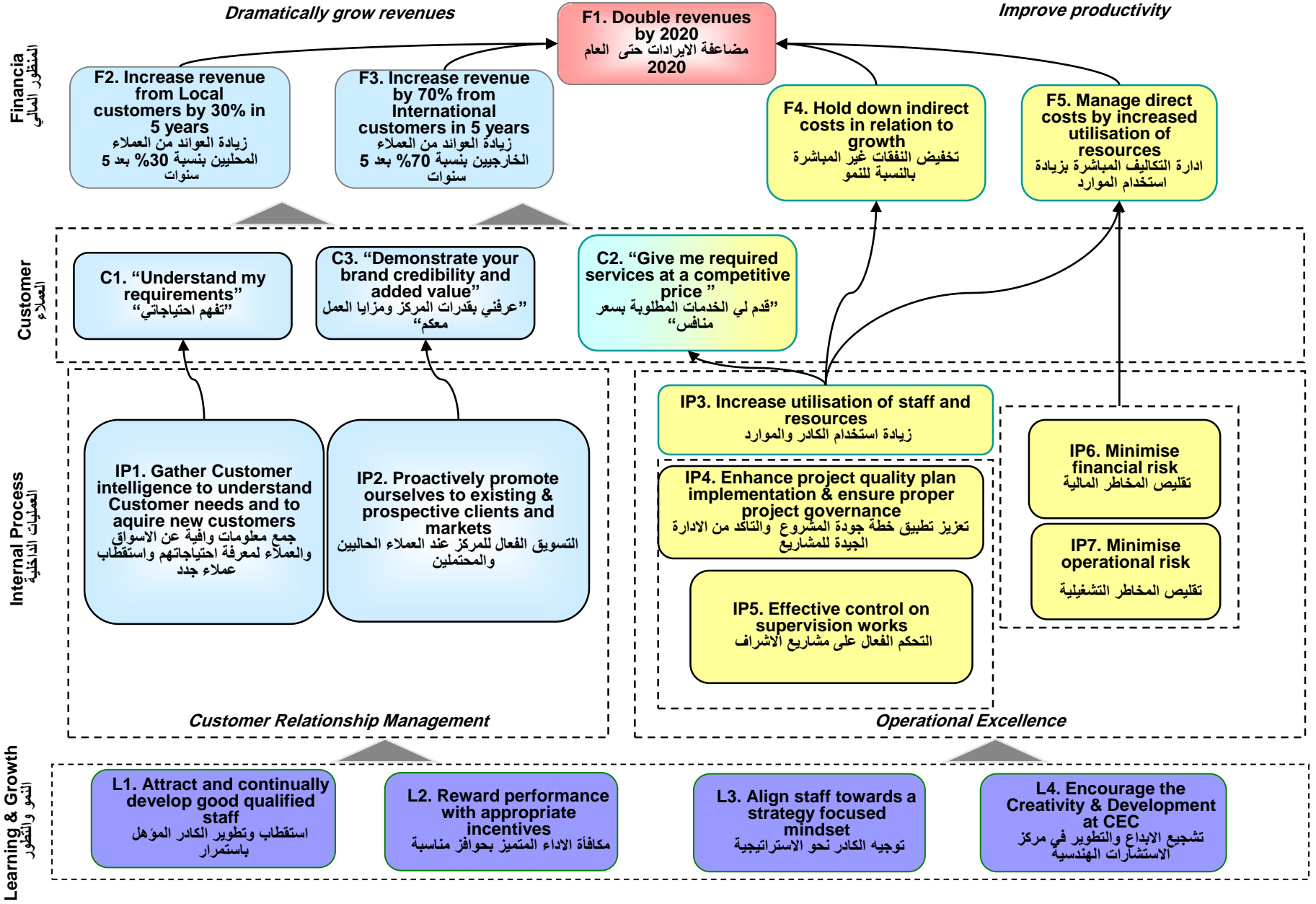
- Achieved an overall of **72%** of the Env. Policy Action Plan for 2020.
- Note that the Ergonomics survey is done every **two years**, during January of each year so as to coincide with the “Employee’s Needs”. Last one was conducted in Jan 2020.
(we have traveled into new place by November 2019 , so ergonomic survey was done in 2020)



STRATEGY MAP



SAJDI Strategy Map





CORE VALUES



Core Values

"We are Committed to our clients -through Excellence- to provide our services with Integrity & Respect."

Respect

- We respect local culture and context.
- We respect and consider the environment we work in.

Integrity

- We promise only what we can deliver.
- We guarantee what we deliver.

Commitment

- We are committed to thrive for excellence and continuous improvement.
- We are committed to deliver engineering services that meet our clients' expectations.
- We are committed to apply high quality systems & methods that improve the quality of our services.

Excellence

- We excel in the way of providing services to clients.
- We excel in continual training and development of our staff.
- We excel in providing high-quality engineering services.

