



**COMMUNICATION
ON PROGRESS
REPORT**
FOR THE PERIOD OF

JANUARY 2014 - MAY 2015



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TO OUR STAKEHOLDERS,

I am pleased to confirm that Mobile Interim Company 1 (MIC1) – Alfa, reaffirms its support for the Ten Principles of the United Nations Global Compact (UNGC), in the areas of Human Rights, Labour, Environment and Anti – Corruption.

When we joined the UNGC, a year ago, we intended to reflect our commitment through ongoing optimization of our performance by promoting and further integrating these principles within our everyday business practices and by taking into consideration the triple bottom line: People, Planet and Profit.

We, through joining UNGC, commit to evolve and tackle these principles in order to continue creating a positive change in our society.

In this annual Communication on Progress report, we are pleased to describe our initiatives and actions with relation to embedding these 10 principles into our business strategy, culture and daily operations.

Sincerely yours,
Marwan Hayek
Chairman & CEO
June 2015

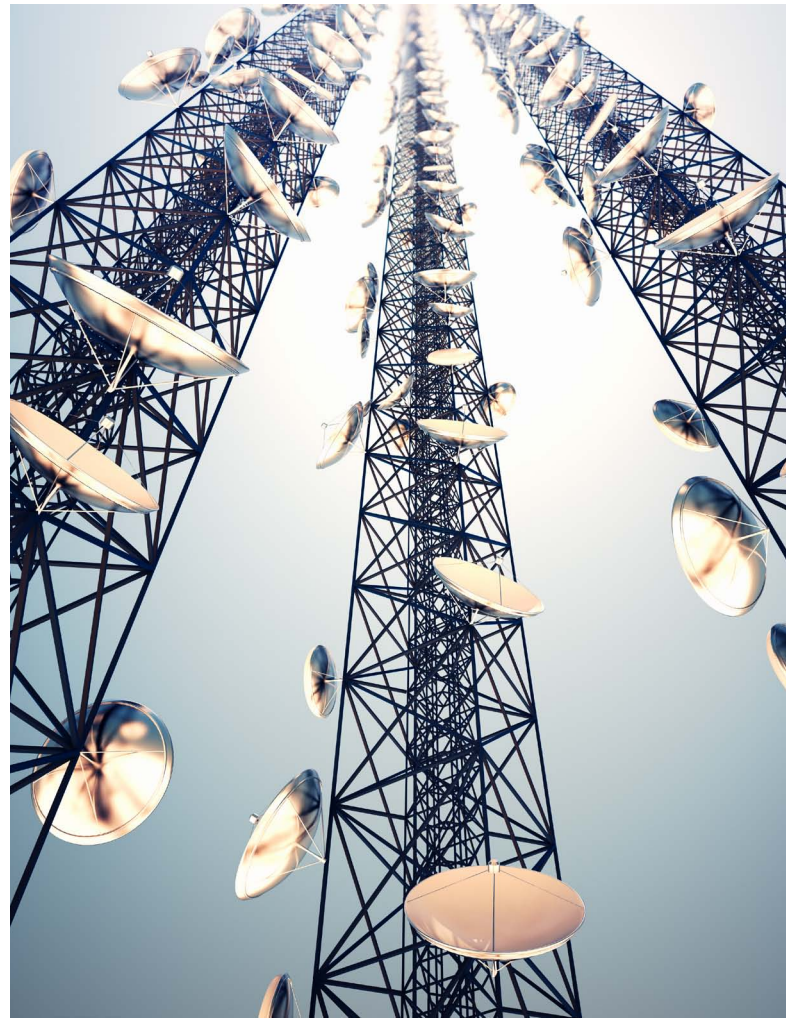


About Alfa

Alfa is the first Lebanese mobile network owned by the Republic of Lebanon and managed by Orascom Telecom, Media and Technology (OTMT). Alfa capitalizes on the vast know-how and international expertise of OTMT in order to deliver quality and professional solutions for the mobile sector in Lebanon. On October 25, 2011, Alfa became the first mobile operator to launch 3G+ mobile broadband services in Lebanon, and in another major technological achievement, the company was the first to commercially launch 4G-LTE services in the country on May 15, 2013. Alfa currently serves close to 2 million subscribers and covers 99% of Lebanon.

Alfa Management Team

Marwan Hayek	Chairman & CEO
Assaad Kairouz	Chief Commercial Officer
Imad Hamed	Chief Technology Officer
Rafic El Haddad	Chief Financial Officer
Raef Salha	Vice President, HR, Admin & Legal Affairs
Aline Karam	Chief Communications Affairs Officer
Assaad Abousleiman	Chief Corporate Strategy & Quality Officer



Alfa's Purpose

We are the citizens of our Community, Proud of our Belonging, We provide Competitive Telecommunications Services while maintaining the highest Quality of Service by upholding our Sustainable Commitments.

Alfa's Vision

We aspire to lead the Change in the Telecommunications Industry by employing Advanced Technologies and Adaptable Mobile Solutions to the Lebanese Market, creating an innovative model of social responsibility and fostering our Stakeholders Engagements through an Agile Value Creation system.

Alfa's Beliefs

- We believe in the potential of our PEOPLE by building on talents through the development of the right knowledge and skills, enabling our Talented and Engaged PEOPLE to lead the way and secure sustainable growth.
- We believe in building a Sustainable Business Model by investing our talents and engaging our stakeholders for the benefit of our Society, our People and our Environment through pioneering Responsible operations and initiatives.
- We believe in the Power of AGILITY by constantly enhancing our Business Processes, Talent Management and Technologies, stimulating thus, Competitive Advantage and Strategic Differentiation.
- We believe in delivering an Outstanding Customer Experience by striving for Excellence and anticipating our customers' needs, thus turning them into our Brand Ambassadors.

