



Communication on Progress

Naouri Group of Companies

Year: 2008 - 2009

Introduction:

We at Naouri Group believe in everything we do, our aim is to combine our commitment to our strategy and goals with a clear understanding of our responsibilities towards the wider world and improving our performance through the upcoming years.

At Naouri Group, we do not view our role merely as a service provider but also as a partner in the community we live in. We believe that our people are our greatest asset. For us, corporate responsibility is a daily practice of what the company strives to be: transparent, imaginative, and decent in the way we treat our staff, customers, suppliers and the wider world in which we operate.

Naouri Group has identified that GC continues to be the most important global initiative in supporting business participation in good corporate citizenship practices. Thus; we have adopted the program within our group of companies.

Our Group always pursues its endeavors with the highest levels of thoroughness, transparency, insight and professionalism, preserving the confidentiality of its clients' affairs, at all times. Thus, we applied the Global Compact principles on our own business and created our own set of guidelines on labour standards and human rights.

Since we operate in a country that is facing many challenges, we strive to face these challenges and be an active part in supporting our country to overcome them. Naouri Group has strongly supported the Global Compact since its inception and still sees it as a core aspect of our strategy and has taken a step forward in this direction, bringing together young and old generations to rub shoulders together and overcome challenges the world faces.

Our vision implies that our journey is still ahead and we believe that the strength of an organization as a whole is the cumulative strength of its individual components, which is why we have high hopes, and look at a bright future full of opportunities and advancements in Jordan and the region.

Brief Description of Nature of Business

Established in 1994, under the leadership of Mr. Ibrahim Naouri. Naouri Group comprises of 10 companies employing around 600 staff members in 31 branches in Jordan with representative offices in Syria and Iraq.

As leaders in the fields of shipping and freight forwarding, NG is specialized in offering “Door to Door” services to all its customers through a wide variety of services such as sea, air and land transportation, packing and packaging, warehousing, custom clearance, inland terminals, cargo claims recovery, transport consulting, protection & indemnity correspondent, projects and shipments to Iraq. Naouri Group always strives to offer excellent and unmatched services tailored specifically to suit its distinguished clients needs.

Naouri Group realizes the significance of mastering services related to travel and tourism and the impact of this industry on the economy, thus the emphasis on offering a wide variety of services that includes and not limited to “online ticketing and reservation, online hotel reservations, events organization, Inbound tourism, Outbound tourism, Visas, Apartment reservations, honeymoon packages, cruises transfers and car hires, and tailor made packages”.

Naouri Group has dedicated its effort to quality excellence since its inception; this was recognized when our shipping & freight forwarding companies became one of the first to get ISO 9002 certification in 1999.

Three of Naouri Group companies were the first and only to get Jordan Customs Golden List Award as Shipping, Forwarding & Clearing Operators in 2005. This program was developed by Jordan Customs, and is very similar to the USA C-TPAT Program (Customs-Trade Partnership Against Terrorism).

Human Rights

PRINCIPLE 1	BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS
<i>Principles and actions:</i>	
Commitment	<p>Each company strives for improvement and higher efficiency. At Naouri Group we believe that our efficiency is directly related to our employees' performance. Thus; the Group uses an approach that is based on human right policies to ensure employees satisfaction by providing them with suitable working conditions in all aspects, and guaranteeing that their rights are preserved, and they in return are doing their job with high efficiency.</p>
Actions	<p>The Group in its daily practices ensures implementation of human rights by using an approach that is primarily based on a fair and equal treatment of all employees regardless of gender, origin, religion and many other aspects. This approach is derived from the universal human right norms.</p> <p>Naouri group participates in many events aiming to help the community such as collecting donations, visiting and caring for the unfortunate, and encourages its employees to join as well, which teaches them that all humans are equal & share same rights, even with the help of other people</p> <p>Another approach that's used by the group is defining the relationship between the employee and employer, it is derived from labor right policies. All employees are internally educated about their rights and duties, this is conducted by personnel meetings, trainings, and also by distributing employee guide manuals that are based on human right policies upon employment. These guides are readily available for the employees to access at any time through network drives.</p> <p>Employees are also given the right to be part of the social security system, very good bonus amounts and incentives depending on their performance, medical insurance (first class) which partly covers their families, health awareness courses held and brochures distributed regularly. Also, good annual salary increases are given to help employees cope with the increasing material demand.</p> <p>At Naouri group no discrimination according to gender is practiced, all women and men are treated equally. And as for diversity of religions the group strongly supports and participates in all religious occasion such as Easter, Eid al Adha, Eid al Fiter, Christmas, Ramadan iftar, etc...</p> <p>Naouri Group seeks to create strong relationship amongst all staff members within the organization thus we send internal e-mails to encourage all employees to share any special/sad occasions such as a new baby, birthdays, marriages, deaths, leaving the job or a new hiring, etc</p>