القيم الأساسية

"نلتزم بالتميز في تقديم خدماتنا لعملائنا بنزاهة واحترام"

الاحترام:

- نحترم ثقافة المجتمع المحلي.
- نحترم بيئة العمل التي نعمل فيها.
- نحترم كل عملائنا.

النزاهة:

- نعد فقط بما نستطيع تقديمه.
- نضمن ما نقدم.

الالتزام:

- نلتزم بالسعي نحو التميز والتطور المستمر.
- نلتزم بتقديم خدمات هندسية ترضي عملائنا.
- نلتزم باتباع افضل نظم الجودة في مشاريعنا لضمان تقديم خدمات هندسية ذات جودة عالية.

التميز:

- نتميز بطريقة تقديم خدماتنا للعملاء.
- نتميز باستمرارية تدريب وتأهيل كوادرنا.
- نتميز بتقديم خدمات هندسية ذات جودة عالية.



EMPLOYEE SATISFACTION SURVEY



استبيان رضى الموظفين

GENERAL INFORMATION (المعلومات العامة)

Occupation (الوظيفة) :

How long have you worked for this company (كم المدة التي عملت بها بالشركة) ?

What previous positions have you held with the company (ما هي المواقع السابقة التي عملت بها بالشركة) ?

How long have you held your current position (ما هي المدة التي شغلتها في الموقع الحالي) ?

Briefly describe your work responsibilities (باختصار صف مهام وظيفتك) :

Employees Satisfaction Survey

		Please rate your level of satisfaction using the scale from 1 to 5 for each aspect; where (5) is the highest satisfaction and (1) is the lowest satisfaction. عبر عن درجة رضاك عن كل بند على مقياس من 1 إلى 5 ، بحيث تكون علامة (5) هي الأعلى رضى و علامة (1) هي الأقل رضى.					In case you answer with 1 or 2, you should in details specify the reason(s) below. في حالة كانت الإجابة 1 أو 2، يجب أن يتم ذكر الأسباب حول ذلك بشكل مفصل في الأسفل
		1	2	3	4	5	
GENERAL WORKING CONDITIONS ظروف العمل العامة	Hours worked each week ساعات العمل الأسبوعية						
	Flexibility in scheduling to fit personal circumstances. المرونة في جدولة العمل وتفهم المسائل الشخصية						
	Location of work موقع العمل						
	Working Environment محيط جو العمل						
	Company Policy سياسة الشركة						
PAY AND PROMOTION POTENTIAL الراتب و الترقية	Salary الراتب						
	Opportunities for Promotion فرصة الترقية						
	Incentives & Benefits الإنتفاعات والحوافز						
	Job Security (الإستقرار في الوظيفة) الأمان الوظيفي						
	Recognition for work accomplished التقدير عند انجاز العمل						
WORK RELATIONSHIPS علاقات العمل	Relationships with your co-workers علاقاتك بزملائك						
	Relationship(s) with your supervisor(s) بمسؤوليك علاقاتك						
	Relationships with your subordinates علاقاتك بمرؤوسيك						
USE OF SKILLS AND ABILITIES	Opportunity to utilize your skills and talents فرصة الاستفادة من مهاراتك ومواهبك						

Employees Satisfaction Survey

		Please rate your level of satisfaction using the scale from 1 to 5 for each aspect; where (5) is the highest satisfaction and (1) is the lowest satisfaction. عبر عن درجة رضاك عن كل بند على مقياس من 1 إلى 5 ، بحيث تكون علامة (5) هي الأعلى رضى و علامة (1) هي الأقل رضى.					In case you answer with 1 or 2, you should in details specify the reason(s) below. في حالة كانت الإجابة 1 أو 2، يجب أن يتم ذكر الأسباب حول ذلك بشكل مفصل في الأسفل
		1	2	3	4	5	
استغلال المهارات والقدرات	Opportunity to learn new skills فرصة تعلم مهارات جديدة						
	Support for additional training and education فرصة التعليم والتدريب الإضافي						
Working Nature طبيعة العمل	Variety of job responsibilities تنوع مسؤوليات العمل						
	Degree of independence with your work roles درجة الإستقلالية المصاحبة لأنظمة العمل (المسؤولية)						
	Significant of your work roles الشعور بأهمية العمل الذي تقوم به (أي العمل بحد ذاته)						
	Feedback from your job about your performance. التغذية الراجعة من العمل حول الإنجاز (تقييم سير العمل)						
	Identity of your work roles. الشعور بأن عملك له هوية.						
	Participate in Decision Making for your work roles المشاركة في إتخاذ القرار فيما يخص عملك.						
	Challenges for your work roles. التحدي الموجود في عملك.						



CSR MANUAL



SAJDI -Consulting Engineering Center

CORPORATE SOCIAL RESPONSIBILITY (CSR)

Revision 4 - Nov. 2014



SAJDI Consulting Engineering Center Corporate Social Responsibility (CSR)

CSR Principles:

SAJDI identifies itself with the UN Global Compact Initiative. A CSR initiative that has ten principles which are derived from:

- The Universal Declaration of Human Rights
- The International Labor Organization's Declaration on Fundamental Principles & Rights at Work
- The Rio Declaration on Environment and Development
- The United Nations Convention Against Corruption

These **PRINCIPLES** are:

Human Rights

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** make sure that they are not complicit in human rights abuses.