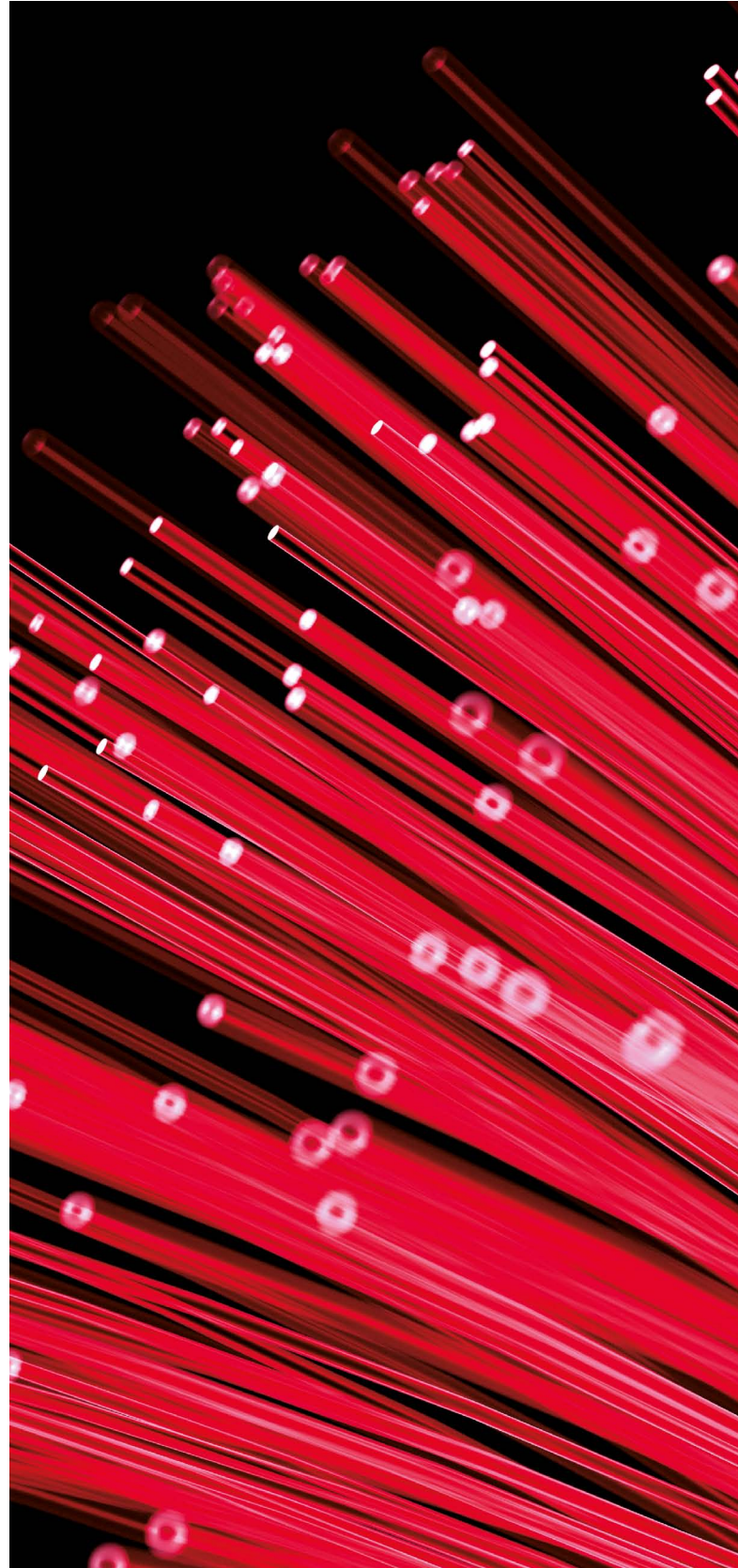


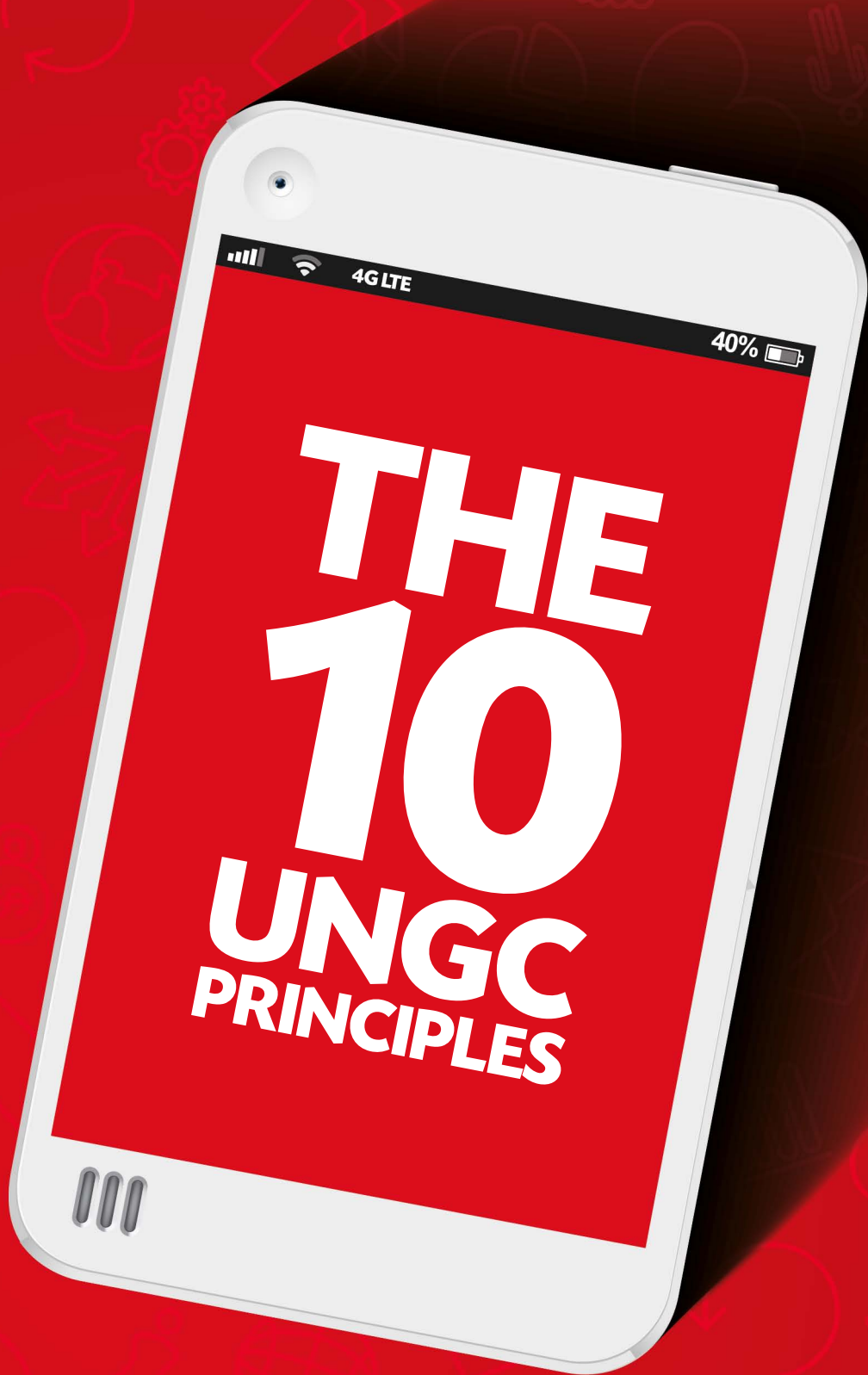
Alfa's Commitments

- We are willingly committed to the well-being of our PEOPLE by improving their lives, creating OPPORTUNITIES and building their capacities in an equal and synergistic environment.
- We are committed to being a Socially Responsible Corporate Citizen, by contributing to the community in which we live and grow, and by achieving and maintaining the highest standards of ethical conduct and integrity.
- We are committed to act with agility by reinforcing our ability to adapt to complex clients' requirements while keeping abreast of the changes in markets and business environment and by embracing the latest technologies in terms of energy savings and operational efficiency towards renewable energy sourcing.
- We are committed to provide state-of-the-art and innovative services to our clients by maximizing satisfaction through continuous improvement of our quality management system.

Alfa's Aspirations

- We aspire to be the CARETAKERS of our people by being a leading corporate citizen and by creating positive change in their lives.
- We aspire to maintain our leading position by aligning our SUSTAINABLE engagements with our Business Strategy, thus steering towards an ADVANCED PERSPECTIVE.
- We aspire to lead the CHANGE by creating Innovative Business Opportunities and to model emerged trends for the INTEREST of our community, resulting in peak business performance.
- We aspire to provide an Exceptional Customer Experience, by placing our customers at the CENTER of our business and strategy and delivering GREATER value towards long term Customer Loyalty.





**THE
10
UNGC
PRINCIPLES**

HUMAN RIGHTS PRINCIPLES

PRINCIPLE 1

Businesses should support and respect the protection of internationally proclaimed human rights.

PRINCIPLE 2

Make sure they are not complicit in human rights abuses.

LABOUR

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 or compulsory labour.

PRINCIPLE 5

The effective abolition of child labour.

PRINCIPLE 6

And the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges.

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility.

PRINCIPLE 9

And encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

PRINCIPLE 10

Businesses should work against all forms of corruption including bribery and extortion.