	<p>To provide the Group and its employees with full and thorough security and safety, security men are placed at the entrance of the building, as well as fire alarms have been placed all around the group, in addition to fire fighting equipment, fire exits and emergency evaluation plans.</p> <p>As part of our CSR, Naouri Group is the main sponsor of Kamal Gardens which is a non-profit organization established in May 2006. It aims to help adults with special needs achieve their potential by employing them in simple agricultural and handcraft projects under the supervision of professional staff, while taking their individual abilities into consideration.</p> <p>In addition to Kamal gardens, Naouri Group is the Patron Member of the Paramhansa Yogananda Society for Special Unfolding & Moulding (PYSSUM) in India, which was founded by Ms. Raghida Naouri in July, 2005. PYSSUM is a progressive society for challenged children that organizes in-house and outdoor activities to help them become strong and creative.</p> <p>From time to time PYSSUM organizes workshops, training programs, group meetings or activities that would benefit not only the children, but also those who are involved in the cause of the special children in the capacity of a parent, support, or a teacher.</p> <p>The group also sponsors "Habat Al-kameh" in voluntary work by organizing a yearly seminar to enlighten students, their families and the local schools' staff about many aspects regarding community and social services.</p> <p>In 2007 The Group sponsored an "Eye Glasses Campaign" in cooperation with the "Rotaract club of Amman cosmopolitan" and "Prince Hashims' Special Needs foundation" which aimed to provide children with special needs with glasses.</p> <p>We see relationships with our suppliers as an opportunity to share best practices and believe in a continual process of learning, improving, and evolving our procurement processes with respect to human rights.</p> <p>We give both our clients and suppliers the right to express their thoughts about the group by handing out annual surveys and measuring their satisfaction with the provided services and with the treatment of our employees.</p>
<p>outcomes</p>	<p>To enhance education & learning within the group and for group employees, various internal and external training courses are held on regular basis where our employees can be updated with new information, plus they can have the opportunity to conduct lectures themselves to benefit their colleagues.</p> <p>E-mail Shots of human rights are sent internally to employees within our group.</p> <p>E-mail shots, monthly newsletter, quarterly newsletter including human rights in each issue are being sent on regular basis to agents and clients outside our group.</p>

We as a group support providing adequate opportunities for professional women all around our companies. Women around the company have earned those positions with their potentials and achievements, no discrimination of any form is used, the most qualified earns the position, and thus it has been noticed that there is an increase in female applicants who seek different positions throughout our group.

The results below show percentages of employed women which varies over the years according to qualifications and group standards. Moreover, 9% of the females working nowadays in our group are successfully leading important and challenging management positions.

	2007	2008	2009
% of females in the Group	30%	26.9%	29.3%

Since Kamal Gardens was established it started with 8 participants but now with the support, help and financial funding we were able to increase the participants to 20.

As for the eye glasses campaign we managed to diagnose 300 cases and helped with providing children with 1000 eye glasses.

Throughout our customer satisfaction surveys for each company within the group the following results were found for the past two years.

	2008	2009	2010 (future target)
Highly satisfied	43%	56%	70%
Satisfied	42%	35%	25%
unsatisfied	15%	9%	5%

The percentage of “satisfied” decreased by 7% and “unsatisfied” decreased by 6% whereas the percent of “highly satisfied” has increased remarkably. This was shown by a study done through our Quality & CRM departments which aimed to measure areas of improvement within our group to measure the satisfaction of our clients.