Labor

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4:** the elimination of all forms of forced and compulsory labor;
- **Principle 5:** the effective abolition of child labor; and
- **Principle 6:** the elimination of discrimination in respect of employment.

Environment

- **Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- **Principle 8:** undertake initiatives to promote greater environmental responsibility; and
- **Principle 9:** encourage the development & diffusion of environmentally friendly technologies.

Anti-Corruption

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

Beneficiaries (as defined by SAJDI):

Environment:

SAJDI ensures that its business activities are in accordance with SAJDI's Environment Policy. (Refer to SAJDI's Environment policy Manual).

Clients & Business Partners:

SAJDI is committed to its clients through excellence to provide its services with integrity and respect.

Community:

SAJDI divides the community into Education and Non-Education sectors. The non-education sector includes, but is not limited to, any initiative catered to social development regardless of gender or financial means. (I.e. youth, women & poverty pockets, among other segments).

Employees:

SAJDI Management is committed to increase the employee's satisfaction by catering to their needs, providing incentives and contributing to the SCC at SAJDI.

Responsibilities (within SAJDI):

CIM Unit:

The head of the Corporate Image Management unit is responsible for the action mechanism of CSR; setting initiatives, implementing, assessing, reporting and reviewing.

MD:

The Managing Director is responsible for setting a yearly budget for CSR while endorsing the CSR action plan for that year.

Senior Management:

Top managers are encouraged to contribute, participate, and provide CSR awareness to their subordinates.

Staff:

SAJDI staff has to be aware of SAJDI's CSR and is encouraged to participate in CSR's initiatives.

CSR's Objectives

Environment	Clients & Business Partners	Community (Education V Non-Education)	Employees
Effective implementation of SAJDI's Environment Policy.	Commitment to SAJDI's core values in dealing with clients & business partners.	<ol style="list-style-type: none"> 1. Give free engineering services to the community (pro-bono) 2. Provide monetary donations to sustainable initiatives made by NGO's. 3. Provide training opportunities. 	<ol style="list-style-type: none"> 1. Equal work opportunities. 2. Increase Employee Satisfaction.

CSR's Initiatives

Environment	Clients & Business Partners	Community (Education V Non-Education)	Employees
Enhance the Culture of Self Responsibility by providing "Awareness Prompts".	Emphasize SAJDI's Governance Credibility & Transparency.	<ol style="list-style-type: none"> 1. Develop a yearly action plan that includes the channels & beneficiaries to the: <ol style="list-style-type: none"> a. Pro-Bono services. b. Monetary donations. 2. Providing training and/or use of SAJDI resources via signing MoUs with the educational sector, or being members is committees and associations. 	<ol style="list-style-type: none"> 1. Collect & analyze and act upon improvements re employees' needs and expectations. 2. Management Support of (SCC)

CSR's Measures + (Targets)

Environment	Clients & Business Partners	Community (Education V Non-Education)	Employees
Annual results of SAJDI's Environment Policy action plan. (70%)	<ol style="list-style-type: none"> 1. Measuring the employees' commitment to core values. (80%) 2. Implementation of SAJDI's Governance Compliance procedures. (100%) 3. Disclosure of SAJDI's yearly CSR report via the Global Compact Initiative website. (100%) 	<ol style="list-style-type: none"> 1. Amount in monetary value. (JOD6500) 2. No. of person hour contributed. (165) 	<ol style="list-style-type: none"> 1. Employee Satisfaction Survey. (3.5) 2. Ergonomics survey. (75% every 3 years). 3. Monetary amount of management's annual contribution to the SCC. (Increase of 10% from last year).



ERGONOMIC SURVEY FORM



Date: __ / __ / 20__	Name: _____	Position: _____
	Age: _____	Gender: M / F
Ergonomics is a science concerned with the 'fit' between people and their work. It puts people first, taking account of their capabilities and limitations. Ergonomics aims to make sure that tasks, equipment, information and the environment suit each worker.		علم "بيئة العمل" هو العلم المعني بـ "المناسبة أو التوفيق" بين الموظفين وعملهم، أي أنه يضع الناس في المقام الأول ، مع مراعاة قدراتهم ومحدداتهم. علم "بيئة العمل" يهدف إلى التأكد من أن المهام والمعدات والمعلومات والبيئة تناسب كل عامل.
The purpose of this survey is to provide you with the opportunity to tell us about your work environment. With this information, CEC management can provide you with solutions for better Office Ergonomics, which is one of the goals of CSR. So please answer the following questions:		الغرض من هذا المسح هو أن نقدم لك فرصة لتخبرنا عن بيئة العمل الخاصة بك. مع هذه المعلومات ، يمكن للإدارة توفير أفضل الحلول المناسبة لبيئة العمل الخاصة بك ، والتي هي واحدة من أهداف المسؤولية الاجتماعية للشركات. لذلك يرجى الإجابة عن الأسئلة التالية:
1. What is the nature/type of your work? [Desk / On-Site / Physical]	1. ما هي طبيعة / نوع عملك؟ [مكتبي/ميداني/يتطلب مجهود بدني]	
2. How many years have you been working in this type of work? _____	2. كم سنة وانت تعمل في هذا النوع من العمل؟ _____	
3. How many years with CEC? _____	3. كم سنة تعمل مع مركز الإستشارات الهندسية؟ _____	