HUMAN RIGHTS PRINCIPLES

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ASSESSMENT, POLICY AND GOALS

We, at Alfa, abide by ethical business standards in accordance with the international norms. We conduct our operations and business relationships in line with the applicable laws and regulations in Lebanon and our internal code of conduct. We endorse the Universal Declaration of Human Rights by respecting and promoting ethical and legal conduct amongst our employees, customers, stakeholders and business partners.

Also, by way of example and without any limitation, we advocate the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of Persons with Disabilities and the Convention on the Rights of the Child.

We treat our employees with dignity and fairness. We abide by the Lebanese Labor law and have all our employees registered in the National Social Security Fund (NSSF).

Our corporate governance, put in place and implemented, does not solely provide the framework for attaining our company's commitments and objectives, it also encompasses our socially responsible engagements with relation to the environmental, social and economic directions, in addition to performance measurement indicators and ethical regulations for best practices.

We put our stakeholders at the heart of our business by aiming at developing their well-being with respect to equal opportunities, behavioral ethical guidance and diversity. With our employees, we work towards achieving learning and development, career advancement, gender equality, recognition and reward programs, equal remuneration, health and safety work conditions, social benefits and compensations.

We foster a trust-based culture workplace by cultivating honesty and integrity and promoting an open door policy, through the adoption and use of value-building techniques and practices, aligned with our corporate social responsibility journey.

At Alfa, we embrace the definition of The World Business Council for Sustainable Development in its publication "Making Good Business Sense", published in year 2000, by Lord Holme and Richard Watts:

"Corporate Social Responsibility is the **continuing** commitment by business to **behave ethically** and contribute to **economic development** while **improving the quality of life of the workforce** and their **families** as well as of **the local community** and society at large."

At Alfa, we promote a culture of openness and believe that by respecting our stakeholders and employees' rights and freedom of opinion, expression and belief, we will lead the way to nurturing their development and to the fulfilment of their potential. We denounce any kind of suppression and oppression which might affect our employees' choices and diversities. In counterpart, we acknowledge our employees' privileges and act in accordance with the fundamental human rights.

HUMAN RIGHTS PRINCIPLES

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IMPLEMENTATION

At Alfa, the human rights principles and practices are embedded within our organizational policies and corporate statements.

WE HAVE TAKEN SEVERAL MEASURES TO PREVENT HUMAN RIGHTS VIOLATION:

We put at the disposal of our workforces supportive guidelines, policies and systems, aiming at guiding them to operate in accordance with Alfa strategic commitments and beliefs and to behave in accordance with Alfa sustainable principles, thus promoting those behaviors for our shared sustainable growth. These supportive guidelines and systems include, without limitation, the following:

- Code of Ethics
- Code of Conduct
- Employee Handbook
- Social Media guidelines
- Behavioral competencies definitions and behavioral indicators
- Learning and development programs
- Technical skills assessment
- Training development plans and Training program reinforcement and follow up
- Disciplinary and Grievance management processes
- Health and Safety standards and specifications

We are in the advanced stage of implementing and putting into action our Code of Ethical Purchasing, aiming at regulating and sustaining our business relationships with our external stakeholders.

As part of our Code of Ethical Purchasing, we have set a Supplier and Vendor acceptance criteria, which encompasses our commitments with relation to corporate responsibility, aiming at mitigating potential risks which are likely to occur during our business relationships and promoting our sustainability tactics amongst our stakeholders. Currently, we are operating within the spirit of the quality management standards and specifically the ISO 26000 - guidelines on Social Responsibility.

In parallel, on Customer Experience level, Alfa has been actively working since 2013 on seeking the voice of our customers in order to better meet their needs and expectations.

The Voice of Customer program provides the ability to capture and collect the customer feedback across the entire customer journey via different type of surveys completed through different channels based on customer preference.

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MEASUREMENT OF OUTCOMES

We regularly assess the effectiveness of our practices and operations, in respect to its compliance with Human rights. No human right violations or act of discrimination, exploitation and harassment were reported within our organization in the past year. Accordingly, recurrent review is being conducted on our policies, processes and work instructions to assess the Human Rights impacts of our daily operations and activities and ensure its synergetic alignment with our commitments and culture.

To encourage more open communication, feedback, and discussion about any matter of importance to an employee or to the company, we adopted an HR open door policy. This policy, also aims at developing trust and ensuring that any violation, breach or discrimination is reaching the Human Resources Department to take necessary action.

In addition, a mailbox was put in place at the entrance of the HR department, allowing employees to address any issue, complaint or suggestion anonymously and freely.

Also, permanent HR visits and informal meetings are being held with employees, to touch point with them, especially when they are working at different locations. These visits allow the HR department to highlight any complaint or issue raised by employees. Concerns raised are being treated immediately and raised to the Management when needed.

In light of our ethical and conduct guidelines, we make sure that all our employees have the needed knowledge as to the best practices and acclaimed behaviors, in relation to Human Rights.

Special awareness campaigns are being launched by the HR department to ensure all employees are being constantly informed and aware of our policies, code of conduct and security.

In 2014, more than 14 notifications were sent to colleagues via business email, to remind them about our rules, policies, conduct or security. An internal security quiz was designed in March 2015 and addressed to all colleagues, to reinforce and safeguard our working environment. The quiz was mandatory to all colleagues and a training plan was set for colleagues who failed to pass the test.

In addition, to the Security quiz more than 10 notifications and reminders were sent to colleagues, to increase their awareness on different security, conduct, or behavioral issues.

Moreover, an orientation is being organized for new comers on monthly basis; its objective is to provide employees with an overview of our company, organizational culture, and work ethic, which will allow the employee to better integrate into the workplace.

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MEASUREMENT OF OUTCOMES

On Customer Experience level, and since 2013, 1.8M surveys were conducted. Our answer ratio is equivalent to 1.58%, which is higher than the international benchmarked average, for surveys without incentives.

Several channels are used in this respect, in order to make sure that the collected feedback is aligned with the multiple transactions, we are offering. They vary from SMS, Website, Phone, Face to Face, USSD to Alfa Mobile Application. Additional channels are being assessed regularly to meet complex clients' requirements.

Also, in relation to those surveys, multiple actions and initiatives are being applied and implemented in order to improve the Customer Experience journey of our clients.

These improvements are directly related to our products and services, such as decreasing the time needed to reach Alfa helpline, publishing educational infographics and tutorial videos about Alfa channels and services, data consumption...

LABOUR PRINCIPLES

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ASSESSMENT, POLICY AND GOALS

At Alfa, we act in accordance with the International Labor Organization (ILO) principles, regarding the child rights. We comply by the Lebanese laws protecting children from the worst forms of child labour and adhere to all the consent decrees regulating the Child Labour laws and legislations. Also, we abide by the UN declaration prohibiting any form of child labour with regard to the four general principles adopted by the United Nations Committee: non-discrimination, best interests of the child, survival and development and participation. We fully adopt Lebanon minimum age convention for admission in employment and encourage the enrolment of children in formal education.

Moreover, we prohibit any form of discrimination based on gender, religion, race, physical disability or nationality and seek to prevent discrimination practices in relation to employment, promotion, remuneration by forbidding any kind of inequality and injustice.

Alfa welcomes a diverse workplace offering exposure to employees from different cultures and backgrounds. Our commitment to diversity through fair employment and recruitment selection is based only on the individual merits of candidates and on selection criteria relevant to the position. For this purpose, Alfa, as an employer is keen to the principle of equal opportunity and adheres to a clear defined procedure in the conduct of the recruitment and selection process for all its vacancies. As a company, we strive to ensure that no job applicant or employee receives less favourable treatment on the grounds of, gender, marital status, and religion, political or physical status.