PRINCIPLE 2	MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES
<i>Principles and actions:</i>	
Commitment	As a Group and individual companies located in Jordan and the Levant Area, we have never been supportive nor complicit in the violation of human rights in any form. Human right abuse is neither tolerated nor accepted in any form or shape.
Actions	<p>Here at Naouri Group, discrimination in the work place is neither tolerated nor unacceptable; where actions to be taken regarding this matter are stated in the company's code of conduct.</p> <p>In Naouri Group, we care about our employees, and we work hard to guarantee them good lives through our suitable salaries, which reflect the local salaries levels based on market studies done by our top management.</p> <p>Training awareness courses are held regularly for employees emphasizing recognition on methods of discriminatory employment practices and steps of assuring that both employees are not complicit in any human right abuses.</p> <p>Given that the Group cares for employees health we have distributed leaflets and brochures to all employees to increase awareness about the hazards of smoking which is an abuse to other people who are forced to cope with. One of the approaches was campaigning the "I Quit smoking patch" which stimulates enzymes in the body to get rid of nicotine, and promoted the center by sending a circular to all employees explaining to them about it and about the dangers of smoking on their health and on others.</p> <p>The Group seeks to do business with clients who share our values & respect human rights and have zero tolerance policies towards human abuse. We exercise appropriate due diligence on clients to protect our franchise and to ensure that Naouri Group maintains high ethical standards.</p> <p>Considering the event on Gaza during the end of 2008 and the beginning of 2009, the group cooperated with the Jordanian Hashemite Charity Commission and collected donations from within the group and provided medicine, blankets, and basic food supplies, to ensure that wherever there is a chance to help, our group is always there.</p> <p>Al-Muna security Co. is one of the group companies, specialized in security and safety aspects, it was established in 2005, and is currently performing a wide range of Guard and Electronic Security services to its clients, that include the following:</p>

	<div>1. Guard Security: Al-Muna Security currently employs over 100 qualified guards and provides Guard Security services internally & to clients all over the Kingdom. It is supervised by highly trained and experienced staff from the Jordanian Special Operations, Royal Guards and Public Security Directorate.</div> <div>2. Electronic Security: Provides complete electronic security solutions internally & to clients to meet their security needs. This includes the design, installation and implementation of fire fighting systems, CCTV systems, motions sensors, access control, etc.</div> <div>3. Security Seals: Provides uniquely numbered seals that can be locked once and have to be broken to get unlocked. Security seals have a wide range of models to meet the many different uses for them.</div>						
Out comes	<div>To ensure that all employees are treated without any discrimination and have the right to equal pay for equal work, Naouri Group created a grading system for evaluation which guarantees that salaries are based on formal education, job position, work experience and other merits that managers will be able to consider.</div> <div>On the 24th of October, 2009 the Group has welcomed Doctor “Amer Sabayleh” from the University of Jordan who is specialized in the Act of Human Rights and Women Rights, where he gave an internal training session for the Group’s employees to enlighten them about their rights and increase their knowledge and awareness.</div> <div>Twenty employees have attended the session and a questionnaire was distributed to the employees before and after the session to measure the benefit they gained. The questionnaire included 5 questions on human rights and 5 questions on women rights, the increase in their knowledge before the session and after is shown in the following table:</div> <table><tr><td></td><td>Right answers before the session</td><td>Right answers after the session</td></tr><tr><td>% of answers</td><td>20%</td><td>55%</td></tr></table> <div>The provided statistics has shown an increase In employees knowledge of Human and Women Rights by 35%.</div>		Right answers before the session	Right answers after the session	% of answers	20%	55%
	Right answers before the session	Right answers after the session					
% of answers	20%	55%					

As for our future plan within the next couple of months, the Group is arranging for a session with the "I Quit Smoking" center to present an awareness session concentrating on smoking bad effects and measure the percentage of Carbon Monoxide (CO) in the body of smokers in the group.

With the information presented in this session we are hoping that the employees' awareness about the hazards of smoking, both for direct smokers and second hand smokers, will increase allowing all members to evaluate the risks and dangers of smoking and the benefits of a healthy and cleansed life on their health, body, their family members and colleagues.