	Highly Satisfied ممتنع بشدة	Satisfied راض	Neutral محايد	Dissatisfied غير ممتنع	Highly Dissatisfied غير ممتنع اطلاقا	
a. Work Surface Area						أ. مساحة سطح العمل
b. Storage Space						ب. مساحة التخزين أو الأدراج
c. Chair Design & Comfort						ت. تصميم و متانة الكرسي
d. Air Quality						ث. نقاوة الهواء
e. Temperature						ج. درجة الحرارة
f. Lighting Quality						ح. جودة الإضاءة
g. Monitor Glare						خ. وضوح شاشة الكمبيوتر
h. Noise Level						د. درجة الضجيج أو الإزعاج
i. Sun Effect						ذ. تأثير أشعة الشمس
j. Dust Effect						ر. تأثير الغبار
k. Accessibility to Filing						ز. سهولة الوصول للملفات
l. Sharp Edges						س. خطر الأطراف أو المناطق الحادة
m. Tools Weight & Suitability						ش. ثقل ومناسبة أدوات العمل



ENVIRONMENT POLICY ACTION
KPI FOR THE LAST 3 YEARS



ENVIRONMENT POLICY

سياسة البيئة

- To conduct all business activities in an acceptable manner free from recognized hazards while respecting the environment. إجراء جميع نشاطات العمل بطريقة مقبولة خالية من المخاطر بحيث يتم احترام البيئة.
- To ensure the health & safety of the employees, clients, suppliers, and surrounding community. ضمان صحة وسلامة جميع العاملين والعملاء والموردين والمجتمع المحيط.
- To conserve the valuable materials & energy resources throughout the design and realization of our products and services, and the utilization of current technologies & practices. الحفاظ على المصادر القيمة للمواد والطاقة عن طريق التصميم والتمثيل لمنتجاتنا واستغلال التكنولوجيا والتجارب الحالية.
- To reduce the impact on the environment by:
 - ✓ Avoiding pollution of water resources.
 - ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes.
 - ✓ Avoiding negative effects on flora & fauna.تقليل الضرر اللاحق بالبيئة وذلك من خلال:
 - ✓ تجنب تلويث المصادر المائية.
 - ✓ تجنب التلوث الناتج عن محطات التنقية من خلال الاختيار المناسب للمواقع وعمليات المعالجة.
 - ✓ تجنب الآثار السلبية على الحياة النباتية والحيوانية.

SAJDI MANAGEMENT

Environment Policy Action Plan 2020

Env. Objective	Measure/ Indicator	Target	Weight	Action By	Action Plan	Achieved
E1 To Conduct Business Activities Free from Recognized Hazards	1- Number of NC (HQ).	ZERO	10%	AA	Ensuring Up-to-date: 1. Fire Extinguishers 2. First Aid kit 3. Emergency Evacuation Plan Ensuring on-site proper protective equipment (PPE).	10%
	2- Number of NC from Stakeholders.	ZERO	10%	SD		10%
	3- Number of Injuries (HQ).	ZERO	10%	SD		10%
E2 To Ensure Healthy Working Conditions	1. Ergonomics Assessment (HQ)	80%	20%	CIM	Improving office ergonomics based on the survey's assessment.	19%
	2. Number of Unresolved Complaints	ZERO	10%	CIM	Resolving Submitted Complaints.	2%
	3. Smoking Violation	ZERO	10%	CIM	Conducting Awareness Prompts.	10%
E3 To Conserve Resources	a. Electricity (kw/ Employee)	Less or = the previous year	10%	AA	1. Implementation of Maintenance schedule on time.	10%
	b. Recycled Paper (kg)	30% of Purchased paper being recycled	10%		2. Ensure arrangements with recycling institutes. 3. Conducting Awareness Prompts	10%

<p>E4 Ensuring Environment Sustainability of Our Products & Services</p>	<p># of valid Observations/ Complaints</p>	<p>ZERO</p>	<p>10% (30% When Ergonomi cs is not done)</p>	<p>CEO</p>	<p>To ensure that CEC's services take into account the impact on the environment such as:</p> <ul style="list-style-type: none"> ✓ Avoiding pollution of water resources. ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes. ✓ Avoiding negative effects on flora & fauna. 	<p>10 %</p>
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- Achieved an overall of **72%** of the Env. Policy Action Plan for 2020.
- Note that the Ergonomics survey is done every **two years**, during January of each year so as to coincide with the “Employee’s Needs”. Last one was conducted in Jan 2020.
(we have traveled into new place by November 2019 , so ergonomic survey was done in 2020)