We recognize the right of our employees in upholding the freedom of association and the effective recognition of the right to collective bargaining. Also, Alfa is abiding by the terms of a collective agreement signed with the Syndicate of Mobile Sector employees. We respect the rights of our employees to freely and voluntarily join syndicate or unions pursuant to the applicable legal Lebanese laws and regulations.

All our activities are governed by clear policies, procedures and guidelines that are based on international standards management systems, by way of example and without limitation:

- PMP for Project Management
- ISO standard 9000/2008 for Quality Management
- ISO 31000 for Risk Management Strategy, after proper customization
- ISO 26000 – Guidance on Social Responsibility that dedicates one of its seven core subjects to Human Rights.
- ISO 39001:2012 Road traffic safety (RTS) management systems
- OHSAS 18001 Occupational health and safety management systems, after proper customization

Our dedicated Human Resources Power-forces address advanced perspectives of HR issues, from people resourcing, acquisition, management of well-being, retention, talent planning, competencies development with respect to equity, transparency, integrity and accountability.

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IMPLEMENTATION

1. Getting feedback

At Alfa, we have periodic engagement and communications programs aiming at building trust with community through the gathering of feedback and detection of our stakeholders' directions, perceptions and aspirations in addition to identification of emerging issues and trends, to facilitate corrective actions and take preemptive measures.

The engagements' outcomes are being followed and assessed by a group of dedicated workforces and acted upon for the benefit of our sustainable partnerships through several practices and modules: Grievance mechanisms, Overall Satisfaction, Net Promoter Score (NPS - customer loyalty metrics), Risk assessment,...

In parallel, the voice of our employees is a key driver in our corporate performance, enabling us to further understand our employees' needs, requirements, motivations and behaviors.

Our workforces are neither prevented nor deterred from expressing freely themselves, contrarily we have in place several mechanisms, channels and regulations which foster transparent and open communication in the workplace.

We have a yearly periodic internal assessment which aims at evaluating the well-being, the fair treatment and the appropriate contentment of our workforces at all levels across all our company. The results of the assessment are being followed and audited in order to ensure the finest working environment spirit and to better assess employees' concerns and suggestions. Also, we encourage our employees to share

suggestions and ideas by providing means for such information transfer and by applying the suitable and most appropriate initiatives and innovations as part of our continuous improvement activities.

2. Managing diversity at our workplace

Taking on our social responsibilities and developing our corporate social responsibility is one of our primary concerns.

We are committed to make sure that our recruitment policy does not in any way enclose any form of discrimination for our disabled and physically challenged employees.

We also seek, to grant our physically challenged employees their total independence, still they can seek assistance, when needed.

3. Equal opportunities for all

Equal opportunities are offered to all employees regardless of their gender, marital status, religion and political or physical status.

4. Developing our talents

a. Performance Management Program

We put at the heart of our core business: our People and our Community in order to meet leadership challenges through the Power of Agility.

Alfa is keen to attract and retain its talents; all employee concerns' are being treated and analyzed continuously for better retention.

We always aim at improving and recognizing Alfa employees' performance and supporting their career development.

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IMPLEMENTATION

At Alfa, we promote a culture driven by Performance. Accordingly, remuneration of the team members is being reviewed on a yearly basis with the aim of recognizing and valuing Top performers, while ensuring Fairness and Equity, along with review of applied salary scheme based on continuous market benchmark.

Since our culture relies on transparency, our internal rules & regulations were published and communicated to all our employees on the intranet to be accessible to all colleagues. Rules & regulations cover all aspects of our business and guarantee compliance with our culture.

In addition, our policies were also communicated and published on our intranet. These policies are developed to help employees understand our organization. They play a strategic role in our company and were developed in coordination with departments and concerned entities. They are continuously reviewed and updated based on need.

b. Training opportunity

Talent Development at Alfa ensures Corporate and Individual development, locally and abroad, enabling employees to achieve business objectives while maintaining performance excellence and creating a continuous learning culture. We also contribute to the development of the youth community through internship opportunities for university students looking to support their academic background with practical experience.

Our talent development program aims at building the capacities of our employees, in terms of skills and competencies.

We provide equal training opportunities which enable our employees to learn and grow. The training varies from Technical to Soft Skills, Quality application and standards to different overseas events and workshops.

5. Health and Safety environment

At Alfa, we apply management quality systems and standards related to the workplace condition, in addition to control measures, safety procedures, and preventions policies. We implement OHSAS 18001 Occupational health and safety management systems, after proper customization.

In addition, our working facilities take into consideration Health and Safety for the sake of our employees by putting on top of our commitments the security of our vulnerable groups and by guaranteeing healthy workplace aiming at protecting our employees from being exposed to any kind of harm. Our workplace premises are adapted to secure utmost physical and mental comfort for our physically challenged colleagues.

Moreover, we have in place strict work policies to protect our employees from any harm that might affect their physical, mental and social condition, aiming at maintaining their security and warranting their safety, with relation to their physical and mental well-being. Our best practices and protocols are continuously reviewed and shaped in order to respond to internal needs and operational exposures. Also, we conduct regular training and awareness sessions to our team for the purpose of diffusing health and safety instructions and regulations and preventing any probable harm which might affect them during their employment and when performing any business activity.

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IMPLEMENTATION

For this purpose, practical advices and recommendations guidelines are communicated to our technical teams, covering safety, health and welfare of employees and others, when conducting any activity at Alfa locations or any sites in compliance with the instructions of the international standardization bodies such as ICNIRP.

Car Fleet Management

Stemming from our commitments to protect the health and safety of our employees as well as promoting responsible driving, we invested our efforts to have in place a pioneering Car Fleet Management program. Our road-traffic safety frameworks and principles aim at upholding the best practices for our community sustainable development, based on ISO 39001 road safety Management Standard and the UN Decade of Action for Road Safety 2011-2020.

Our Car Fleet Management program is based on assessing our car fleet management current situation, designing an integrated policy to achieve road traffic safety, conducting training to all our employees by raising their awareness and providing needed guidelines and instructions.

A holistic approach and management system is considered and put in place, allowing to perform follow up, monitoring, and reporting by having a complaint management system and by expanding the application field and the governance and regulations. With this pioneering initiative in Lebanon, we aim at acting as role models for our community by demonstrating highest ethical standards while driving, in order to change the driving habits of our community in an effort to considerably reduce the number of accidents and casualties.

6. Special benefits at Alfa

As we aim to sustain our positioning as an employer of choice, Alfa is keen to provide employees with a wide array of financial and non-financial benefits. These benefits comprise a sizable percentage of total compensation and are offered or subsidized by the company according to specific eligibility requirements. They are continuously reviewed to provide best facilities for employees. Also, we seek to pay competitive wages versus the Lebanese market.

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MEASUREMENT OF OUTCOMES

1. Getting feedback

360 degree management assessment

Since 2011, a 360 degree management assessment process was launched by the HR department, to ensure employees are working in a healthy working environment. This process was established in line with our continuous initiatives to evaluate the well-being, fair treatment and appropriate learning and development culture across the different departments of the company; this process involves all teams reporting to a manager. They are requested to fill in the assessment form, sent on sequential basis and express freely their own opinion as to how they perceive their managers with regards to the above said standards. Accordingly, an action plan is put in place.

The whole process is developed to ensure confidentiality of the exercise and thus the information provided are treated anonymously according to our guidelines.

In Year 2014: 23 assessments were done. In 2015, 8 were done until March.

2. Equal opportunities for all/Gender Equality/Diversity

We offer our employees equal opportunity environment, whereas all our employees have the opportunity to grow and build their capacities, despite their physical challenges or gender.