Labor Standards

PRINCIPLE 3	BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING
<i>Principles and actions:</i>	
Commitment	<p>Our group employee guide states:</p> <p>“NG employers and workers shall have the right to join any association in order to constitute professional organizations or trade unions of their choice for the benefit of their economic and social interests without any personal or occupational damage being thereby suffered by him“.</p>
Actions	<p>To increase NG employees involvement in the company’s decision making process and support their loyalty, meetings with the management committee are regularly held, where employees are free to express all their opinions, problems, ideas, suggestions, comments and concerns directly to managers to bring openness and transparency in the Group.</p> <p>Many other ways to express opinions & ideas exist in the Group such as forming our Social Family, which is part of the Group’s CSR with the aim of conveying the needs of employees to top management. Moreover, the HR department placed a suggestion/ idea box where employees can place their suggestions and comments about anything that crosses their minds and be anonymous if desired. The Social Family committee is also responsible about following up on our corporate social responsibilities, such as preparing trips, collecting offers for various purposes to be distributed to all employees.</p> <p>Usually we organize internal and external training courses to provide employees with the desired motivation, increase their skills and proficiency and encourage them to keep up the good work, and be more creative to apply their new skills throughout the organization with positive results.</p> <p>Meetings are also arranged between managers and the new employees in order to explain the nature of their work and motivate them to be successful and efficient members in their career life. As we mentioned before we also distribute the Employee Guide to provide employees with basic information and knowledge about our work and organization.</p> <p>A special committee for Global compact was formed to follow up on implementing the ten principles and proposing new ideas.</p> <p>Each staff member within the group has the right to join any internal committee he desires as long as it does not affect his/her work.</p>

	<p>Naouri Group follows up any constitution implementation, development and any changes that have recently occurred in the labor or health field, and applies it in full.</p> <p>Naouri Group supports legal unions, societies and associations without any discrimination, like Jordan Hashemite Charitable Society, Aqaba Friendship Society, Union for Product Transportation & Clearance Companies, Jordan Engineering association and many others.</p> <p>We strive to assess significant clients & supplier's business practices highlighting human rights standards which enables us to integrate relevant aspects into our contractual relationships with them.</p> <p>Each year the Social Family committee prepares a Group trip for all employees, dinners and gatherings to enhance the bond between the employees of all companies. They also collect offers for essentials and personal items like household heaters, fans, laptops, and many other things to be offered to our employees in reduced amounts and through comfortable monthly payments.</p>										
Outcome	<p>The group conducts a yearly employee satisfaction survey to measure and evaluate the satisfaction/ contents and compliance of its employees to various areas of work ethics and standards. The survey was conducted to 118 employees and results were as follows</p> <table><tr><td></td><td>Totally Satisfied</td><td>Satisfied</td><td>Unsatisfied</td><td>Totally Unsatisfied</td></tr><tr><td>% of employees to answer (2008)</td><td>38.4 %</td><td>49.9 %</td><td>10.3 %</td><td>1.4 %</td></tr></table> <p>Naouri Group expectations for this year, 2009 survey is to increase the percentages of satisfied employees by a noticeable percentage due to the fact that Naouri has overtaken major steps to raise employees satisfaction as below:</p> <ul style="list-style-type: none">▪ The relocation to our new headquarter located in one of the most developed region in Jordan providing bigger offices and facilitations to ensure a perfect environment for employees to increase their satisfaction and productivity.▪ An orientation for each company was held to provide employees with a brief of their business strategies, job descriptions and ways of increasing productivity.▪ Annual bonuses upon appraisal for each and every employee▪ Increasing team work by organizing various workshops.▪ Conducting time studies for all departments basically measuring department performance according to work hours.		Totally Satisfied	Satisfied	Unsatisfied	Totally Unsatisfied	% of employees to answer (2008)	38.4 %	49.9 %	10.3 %	1.4 %
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	<p>Social Family helped increase employee satisfaction & delivering employees ideas to upper level management.</p> <p>After each training course, HR department measures the satisfaction of the employee from the training course along with course material and the new information knowledge and experience gained by asking them to prepare a report and present it as a lecture internally to the colleagues.</p> <p>Eighty percent of all employees have benefited from training courses which has been shown by an increase in their communication skills and performance.</p>
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PRINCIPLE 4	THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
<i>Principles and actions:</i>	
Commitment	Naouri Group believes in the labor rights concept that states "everyone has the right to work, for free choice of employment, to just and favorable conditions of work and protection against unemployment."
Actions	<p>At Naouri Group opportunities are provided to all qualified candidates applying for employment. Each person who applies for the company goes through a series of tests to define his knowledge, experience and qualifications. The candidates qualifications and experience will define the position he/she will be hired. Yearly, during the employment, a questionnaire is used to evaluate employee satisfaction in different scopes such as financial, moral and psychological aspects.</p> <p>We as a group, provide our new employees with a contract that is simple and clear, and an employee guide manual stating their duties and all that they are entitled of.</p> <p>For each company within the Group, we have an internal system that is based on Labor Rights and states the duties, responsibilities and rights of any employee in the Group which is also approved by the Ministry of Labor in Jordan.</p> <p>When an employee applies for working at one of the companies, he states the position he prefers in his application. If the employee is to be assigned to a new post, he/she has the right to approve or decline the new position. Furthermore, new positions assigned to NG employees are always on the same level on the hierarchy or higher. Naouri Group does not degrade any employee to a lower position in the hierarchy or salary for that matter.</p> <p>The Group organizes regular training courses with its managers, in order to introduce them to the best ways of communication and harmony exchange with different employees' natures or moods. In addition, an electronic mail system that directly connects the employees with the Group Chairman and Human Resources Department is made available, so that they can have the option to fully express and convey any message or opinion freely.</p>