ENVIRONMENT POLICY

سياسة البيئة

- To conduct all business activities in an acceptable manner free from recognized hazards while respecting the environment. إجراء جميع نشاطات العمل بطريقة مقبولة خالية من المخاطر بحيث يتم احترام البيئة.
- To ensure the health & safety of the employees, clients, suppliers, and surrounding community. ضمان صحة وسلامة جميع العاملين والعملاء والموردين والمجتمع المحيط.
- To conserve the valuable materials & energy resources throughout the design and realization of our products and services, and the utilization of current technologies & practices. الحفاظ على المصادر القيمة للمواد والطاقة عن طريق التصميم والتمثيل لمنتجاتنا واستغلال التكنولوجيا والتجارب الحالية.
- To reduce the impact on the environment by:
 - ✓ Avoiding pollution of water resources.
 - ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes.
 - ✓ Avoiding negative effects on flora & fauna.تقليل الضرر اللاحق بالبيئة وذلك من خلال:
 - ✓ تجنب تلويث المصادر المائية.
 - ✓ تجنب التلوث الناتج عن محطات التنقية من خلال الاختيار المناسب للمواقع وعمليات المعالجة.
 - ✓ تجنب الآثار السلبية على الحياة النباتية والحيوانية.

SAJDI MANAGEMENT

Environment Policy Action Plan 2019

Env. Objective	Measure/ Indicator	Target	Weight	Action By	Action Plan	Achieved
E1 To Conduct Business Activities Free from Recognized Hazards	1- Number of NC (HQ).	ZERO	10%	AA	Ensuring Up-to-date: 1. Fire Extinguishers 2. First Aid kit 3. Emergency Evacuation Plan Ensuring on-site proper protective equipment (PPE).	10%
	2- Number of NC from Stakeholders.	ZERO	10%	SD		10%
	3- Number of Injuries (HQ).	ZERO	10%	SD		10%
E2 To Ensure Healthy Working Conditions	1. Ergonomics Assessment (HQ)	80%	20%	CIM	Improving office ergonomics based on the survey's assessment.	0%
	2. Number of Unresolved Complaints	ZERO	10%	CIM	Resolving Submitted Complaints.	10 %
	3. Smoking Violation	ZERO	10%	CIM	Conducting Awareness Prompts.	10%
E3 To Conserve Resources	a. Electricity (kw/ Employee)	Less or = the previous year	10%	AA	1. Implementation of Maintenance schedule on time.	10%
	b. Recycled Paper (kg)	30% of Purchased paper being recycled	10%		2. Ensure arrangements with recycling institutes. 3. Conducting Awareness Prompts	10%

<p>E4 Ensuring Environment Sustainability of Our Products & Services</p>	<p># of valid Observations/ Complaints</p>	<p>ZERO</p>	<p>10% (30% When Ergonomi cs is not done)</p>	<p>CEO</p>	<p>To ensure that CEC's services take into account the impact on the environment such as:</p> <ul style="list-style-type: none"> ✓ Avoiding pollution of water resources. ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes. ✓ Avoiding negative effects on flora & fauna. 	<p>10 %</p>
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- Achieved an overall of **80%** of the Env. Policy Action Plan for 2019.
- Note that the Ergonomics survey is done every **two years**, during January of each year so as to coincide with the “Employee’s Needs”. Last one was conducted in Jan.2017.
(we have traveled into new place by November 2019 , so ergonomic survey is to be done in 2020)

ENVIRONMENT POLICY

سياسة البيئة

- To conduct all business activities in an acceptable manner free from recognized hazards while respecting the environment. إجراء جميع نشاطات العمل بطريقة مقبولة خالية من المخاطر بحيث يتم احترام البيئة.
- To ensure the health & safety of the employees, clients, suppliers, and surrounding community. ضمان صحة وسلامة جميع العاملين والعملاء والموردين والمجتمع المحيط.
- To conserve the valuable materials & energy resources throughout the design and realization of our products and services, and the utilization of current technologies & practices. الحفاظ على المصادر القيمة للمواد والطاقة عن طريق التصميم والتمثيل لمنتجاتنا واستغلال التكنولوجيا والتجارب الحالية.
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 - ✓ تجنب تلويث المصادر المائية.
 - ✓ تجنب التلوث الناتج عن محطات التنقية من خلال الاختيار المناسب للمواقع وعمليات المعالجة.
 - ✓ تجنب الآثار السلبية على الحياة النباتية والحيوانية.