Physical challenges

At Alfa, we already surpassed the 3% quota, stipulated by the Law 220/2000 which promotes the rights of the disabled and was ratified by parliament in December 1999, as to employing challenged people.

Moreover, our premises accessibility is being assessed on yearly basis by the Lebanese Physically Handicapped Union, to ensure that we are well equipped to cover employees with disability requirements' and facilitate their integration in our working environment (Internal and external customers).

Within this scope, a special awareness session on different types of disability was designed for all HR team members (100% attendance) on February 2015, in coordination with the Lebanese Handicapped Union, to get familiar with the best way for approaching employees with disability from an HR perspective and to know more about the tools needed at workplace to facilitate their integration. This special awareness session will be later cascaded among all colleagues.

Gender Equality

At Alfa, male and female managers are promoted based on their competencies.

Gender distribution:

40% Women vs. 60% Men.

Managerial position distribution:

10.16% Males vs. 4.40% Females in 2013, as compared to 14.5% Male managers vs. 6.65% Female managers in 2014; increase in line with the expansion of the whole Alfa permanent population.

Managerial position distribution:

29% Female managers vs. 71% Male Managers.

Since 2013, Alfa is celebrating "Girls in ICT Day" initiative, backed by ITU, aiming at encouraging young girls and women to consider careers in the ICT sector. Alfa Women Employees in Communication and Information Technology field is 21% vs. 79% of men. 13% of Alfa ICT managers are Women.

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MEASUREMENT OF OUTCOMES

4. Developing our talents

a. Performance Management Program

At Alfa, we have in place a Performance Management Program, based on the Management by Objectives (MBO) model, which aims at recognizing Alfa employees' performance, supporting their career development and achieving excellence while ensuring that our employees' individual objectives (SMART) are being met in coherence with our corporate goals and whereas each employee will contribute to the achievement of the overall corporate results.

Moreover, individual contribution is reviewed according to selected criteria reflecting performance in terms of core and managerial competencies.

b. Training opportunity

Our talent development program is based on building the capacities of our employees, in terms of skills and competencies.

- In 2014, 85% of the total company population had at least 1 learning opportunity. 5% attended major overseas conferences and seminars conducted worldwide and that are directly related to the Telecom industry. In 2015, 29% of the total company population has attended at least 1 training opportunity till mid-May out of which 3% attended overseas conferences and seminars.

- Number of students benefiting from internship program on a yearly basis has evolved from 17 in 2009 till 50 in 2014 with 25 university students being accommodated till present since January 2015.

- In 2014, we started a new talent development program, "Train The Trainer", whereas our experienced and skilled personnel got the techniques and became certified to deliver subjects in professional and corporate training which do respond to our business needs. So far, more than 37 training sessions were conducted by internal trainers to more than 480 colleagues.

5. Health and Safety environment

a. Induction security awareness sessions are being conducted to all new hires, to introduce them to our company's culture and internal regulations for a smooth integration within our working environment. Also, we have in place internal communication channels that aim at providing relevant guidance and support.

b. Our workplace and premises are subjected to scheduled maintenance examinations and risk assessment in order to ensure that our employees are not exposed to any hazards or threats, in relation to their health and safety. Monthly awareness internal communications are shared with our workforce in this respect. No accidents have been reported last year.

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MEASUREMENT OF OUTCOMES

6. Special benefits at Alfa

a. Special leaves

- Annual Leaves exceeding Labor Law stated 15 days per year; they increase depending on seniority with a minimum of 18 days and can reach up to 30 days
- Special leaves exceed also the leaves stipulated in Labor Law and allow also flexibility for employees:
 - Marriage: 7 days
 - Paternity: 3 days
 - Maternity: 3 months (exceeding the law by 2 weeks)
Flexible schedule for parents and student (Possibility to leave 1 hour earlier per day to be compensated from annual leave)
- Special leave for nursing mothers with a reduction of 1 hour of business day until new born reaches first year of his age

b. Schooling & nursery facilities

Alfa contributes to the schooling and kindergarten tuition fees of employees' children (up to 4 kids while respecting a fixed cap) even if their respective husbands are granted such an allowance by their employers.

c. Insurance

All permanent employees benefit from a first class medical insurance plan covering first class CO-NIL in-patient, out-patient, prescription medicine and doctor visits.

Medical insurance for direct dependents with a maximum of 30% contribution from the employee.

Employees benefit also from an important coverage for life insurance.



ENVIRONMENT PRINCIPLES

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ASSESSMENT, POLICY AND GOALS

With all the drastic variations in our environment, from climate change to air pollution, we cannot but feel concerned about the future of our country's natural resources and our planet, in the end, the greatest legacy we leave to our children is this planet.

We consider ourselves as the advocates of our community, by adopting pioneering responsible environmental initiatives, implementing health and safety protocols and standards, embracing the latest technologies in terms of energy savings and operational efficiency towards renewable energy sourcing, we work towards a sustainable growth to our beloved country and to our fellow citizens.

By means of upholding the protection of the environment, reducing the undesirable environmental impacts and applying sustainable practices, we, at Alfa, abide by the Lebanese applicable laws and the international quality standards and protocols with relation to the environmental laws and regulations and to the Human Exposure Limit Regulation for the safety and public health with respect to possible health impact of the radiations caused by mobile network equipment and the introduction of new technologies, environmental protection and preservation of the natural resources.

Also, we adopt the ICNIRP standard; International Commission on Non-Ionizing Radiation Protection (ICNIRP, 1998), which produces guidelines and recommendations limits on the Electromagnetic Radiation measurements exposure. This standard is applicable on all Alfa cells all over the Lebanese territories.

In addition, we are continuously employing new ways to reduce our energy consumption, optimizing our waste management and reducing our footprints in terms of energy consumption, as part of our sustainability efforts.

Our green commitment is embedded within our corporate objectives and is translated by internal and external measures and policies with respect to our "Alfa 4-Nature" initiative.

Our business process engineering effort, constantly considers the environmental attribute when designing new processes, procedures, internal policies and guidelines such as, Network deployment process and related procedures, where physical and carbon footprint is reduced as much as possible.

In addition, the enterprise risk management entity allocates a special interest to risks arising from environmental aspects: whereby an enterprise-wide green project was established to mitigate this risk, and indeed, the risk ended up being closed after proven sustainability of the project.

Besides, the risk of having non-properly catered for equipment deployment is also being managed with 80% of the controls, performed by concerned technical entities.

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Undertake initiatives to promote greater environmental responsibility.

PRINCIPLE 9

And encourage the development and diffusion of environmentally friendly technologies.

IMPLEMENTATION

- We have installed electronic type ballasts energy efficient in all floors and cafeterias, settled a Power Shutdown for floor lightings and kitchen pantries, and installed motion detectors in our premises and automatic switch-off systems for turning off floors' lights and wireless LAN's access points during non-working hours (or based on activity in the floors).
- In order to reduce leakage of existing elbows in all the ACs at our premises, we have turned louvers and installed timers for AC via BMS, thus conserving energy as much as possible.
- We have also installed fans and pumps schedule on BMS at our headquarters- manual as well as registration of hour meter readings at each gasoil refilling.
- We replaced lighting at our premises with LED lights, contributing to energy saving and sustainability best practices through decreasing our greenhouse gas emissions.
- To save energy, we have enabled sleep mode into the Network tool for power management, configured for TURN OFF all the PC and Printers and Automatic power save for Copiers, shredders and screens.
- Our company Cars have "Exhaust Oxygen Sensor" which controls the smell out of the car exhaust and help to reduce pollution.
- We have systems in place to manage, dispose and send the oil of our premises generators for re-refining and reuse as lubricant oils. Also, we have a healthy process with our suppliers regarding the disposal and the cleanliness of our GSM sites, whereas the used oil is not being thrown in sewage or any other place. It is handed to entities, who recycle or use it in some productions.
- Our recycling adoption is now embedded within our acclaimed behaviors, as part of our waste management initiative.
- We use recycled materials such as Toilet consumables and Office facial Tissue.
- We are adopting recycling initiative and collecting our corporate waste, as part of our sustainability strategy, at all Alfa premises in partnership with suppliers for the recycling of our used papers and other consumables.
- In 2015 and in coordination with our business partners, one tree is being planted by Alfa's partners on the Lebanese territory against each allocated site on the Alfa network.
- In relation to our commitment to sustainable projects protecting the environment in Lebanon, we are powering our telecom base stations with solar solutions, by embracing environmentally friendly technologies for the benefit of our community.