	<p>Naouri Group supports Jordanian Universities by providing training opportunities to reinforce and integrate University students, provide them with essential basic skills and knowledge acquired during their studies, related to the key concepts of the disciplines that underpin their education, and if they are qualified a career opportunity is provided to them.</p>
outcome	<p>Through our daily electronic email "SMILE" information is sent to employees on labor rights to increase their awareness, where statistics have shown that 90% of all employees read and enjoy it.</p> <p>We participate in "The Job Fair" each year organized by "Maharat", an organization funded by the USAID, where we present our Group's companies and explain our fields of work, vacancies and career opportunities with our Group versatile companies to all potential candidates provide equal opportunities to all candidates.</p> <p>The Group provides equal opportunities to all participants to take our employment test and undergo our interviewing sessions, and offer them an equal chance of employment to the position they see fits to their skills, based on their qualifications and experience.</p> <p>The internal system that is based on labor right protected the rights of all employees which resulted in less conflict and objections from all departments.</p>

PRINCIPLE 5	THE EFFECTIVE ABOLITION OF CHILD LABOUR																	
<i>Principles and actions:</i>																		
commitment	We believe that each child has the right to enjoy his childhood without having to work, and be condemned to forceful labor. Each child has the right to play, eat and have a secure life.																	
Actions	<p>In our policy we focus on forbidding and eliminating any form of child labor which includes forced recruitment for use of children in illicit or hazardous activities for all those under the legal working age of 18 years, and we concentrate on raising awareness of the need to eliminate child labor within our organizations.</p> <p>We consider child labor exploitative and inappropriate, not only morally unacceptable, but illegal and an affront to human dignity as well. Naouri Group believes that no nation, community or business shall expect to achieve sustainable human development if it tolerates child labor</p> <p>Additionally we make sure that none of Naouri Group's clients nor suppliers utilizes child labor.</p> <p>Naouri group has joined the "Right to Play Walkathon" where more than 9,000 people took part in the event that was held in October 2009, in Amman, Jordan. Children, men and women of all ages came together to support Right To Play by walking toward a healthier life for children in Jordan and throughout the Middle East. The walk raised nearly 50,000 USD, which will go to support Right to Play programs in Jordan and in the Middle East and North Africa.</p>																	
outcomes	<p>Naouri Group employee structure based on age ranks for the year 2009 are as follows</p> <table><tr><td></td><td>Less than 18 years</td><td>18-22 years</td><td>23-32 years</td><td>33-42 years</td><td>43-60 years</td></tr><tr><td>% of employees from the total in 2009</td><td>0%</td><td>1%</td><td>56.7%</td><td>28.3%</td><td>14%</td></tr></table>							Less than 18 years	18-22 years	23-32 years	33-42 years	43-60 years	% of employees from the total in 2009	0%	1%	56.7%	28.3%	14%
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	<p>Notes:</p> <ul style="list-style-type: none">▪ National age for completing compulsory schooling is 18 years old as defined by the Ministry of Education.▪ National age to finish college/university education 22▪ Group Policy age of retirement is 60 years for men and 55 years for women. <p>Most of the group's employees are centered between the ages 23 to 32. As shown in the table above the group does not employ anyone below the age of 18 years old.</p>
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PRINCIPLE 6	ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION
<i>Principles and actions:</i>	
Commitment	Equality is one of the important concepts at Naouri Group in which we encourage the idea that all employees are equal and should be treated accordingly.