SAJDI MANAGEMENT

Environment Policy Action Plan 2018

Env. Objective	Measure/ Indicator	Target	Weight	Action By	Action Plan	Achieved
E1 To Conduct Business Activities Free from Recognized Hazards	1- Number of NC (HQ).	ZERO	10%	AA	Ensuring Up-to-date: <ol style="list-style-type: none"> 1. Fire Extinguishers 2. First Aid kit 3. Emergency Evacuation Plan Ensuring on-site proper protective equipment (PPE).	10%
	2- Number of NC from Stakeholders.	ZERO	10%	SD		10%
	3- Number of Injuries (HQ).	ZERO	10%	SD		10%
E2 To Ensure Healthy Working Conditions	1. Ergonomics Assessment (HQ)	80%	20%	CIM	Improving office ergonomics based on the survey's assessment.	20%
	2. Number of Unresolved Complaints	ZERO	10%	CIM	Resolving Submitted Complaints.	10 %
	3. Smoking Violation	ZERO	10%	CIM	Conducting Awareness Prompts.	10%
E3 To Conserve Resources	a. Electricity (kw/ Employee)	Less or = the previous year	10%	AA	1. Implementation of Maintenance schedule on time.	0%
	b. Recycled Paper (kg)	30% of Purchased paper being recycled	10%		2. Ensure arrangements with recycling institutes. 3. Conducting Awareness Prompts	10%