ENVIRONMENT PRINCIPLES

PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges.

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility.

PRINCIPLE 9

And encourage the development and diffusion of environmentally friendly technologies.

IMPLEMENTATION

- We are applying internal awareness programs which aim at raising our employees' responsiveness with respect to energy saving and adoption of green eco-friendly habits in order to build sustainable green culture in the workplace and within their lifestyles. Monthly awareness tips and recommendations are being communicated to employees. Also, we are applying sustainable initiatives with the NGOs we are partnering with, as part of our Alfa 4-Life Program, aiming at raising awareness about ecological causes.
- We are adopting Green services initiatives which include our e-billing and e-recharge services.
- We launched online payment services to our prepaid and postpaid subscribers, which decrease the paper bills and the toxic air pollutants through the reduction of cars on roads, in addition to time saving. Also, we promote green payment by allowing on-the-spot purchase through "near field Communication (NFC)" technology which offers our customers the opportunity to pay their transactions through their smartphones and readers having NFC capabilities.

ENVIRONMENT PRINCIPLES

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MEASUREMENT OF OUTCOMES

- We succeeded in reducing our energy consumption by 50% in 15 Working hours a day (from 7:00am till 10:00pm) with respect to installation of electronic type ballasts energy efficient in our premises and motion detectors in our parking and our facilities, settlement of Power Shut down for floor lightings and kitchen pantries.
- We succeeded in reducing our energy consumption by 45% over 24 hours in relation to the turn off of AC louvers and timers' installation.
- We succeeded in reducing our energy consumption by 50% by enabling sleep mode for Copiers (MFPs) & Shredders, approximately by 10% for screens (During the employee's absence from office during the day).
- We succeeded in reducing our energy consumption by 70% in relation to the replacement of lighting with LED lights.
- We send yearly 1440 Kgs of generators lubricant and oil for re-refining and reusing.
- We succeeded in reducing our printed bills statements by 45% through the adoption of green solutions instead, which increased our internet based billing by 169%.
- We have successfully equipped and put in service 10 Alfa solar site with respect to our sustainable commitments aiming at protecting the environment by investing and adopting environmentally friendly technologies and green solutions solution, free from CO2 gas emissions, generating reliable power & electricity from solar energy.
- We succeeded in reducing our offices supplies by cutting our consumption to half through the purchase of 50% recycled provisions.

YEAR	PAPER			PLASTIC	ALUMINUM	GLASS
	PAPER (KGs)	Card board (KGs)	Books (KGs)	Bottles (KGs)	Cans (KGs)	(KGs)
Year 2013 - in 3 months	3	10		2	10	40
Year 2014	1991	2100	884	522	22	10
Year 2015 - in 4 months	722	775	105	136		
Grand TOTAL	2716	2975	989	660	32	50

ENVIRONMENT PRINCIPLES

PRINCIPLE 7

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MEASUREMENT OF OUTCOMES

As part of the performed network optimizations, modernizations and replacement of the older technologies and network elements, Alfa have accomplished several milestones, since April 2014 until April 2015:

1. Dismantling from Core switch of around 71 cabinets/nodes and drastic reduction of the effectively needed and used foot-print area.
2. Major decrease in power consumption by around 13,000 Watts.
3. Complete evacuation and relocation of Core switch, and implementation of newer nodes with much less power consumption.
4. Dismantling from around 80 transmission sites, all over Lebanon, of the older transmission equipment, optimizing the sites space usage and decreasing the overall network power consumption by around 90,000 Watts.
5. Dismantling of Core and RAN network from Core switch and as such, reducing the floor plan occupation by around 29 cabinets.
6. The total estimated power consumption reduction, in Alfa's network, is estimated to be around 120,000 Watts which is equivalent to a heating capacity for around 60 houses.
7. The optimization, decommissioning and swapping of the traffic from the older nodes onto the newer and more eco-friendly nodes is still ongoing in Alfa's network.

Moreover, Alfa operations teams are following on several projects in order to improve further the power utilization and improve the efficiency of the cooling systems/environments and as such improve the power consumptions.

ANTI-CORRUPTION PRINCIPLE

PRINCIPLE 10

Businesses should work against all forms of corruption including bribery and extortion.

ASSESSMENT, POLICY AND GOALS

We, at Alfa, serve our community by acting as ethical role model to create a sustainable culture which promotes diversity, integrity, transparency through our commitments and behaviors.

We are committed to act in accordance with the Lebanese applicable laws in relation to the anti-corruption regulations and protocols and with respect to the Intellectual Property Rights.

Our corporate commitments are regulated by sound and robust corporate governance structure which promotes integrity, transparency and is compliant with ethics and quality standards.

We do not tolerate any form of bribery and extortion by aiming at and acting to maintain a zero tolerance policy against all forms of corruptions, whether internal or external.

Our business relationships internally and externally are founded on our Code of Conduct which describes the expected behaviors in the workplace when dealing internally and also, when conducting business with our external stakeholders through the Code of Ethical Purchasing, serving as a guiding compass in our daily activities, actions, decisions and interactions.

ANTI-CORRUPTION PRINCIPLE

PRINCIPLE 10

Businesses should work against all forms of corruption including bribery and extortion.

IMPLEMENTATION

Internally

Since our employees are our greatest asset, we put at their disposal numerous work regulations and guidelines to prevent corruption and bribery and protect them from any potential threat which might affect their business development.

For this purpose, a Code of Conduct was elaborated embracing several themes, including but not limited to; Workplace Etiquette, Business Language Ethics, Preservation and use of property equipment, Conflict of Interests, Gifts declarations, Confidential information and Non-Disclosure. It comprises required attitude at work and acclaimed behaviors. In the event of non-abidance to our rules and regulations, the disciplinary policy published and accessible to all colleagues, states clear measures to be taken; a disciplinary questionnaire allows colleagues to justify themselves before any action is taken.

Our Alfa employees are all trained and provided with full guidance regarding the appropriate behaviors and conduct. We provide our employees with full support to eradicate bribery and corruption and to raise any concern of ethical nature with their line manager and Human Resources professionals whether addressed or not in our communicated and published Code of Conduct.

A special gift and gratitude declaration policy was included within our code of conduct, whereby employees have to declare any gift received to the HR department based on exceeding a certain set amount.

Our tasks and activities are all structured into processes, that define the roles and responsibilities of each person. Continuous and regular internal audits take place to evaluate and improve the effectiveness of processes. Monitoring systems are also employed in order to ensure that the workflows and processes are working as intended. Control results are being followed up and corrective actions are implemented, when deemed necessary.

In the same context, we have in place an integrated fraud management system, which provides complete security against threats and provide protection from potential risks. Regular and on demand reports are generated and acted upon.