Actions	<p>Furthermore, we encourage our employees themselves to work and develop their skills to stand out and prove their high qualifications, entitling them to extra incentives and higher bonuses and ultimately higher positions within our organization.</p> <p>In 2006 Naouri Group created a grading system called "The Employees Appraisal". This system starts with a 100 grades for each employee and this level increases/ decreases according to their performance, quality of work, dedication, applying the companies policies, etc.. It evaluates employee's performance in many areas:</p> <ol style="list-style-type: none"> 1. ability to understand and learn new techniques and work methods. 2. implementing work on a specific level, date and speed. 3. concentrating and working under pressure. 4. modification and flexibility with others. 5. ability of initiation and invention. 6. other aspects that encourage work spirit, and support new ideas and projects. <p>All candidates seeking employment at Naouri Group are now required to pass through a series of quantitative tests (IQ, English, and Personality) and other exams which measure their qualifications & guarantee equal chances given to all candidates which help us maintain and increase our good reputation and ethics at work.</p> <p>Being aware of the competition and high demand on excellent job candidates, Naouri Group has worked over the years to provide the best job opportunities and tempting incentives through its excellent job packages.</p> <p>Naouri Group has been committed to helping people who are disabled or excluded for any other reason. And since we are an active member in Kamal Gardens foundation, we adapt and hire youth with special needs, help them to challenge other environment and feelings and support and encourage them to work as an important part of our society.</p>

Outcomes

One percent of the total employees in Naouri Group are disabled where the group hires them and gives them light tasks and helps them communicate with others to improve their personality and abilities.

This year and even with the world economic crisis the Group has refused to let go of any employee unless they have shown incompetence, thus; the employment ratio for this year was 17% but rather the Group has decided to tighten its budget instead.

	2008	2009
Employment percent from total employees	32%	17%
Employee turn over	23%	17%

Environment

PRINCIPLE 7	BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES
<i>Principles and actions:</i>	
Commitment	Naouri group supports any activity that is held for the development of the environment, as well as supporting any approach to take precautionary actions to environmental challenges.
Actions	<p>One of the main purposes of Naouri Group is to have a competent environmental strategy, thus since the year 2000 Naouri Group instituted a policy preventing smoking indoors to maintain employees' health and environmental safety.</p> <p>Starting from August 2009, the Group in its new building has assigned a smoking room where one employee can enter each time, thus providing employees with a healthy and safe surrounding.</p> <p>Transportation in the Group is kept to a minimum. Each company within the Group gathers all the mail then they are collected by our Traffic Division and distributed according to locations. All the vehicles are dispatched according to a well studied schedule that covers most of the designated areas using the shortest routes and minimum circulation to reduce fuel consumption and exhaust emissions.</p> <p>Also, the group has adopted cars with small engine capacities and less fuel consumption, again to minimize fuel use and emission. In addition; all transportation vehicles are subjected to periodic maintenance, to minimize exhaust emission and harmful gases that maybe produced by incomplete combustion of the fuel.</p> <p>Moreover, the Group has hired cleaning personnel to keep work environment clean at all times. As for the H1N1 flue that spread around in 2009 the Group has taken precautionary actions to prevent spreading of this disease, including the availability of alcohol based sanitizers in all floors and offices.</p> <p>In the new building of the group, to reduce energy consumption we started off by installing fluorescent lamps in all floors of the building, providing employees with flat computer screens, diminish the usage of air-conditioning, and provide periodic maintenance and checking to all electrical equipment within the company to minimize power consumption.</p>