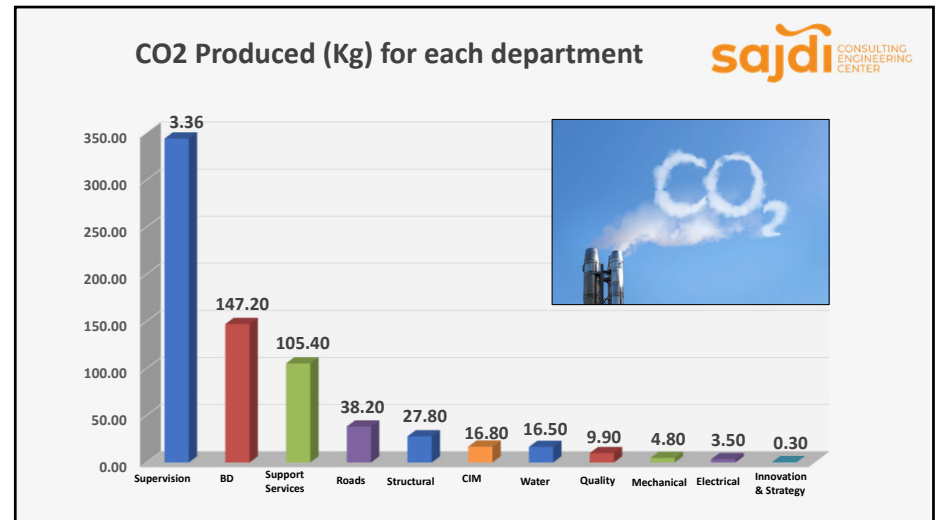
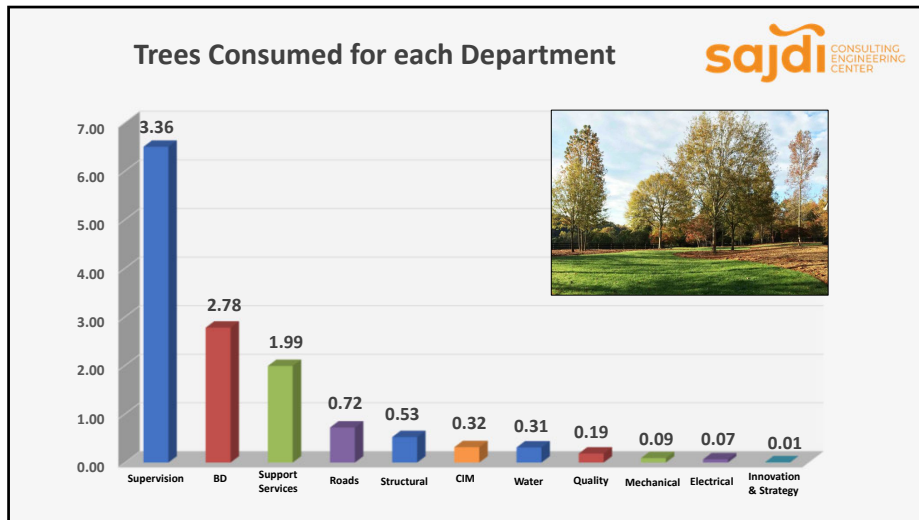
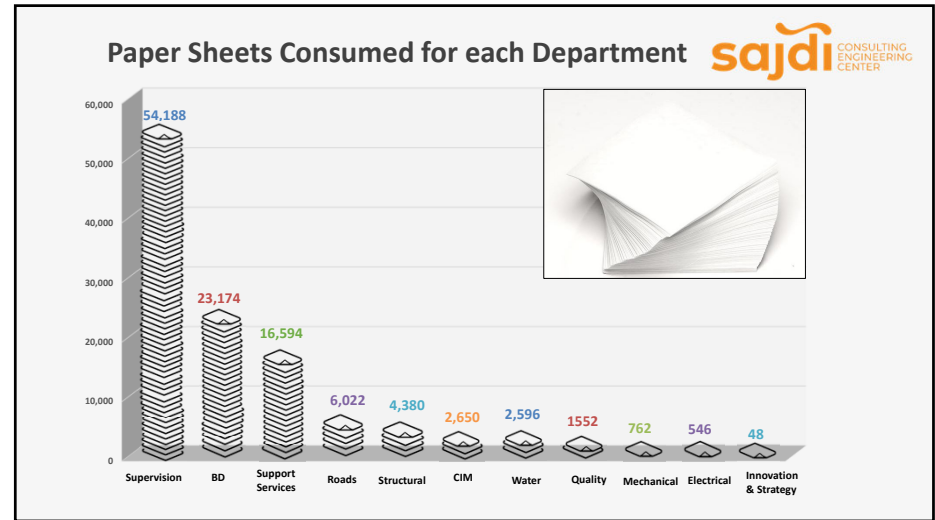
<p>E4 Ensuring Environment Sustainability of Our Products & Services</p>	<p># of valid Observations/ Complaints</p>	<p>ZERO</p>	<p>10% (30% When Ergonomi cs is not done)</p>	<p>CEO</p>	<p>To ensure that CEC's services take into account the impact on the environment such as:</p> <ul style="list-style-type: none"> ✓ Avoiding pollution of water resources. ✓ Avoiding pollution from wastewater treatment plants by proper site selection & treatment processes. ✓ Avoiding negative effects on flora & fauna. 	<p>10 %</p>
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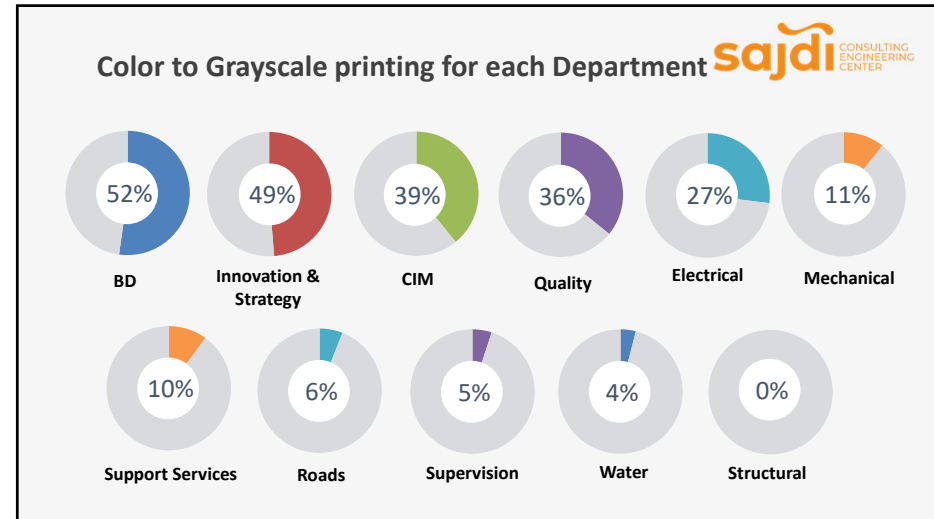
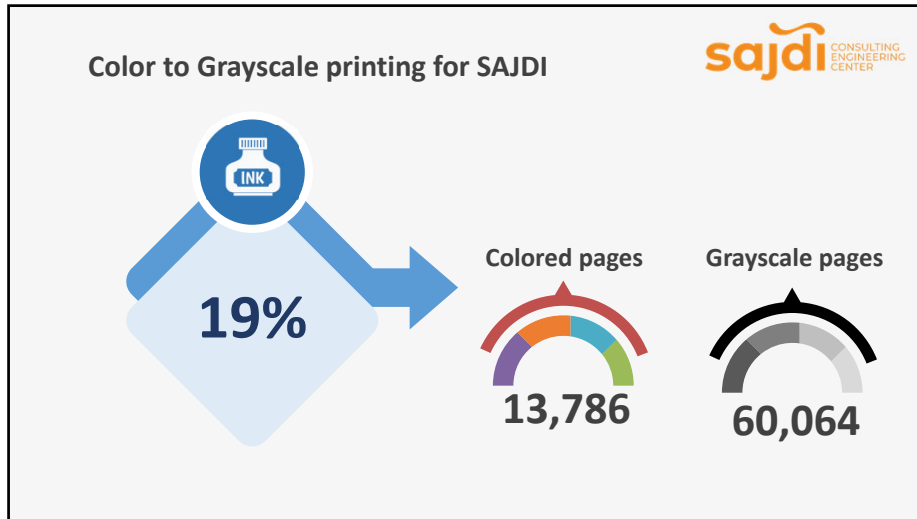
- Achieved an overall of **90%** of the Env. Policy Action Plan for 2018.
- Note that the Ergonomics survey is done every **two years**, during January of each year so as to coincide with the “Employee’s Needs”. Last one was conducted in Jan.2017.