In addition, our Risk Management Strategy is intended to identify all kind of threats or events that might disrupt normal operation, have a detrimental impact on the business, or negatively affect the effectiveness and efficiency of work processes and procedures. The proactive aspect of risk management consists in identifying those potential risks/threats before they actually occur. The identified risks are then assessed to determine their seriousness, and finally treated to reduce their probability and/or impact.

All employees are encouraged to report any risk they notice in their working environment, daily activities, or professional observations. Identified risks are shared with a specialized team, who assesses and treats the risk. Follow up assessment is being conducted periodically and risks are reported to Top Management for proper decisions regarding the implementation of the treatment.

ANTI-CORRUPTION PRINCIPLE

PRINCIPLE 10

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IMPLEMENTATION

Externally

Specific guidelines and regulations are being adopted as well with the external entities (suppliers, clients, distributors, etc...) to secure the best environment and business ethics.

The best example is the way our procurement department deals with the suppliers to avoid corruption by following a strict and transparent "Request for Proposal" procedure.

Decisions always secure the best value for money (quality vs price) to ensure the business continuity.

ANTI-CORRUPTION PRINCIPLE

PRINCIPLE 10

Businesses should work against all forms of corruption including bribery and extortion.

MEASUREMENT OF OUTCOMES

No corruption or bribery case was detected in the past year. While regular audits and monitoring activities are being carried out.

Our well established Purchasing Management and Supplier policies are regularly being assessed and reviewed to ensure efficiency and transparency.

Our governance principles and framework highlight the below:

- A minimum of three suppliers have to be invited for all purchases.
- All major purchases and projects are governed through RFPs in sealed envelopes.
- A committee from top management along with Procurement convenes each week to decide on major purchases/projects.
- RFPs evaluation is done in two phases so that the results of the technical evaluation are revealed and disqualification, if any, takes place prior to commercial opening.
- People in charge of technical evaluation have no visibility on prices and do not take part in the commercial evaluation.
- Suppliers are not allowed to execute any service or deliver any Hardware prior to the receipt of a Purchase Order where the latter goes through a chain of approvals involving members from various departments.
- No meetings are allowed with bidders of RFPs during the RFP stage and no POC (proof of concept) is allowed for any project that is subject to RFP in order to prevent issuers from practicing intentional or unintentional bias during evaluation.

ABOUT ALFA 4-LIFE



Kids believe that somewhere
under the Rainbow
Dreams come TRUE!

"Alfa 4-Life" is one of our ways of making a difference and a positive change in our society. It stems from our core values and commitment as a responsible corporate citizen. Through **"Alfa 4-life"** program, founded in 2006, we are helping children in communication needs - physically and mentally challenged children as well as children with social problems - in different parts of the country to receive special care, through "Communication Therapies", and build skills that enable them to interact in the society they live in, in order to achieve their full citizenship. Since 2006, **"Alfa 4-life"** supports Lebanese NGOs, among them: Lebanese Autism Society (LAS), SOS Children's Village, Acsauvel, SESOBEL, Father Andeweg Institute for the Deaf (FAID) and the Lebanese School for the Blind and Deaf (LSBD).

Alfa 4-LIFE 1004 CODE: ENGAGING OUR SUBSCRIBERS

Alfa subscribers, play a vital role in supporting the social efforts we are investing in our community. Alongside each event within **"Alfa 4-Life"** program, we launch a broad SMS fundraising campaign, enabling all Alfa subscribers to donate \$1 to the associations we are partnering with. For this purpose, we have created the short code 1004, aiming at raising funds by making donation through SMS. A one of a kind trend that Alfa has set in the country and many others followed. **"Alfa 4-Life"** is a novel concept that proves that with innovation, a simple SMS can make a powerful impact on peoples' lives.



ABOUT ALFA 4-LIFE

Our social commitment includes engaging directly with the NGOs we work with, on piloting initiatives that have social, economic, and environmental dimensions and realize two main goals:

- Supporting the social causes of the NGOs.
- Helping sustain their growth, development and financial independency.

Stemming from our belief that children represent the future of our country, we chose to focus on helping fulfill the communication potentials of children with communication needs (Children with special needs or who suffer from social problems).

We focus on offering these children therapy through art and engage them directly in society and workplace and in raising awareness on critical environmental, social and cultural causes thus leading as role models in the community.

This involves ongoing work throughout the year.

In this context, we collaborate with specialists and therapists and the organizations to build, where needed, and strengthen, where needed, the children's communication skills, and harness the power of art to allow them to communicate better with society as part of our goal to support their social integration and full-citizenship.

"Alfa 4-Life" has realized tangible value and success stories.

We have been able to spot a variety of talents among the children and students in communication needs within the NGOs and we have supported the development and growth of these talented children, students by which many of them have been able to get involved in the workplace and become financially independent.

In addition, we aim at helping the NGOs that we work with to sustain themselves through programs that would enhance their self-funding capabilities.

Through supporting these causes, "Alfa 4-Life" CSR is raising awareness on social issues and the needs of disadvantaged people, reaching the masses for the benefit of the causes and the beneficiaries.

We are also engaging and lobbying the private sector, public sector and the opinion leaders for humanitarian causes, inspiring others to follow by leading the way and boosting the social responsible initiatives.

Since 2006, we are partnering with independent Lebanese NGOs, among them:

- Lebanese Autism Society (LAS), an NGO that supports children with Autism and advocates the Autism cause.
- SOS Children's Villages, an NGO that supports children who suffer from social problems and orphans.
- Acsauvel, an NGO that supports mentally-challenged children.
- SESOBEL, an NGO that supports physically-challenged children.
- Father Andeweg Institute for the Deaf (FAID), an NGO that supports hearing impaired children.
- The Lebanese School for the Blind and Deaf (LSBD), an NGO that supports visually and hearing impaired people and people.



ALFA 4-LIFE INITIATIVES

ALFA DONATES TWO STAIR CLIMBERS TO THE MINISTRY OF JUSTICE January 2014

Under the patronage of His Excellency the Minister of Justice Chakib Qortbawi, two stair climbers were inaugurated at the Ministry of Justice. They were donated by Alfa, in collaboration with Sesobel, to the Ministry of Justice and the Palace of Justice in order to facilitate the mobility of persons with special needs when they visit these public facilities.



ALFA 4-LIFE INITIATIVES

"LEBANESE ART ACADEMY" FOR TEACHING ARTS TO PEOPLE WITH SPECIAL NEEDS

June 05, 2014

Under the auspices of H.E. the Minister of Telecommunications Boutros Harb and as part of the "Alfa 4-Life" CSR program, a press conference was held to announce the launching of the "Lebanese Art Academy"- the first academy of its kind in Lebanon for teaching arts to people with special needs. This initiative falls within the continuous cooperation between Alfa, managed by Orascom Telecom, and the Lebanese Autism Society (LAS).



ALFA 4-LIFE INITIATIVES

ACSAUVEL ANNUAL "SPORTS EVENT" FOR CHILDREN WITH SPECIAL NEEDS
June 7, 2014

As every year, Alfa, managed by Orascom Telecom, together with Acsauvel, organized the annual sports event for children with special needs as part of its "Alfa 4-Life" CSR program. The sporting activities were held at the Champville Stadium in Deek el-Mehdi. This event comes within the framework of the therapy activities offered to the Acsauvel children as part of "Alfa 4-Life", which is essential in strengthening their abilities to communicate with the outside world, and in enhancing their physical and mental health.



ALFA 4-LIFE INITIATIVES

ACSAUVEL YOUTH THIRD "ECO-ACT INITIATIVE"

June 25, 2014

Under the auspices of H.E. the Minister of Telecommunications Boutros Harb and as part of the "Alfa 4-Life" CSR program, the third environmental activity of Acsauvel's youth was launched within the Eco Act initiative. This year's activity urged to maintain the city's cleanliness through brochures and drawings prepared by Acsauvel's youth in specialized workshops.