	<p>The HR Division uses a strategy, where each Group in the company has a particular quantity of (papers, pen, ink) which is kept at minimum and the department will have to regulate their needs to meet the supplied quantities , in order to ensure their proper usage to reduce waste.</p>		
Outcomes	<p>To detect smoke and as a precautionary action, we placed fire alarms all around the new building, to have a quick response of protecting the environment in case of fire.</p> <p>The Group has placed hygienic solution sanitizers in each company/ floor in the Group and awareness emails are circulated to educate employees on H1N1 flue and how to take precautionary actions to prevent catching the disease.</p> <p><u>Future plans:</u></p> <p>Naouri Group attempts to develop projects to reduce (limit) water usage, energy and paper consumption within the next year, in order to save costs and preserve the environment and natural resources.</p> <p>Use of paper, water, and electricity are studied to be reduced</p>		
		2009	Projection of 2010
	Paper	400 paper packs per company per year	10% less --Automate required process forms wherever necessary --Study the follow up on irresponsible use of paper --Aim to reach a paperless environment.
	Water	443 cubic meter per year	10% --install a device to reduce toilet water --Install water-saving faucet. --Put a layer of mulch around trees and plants --Increase the usage of hygienic products.

	Electricity	194280 KHW	20%	<p>--Using more efficient computers to reduce power consumption.</p> <p>--Switching to high efficiency lighting using efficient light bulbs like the compact fluorescent light bulbs.</p> <p>--New work policies to regulate the use of electrical devices and computers, e.g., all computer monitors are to be turned off if they are not going to be used for over 5 minutes. Furthermore, electrical devices that are not being used will be unplugged to minimize power loss in the wiring and windings of the devices.</p> <p>--New approaches will be used to set schedules for best use of the heating/cooling conditioning systems, to minimize power consumption.</p> <p>--Isolating the building using the best techniques to avoid heat loss/gain to/from the surrounding, and reducing the strain on the conditioning systems, thus minimizing power loss.</p>
	<p>Paper: each paper pack contains 500 sheets Water: measured in cubic meter. Electricity: Kilowatt per hour.</p> <p>Since the Group favors products with recycled content, the Group is planning on preparing giveaways for the year 2010 to be distributed in recycling bags and made of recyclable material.</p>			

PRINCIPLE 8	UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY
<i>Principles and actions:</i>	
Commitment	<p>One of the main purposes of Naouri Group is to have a competent environmental strategy, conserve energy and water, and create a clean work environment. In order to achieve this purpose we commit to support and encourage any environmental friendly technologies, create and raise the spirit of responsibility and awareness among our employees</p>
Actions	<p>Naouri Group intends to take a step in the right direction and tackle environmental responsibility at the customer level as well as the corporate level. We are highly concerned with matters of cleanliness and how to have the opportunity to efficiently plan our environmental actions and to raise the spirit of responsibility in all of our employees towards our environment .</p> <p>Thus; the Human Resources Division sends awareness e-mails once a week to all employees to enlighten them about the important effect of their actions towards the environment.</p> <p>Each email sent on behalf of the Group to clients or suppliers has an environmental friendly logo that became a part of the Groups identity which states "save a tree don't print this email unless necessary".</p> <p>As one of Naouri Group's interests is agriculture, a company named "Tamara Farms" was established in 2006 where it has invested in agriculture projects in several farms in Jordan, mainly in Jordan Valley producing grapes, olives, dates and extra version olive oil.</p> <p>Tamara Farms uses natural fertilizers and harmless pesticides. Also, the irrigation systems used are to ensure proper and moderate use of water, like dripping systems. All Tamara Farm products state these facts on the packaging to raise the awareness of such vital approaches to the consumers.</p> <p>E-mail shots, monthly newsletter, quarterly newsletter including Environmental awareness in each issue, are being sent on regular basis to agents and clients outside our group to increase the awareness and knowledge in the society on the importance of the environment.</p>