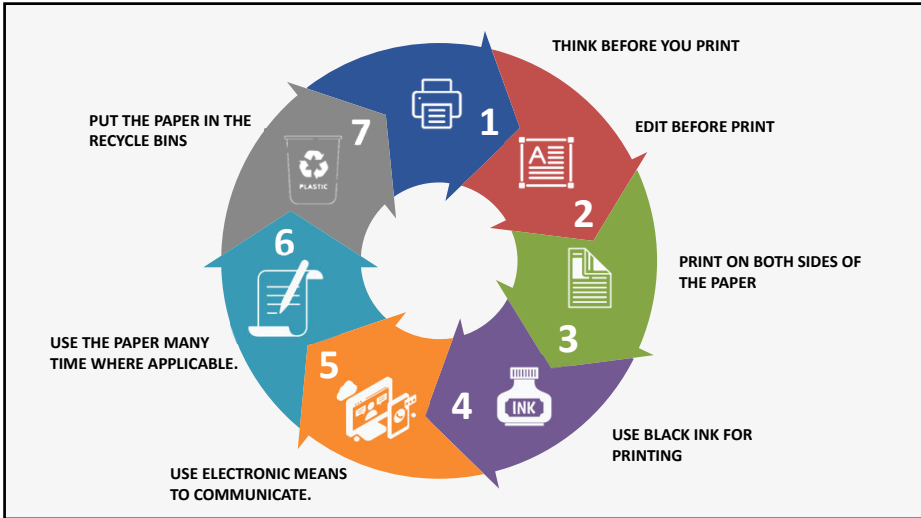


PAPER USE REDUCTION PRESENTATION











CSR ACTION PLAN FOR 2019



CSR Action Plan 2020

Beneficiaries	Objectives	Initiatives	Measures	Target	Achieved
Environment	Effective implementation of SAJDI's Environment Policy.	Enhance the Culture of Self Responsibility by: <ol style="list-style-type: none"> a. Becoming a UNGC Active Member b. Awareness prompts on billboards and emails. c. Plant tree Day 	Annual results of SAJDI's Environment Policy action plan.	70%	72%
Clients & Business Partners	Commitment to SAJDI's core values in dealing with clients & business partners.	Emphasize SAJDI's Governance Credibility & Transparency.	<ol style="list-style-type: none"> 1. Measuring the employees' commitment to core values. 2. Implementation of Sajdi's Governance Compliance procedures. 3. Disclosure of SAJDI's yearly CSR report via the Global Compact Initiative website. 	80%	N/A
Community (Education V Non-Education)	<ol style="list-style-type: none"> 1. Give free engineering services to the community and/ or monetary donations by working with NGOs. 2. Provide training opportunities. 	<ol style="list-style-type: none"> 1. Develop a yearly action plan that includes the channels & beneficiaries to: <ol style="list-style-type: none"> a. Pro-Bono services. b. Monetary donations. 2. Signing MoUs with the educational sector, or being members is committees and associations. 	<ol style="list-style-type: none"> 1. Amount in monetary value. 2. No. of person hour contributed. 	JOD6500	JOD 13,928
Employees	<ol style="list-style-type: none"> 1. Equal work opportunities. 2. Increase Employee Satisfaction. 	<ol style="list-style-type: none"> 1. Equal opportunities for job seekers. 2. Catering to employees' needs & expectations. 3. Management Support of (SCC) 	<ol style="list-style-type: none"> 1. Employee Satisfaction Survey. 2. Ergonomics survey. (Once every two years) 3. Monetary amount of management's annual contribution to the SCC.(from previous year) 	3.5	3.85
				75%	76.4%
				10%	



CORE VALUES



Core Values

"We are Committed to our clients -through Excellence- to provide our services with Integrity & Respect."

Respect

- We respect local culture and context.
- We respect and consider the environment we work in.

Integrity

- We promise only what we can deliver.
- We guarantee what we deliver.

Commitment

- We are committed to thrive for excellence and continuous improvement.
- We are committed to deliver engineering services that meet our clients' expectations.
- We are committed to apply high quality systems & methods that improve the quality of our services.

Excellence

- We excel in the way of providing services to clients.
- We excel in continual training and development of our staff.
- We excel in providing high-quality engineering services.

القيم الأساسية

"نلتزم بالتميز في تقديم خدماتنا لعملائنا بنزاهة واحترام"

الاحترام:

- نحترم ثقافة المجتمع المحلي.
- نحترم بيئة العمل التي نعمل فيها.
- نحترم كل عملائنا.

النزاهة:

- نعد فقط بما نستطيع تقديمه.
- نضمن ما نقدم.

الالتزام:

- نلتزم بالسعي نحو التميز والتطور المستمر.
- نلتزم بتقديم خدمات هندسية ترضي عملائنا.
- نلتزم باتباع افضل نظم الجودة في مشاريعنا لضمان تقديم خدمات هندسية ذات جودة عالية.

التميز:

- نتميز بطريقة تقديم خدماتنا للعملاء.
- نتميز باستمرارية تدريب وتأهيل كوادرنا.
- نتميز بتقديم خدمات هندسية ذات جودة عالية.