ALFA 4-LIFE INITIATIVES

'VIBRATING AUTISM" POP ART

September 18, 2014

Alfa, in collaboration with the Lebanese Autism Society (LAS), organized the 5th exhibition of Ali Tlais, a young artist with autism discovered and supported by Alfa, held at the Beirut Art Fair in Biel. During the 4-day exhibit, 27 paintings that represented wonderful scenery of nature and never before seen pop art and typography painted by Ali, were showcased dazzling the attendees. The proceeds of the sold paintings went to Ali and the LAS.



ALFA 4-LIFE INITIATIVES

“SENTIR AVEC LE CŒUR”

November 05, 2014

As part of the Alfa 4-Life CSR program, “Sentir avec le Coeur”, the 2nd exhibition by the visually-impaired students of the Lebanese School for the Blind and Deaf, took place on November 5th, 2014.

The exceptional works of art of the visually impaired children were exhibited in the Residence de Pins, accompanied by the students amazing choir, the event was attended by a multitude of ministers, deputies, ambassadors, and prominent figures. During the exhibition, many sculptures were sold and all proceeds went to the visually impaired artists and the Lebanese School for Blind and Deaf.



ALFA 4-LIFE INITIATIVES

SOS CHILDREN'S VILLAGES BOOK SIGNING

November 07, 2014

As part of the "Alfa-4-Life" CSR program, nine children from the SOS Children's Villages signed their first book; "Saeed and the magical tree", at the Librairie Antoine stand at the "Salon du Livre" in Biel.

Through the concept of art therapy, the children, aged between eleven and fifteen years, worked on the book during specialized workshops, through which they came up with the idea of the story and wrote the text and drew the illustrations.



ALFA 4-LIFE INITIATIVES

SOS CHILDREN'S CHRISTMAS CHOIR

December 02, 2014

As part of "Alfa 4-Life" CSR program, Alfa, managed by Orascom Telecom, marked the holiday month through the annual celebration of SOS Children's Villages, which was held at the UNESCO Palace, where the SOS Children's Villages choir performed an exceptional program entitled "Together we sing for Life".

The event, crowns a year of rehearsals for 94 children under the supervision of a professor from the National Conservatory. It was attended by Alfa Chairman and CEO, Mr. Marwan Hayek, the President of the Lebanese Association of SOS Children's Villages, Mrs. Afifa Dirani Arsianos, and all the family of SOS children's villages/Lebanon and Alfa families as well as media and social representatives.



ALFA 4-LIFE INITIATIVES

“LES DÉLICÉS D’ ALICE”

December 03, 2014

As part of Alfa 4-Life CSR program, and on the occasion of the United Nations International Day for Persons with Disabilities, Alfa has launched the new image of the SESOBEL chocolate and sweets products, at a gathering that took place on December the 3rd at Smallville Hotel – Badaro. The new image comprised a new name, a new logo and the SESOBEL shops new design.

This initiative falls within Alfa’s endeavors to provide NGOs means to sustain themselves, be productive and self-sufficient.



ALFA 4-LIFE INITIATIVES

“DE FIL EN AIGUILLE”

February 26, 2015

As part of the “Alfa-4-Life” CSR program, Alfa held a press conference at the Press Club on February 26th, announcing the launch of a redesigned enhanced line of embroidery for the SOS Children’s Villages.

Alfa made it its responsibility to help the SOS children’s villages sustain themselves financially, through giving them the necessary tools and equipment as well as training, for the production of the redesigned trendy new line of embroidery «De Fil en Aiguille».

This initiative falls under our women empowerment activities section and aims at supporting SOS mothers in playing a vital role in sustaining themselves.



ALFA 4-LIFE INITIATIVES

"RÉNOVER NE PAS JETER"

March 28, 2015

Alfa, managed by Orascom Telecom, organized in collaboration with the Father Andeweg Institute for the Deaf the "Rénover ne pas Jeter" exhibition, at Farra Design Gallery in Mkalles, which featured 18 pieces of old furniture that were redesigned and renovated by the Institute's students, under the supervision of artists appointed by Alfa. During the workshops, the hearing impaired children at FAID learned how to work with wood and renovate old pieces of furniture, some of the children loved it so much they would like to pursue a career in carpentry.



ALFA 4-LIFE INITIATIVES

GIRLS IN ICT DAY 2014 - 2015

On the occasion of the international “Girls in Information and Communication Technologies (ICT)” Day and since 2013, Alfa, managed by Orascom Telecom, is organizing every year a celebration with the participation of young female students, from secondary classes.

This initiative is part of Alfa’s commitment to encourage girls to participate and engage in the ICT sector and to have a better understanding of employment opportunities offered to them in this field; especially with Alfa being a main supporter for the integration of women in the workplace with women constituting about half the number of employees in the company.



PRODUCTS AND SERVICES

P&S LAUNCHED IN 2014

ALFA ANGHAMI	JAN-14	Alfa launched exclusively and for the first time in Lebanon the "Alfa Anghami" music bundle. It is a data bundle that enables postpaid and prepaid Alfa subscribers to download and share songs and tunes, and listen to them anytime and anywhere on their device via the "Anghami" app.
ALFA 111 CALL CENTER 24/7	FEB-14	Alfa's 111 customer service representatives are available to take customers' calls around the clock (24/7).
POSTPAID MOBILE BROADBAND ROAMING	FEB-14	Alfa Mobile broadband postpaid users were offered the possibility to access the Internet while abroad; using their current MBB data only card.
PICK YOUR LINE ONLINE FOR POSTPAID AND PREPAID	FEB-14	Alfa launched the "Pick Your Line" online application that provides not only new postpaid lines, but also prepaid ones, the possibility to book online a new number from a predefined list, and then pick it up from any Alfa store.
ALFA APPLICATION STORE	MAR-14	Alfa launched its own application store: the "Alfa App Store", which allows local app developers to upload their applications for free and showcase their creativity. "Alfa App Store" allows developers to submit their apps for free.
ALFA MOBILE TV	JUN-14	Alfa launched the "Alfa Mobile TV" that allows users to enjoy watching over 45 TV channels.
LAWYER OFFER	JUN-14	Alfa launched the lawyers' offer for postpaid lines dedicated to all lawyers registered at the Bar association.
RANNAT OFFER ON NEW LINE	JUL-14	Alfa launched the Rannat offer that allows new Alfa lines to replace the standard caller tone by a customized tone.
U-CAN	SEP-14	Alfa launched U-Can, a new line dedicated exclusively to all Lebanese people with special needs registered at the Ministry of Social Affairs.

P&S LAUNCHED IN 2015

\$90 POSTPAID BUNDLE	APR-15	Alfa launched a new postpaid bundle at \$90 - exclusively for Alfa postpaid subscribers - which offers allocated data, local & international minutes and local SMS to be consumed during the bill cycle, saving up to 48% compared to Alfa postpaid rates.
ALFA TOP-UP	APR-15	Alfa launched "Alfa Top-up" is a new, easy and flexible electronic recharge solution for all Alfa prepaid lines.
MALAK-E WATCH	APR-15	Alfa launched Malak-e, a tracking watch that includes an Alfa prepaid SIM card and has a phone functionality allowing parents to easily locate, monitor and contact their children anytime, anywhere.
U-SHARE	MAY-15	Alfa launched U-share service, which enables postpaid & prepaid data users to share any of the data bundles detailed below (starting 10GB) with up to 3 Alfa numbers that can have different type of devices e.g, phones, tablets, dongles and routers.

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