	<p>Naouri Group has Participated in “ Clean Up the World Campaign” program under the patronage of his Excellency Mayor Omar Maani, which was held in conjunction with the United Nations Environment Program (UNEP), and aims to clean up, fix up and conserve the environment.</p>
Outcome	<p>We strive within the limits of practical considerations to conserve energy and resources, reduce waste, and purchase environmentally friendly products. We are planning to organize awareness courses by a qualified team, to provide employees with information on environmental conservation and their impact on it.</p> <p>Our next step to tackle environmental responsibility is to form an environmental committee to alert employees and spread awareness among them about their environmental actions.</p> <p>Tamara Farms project has been developed with a main purpose to clean the environment. Planting trees does indeed remove carbon dioxide from the air as they grow thus providing a healthier surrounding for the society.</p> <p>Since the Group has changed its location, employees in coordination with our Human Resource Division has planned a carpooling plan where we contract with cabs to gather each five employees who live next to each other and drive them to the company, thus reducing the consumption of fuel used when each person arrives by him/her self to the company.</p>

PRINCIPLE 9	ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES
<i>Principles and actions:</i>	
Commitment	Naouri Group realizes the significance of environmental impact on all our operations, staff and companies, therefore we are moving in the direction of achieving our objective, goals and target through using and promoting innovative technologies to increase awareness of every person's responsibility towards the environment.
Actions	<p>To reduce the use of paper and to achieve a paperless office we encourage dealing with information by e-mails throughout our organization in order to increase the efficiency and a better overall performance.</p> <p>We as a Group believe that it is the organization's responsibility to protect the environment and prevent its pollution, and since one of our companies is in the Sea freight business, we were concerned for the marine life and environment, thus; one of our reasons to be the EVERGREEN line agents in Jordan for cargo transport & shipping, as the EVERGREEN vessels are designed in a way to protect the environment, such as having a double bottom layer to prevent fuel leakage, also its outer layer is painted in material to prevent rusting, and many other precautions taken to reduce the emission of SOX gases.</p> <p>In order to support the recycling operations in our country and encourage the spirit of responsibilities towards our environment, Naouri Group participated in the Jordanian environmental society and became one of its important members, where its main work is to recycle the used papers of the organization.</p>
Outcomes	<p><u>Future Plan:</u></p> <p>We are looking to establish an environmental management system with objectives and procedures to evaluate the progress of the organization when dealing with the environment and making sure that all possible actions that are within limits to reach a better environmental work place .</p>

Anti-Corruption

PRINCIPLE 10	BUSINESS SHOULD WORK AGAINST ALL FORMS OF CORRUPTION, INCLUDING EXTORTION AND BRIBERY
<i>Principles and actions:</i>	
Commitment	Naouri Group does not tolerate any form of corruption; therefore a policy has been stated in the employee manual stating that immediate actions will be taken directly if corruption was detected in any department.
Actions	<p>Three main companies in the Naouri Group: Ammon Shipping and Transport, Kareem Logistics, and Salam Forwarding and Shipping Agency, are listed in the Golden List program which is hosted by the Jordanian customs department, this program is derived from The United State Program (C/TPAT).</p> <p>The Golden List program works hand in hand with various governmental institutions to discover and prevent any corruption or fraudulence. The Golden List includes a secure list in the supply chain, all the needed precautions to fight corruption and bribery and all employees' execution to protect them and their costumers' peacemaker.</p> <p>The Group has initiated a Quality Assurance Division that performs Audits regularly on all the company's departments to make sure that all are indeed following quality standards and procedures. This department also investigates any suspicious activities resulting from the audits.</p> <p>Higher customer satisfaction and trust were achieved due to the fact that our internal departments are providing better services which reflected the overall service received by our customer.</p> <p>Naouri Group states in its policies that it prevents any employee within the group to deal with suppliers or customers that use any form of corruption.</p>
Future Plan	HR Division plans to conduct awareness training courses on corruption and deterioration to warn all of its employees to be more careful and cautious, and to enlighten them with the consequences that would outcome from such situations.

NOTE:

Our copy of the COP 2008-2009 will be available on our group's website.

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