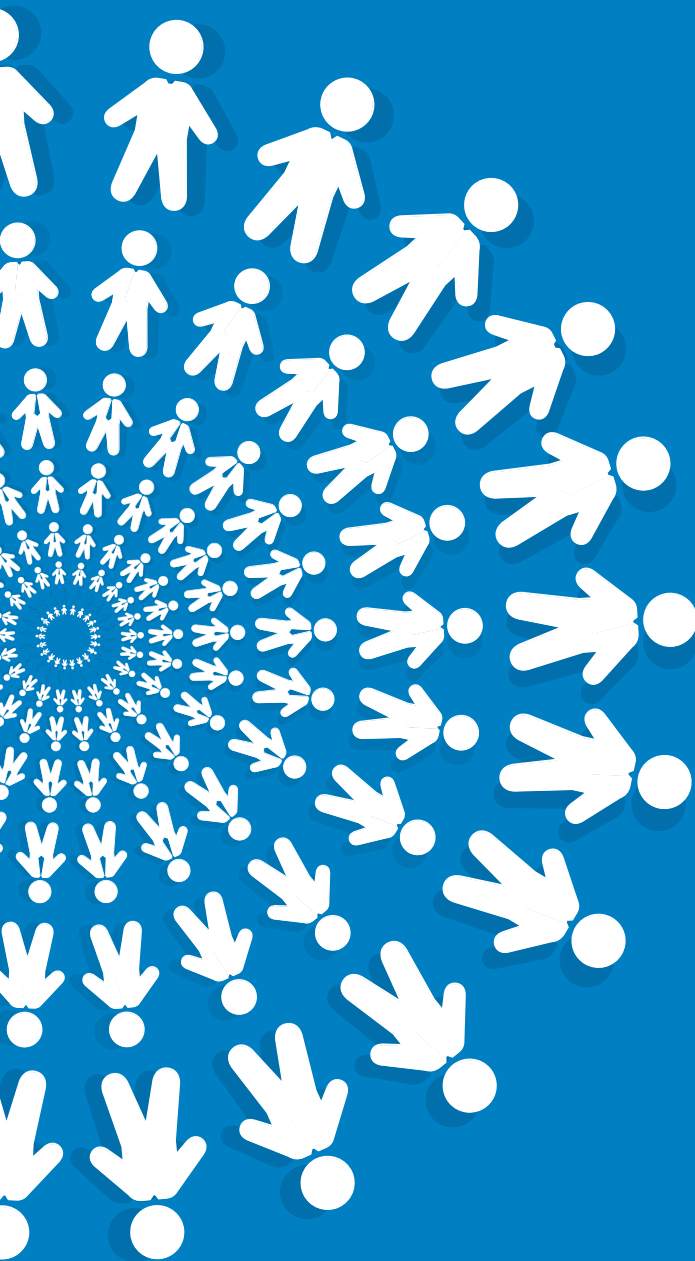
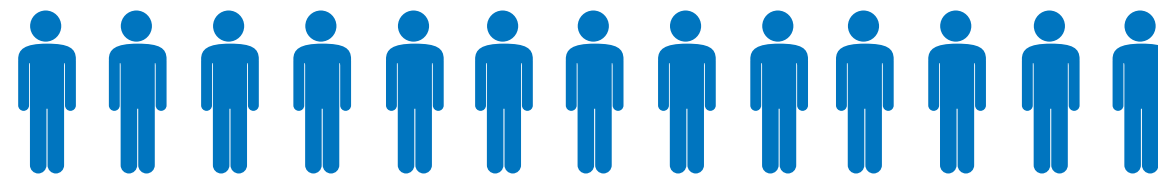
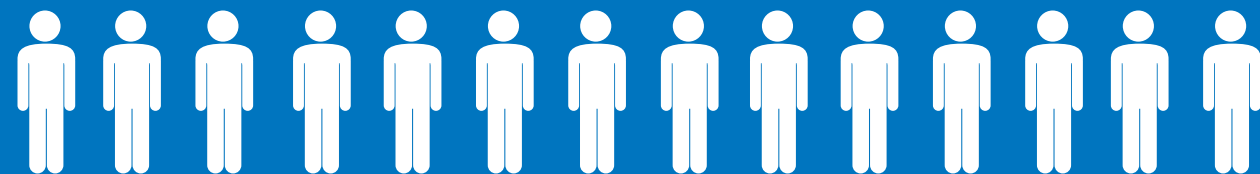


# CSR Report 2015





## Mission and Vision

LibanPost is committed to providing high quality postal services and products exceeding customer expectations in reliability, accuracy, consistency, innovation and affordability, as well as generating profit and creating value for its shareholders.

LibanPost has the vision to maintain the organization as one of the most developed, diversified and active postal operators in the Middle East and as one of the industry's references around the world.

# Values

## People

- The interests of the Company and the individuals working in it are inseparable. Doing what is right for the business, with dedication, integrity and in respect of the law, will lead to the success of LibanPost and its employees
- We will identify, attract and retain the best people in their respective fields. We will reward and promote individuals based on no other consideration than their performance
- We value social, religious and political differences in individuals
- We firmly believe that people are and will always remain the most valuable asset of the Company

## Leadership

- We all have a clear vision of where we are going
- We focus our resources on achieving our objectives and are committed to delivering the expected results despite any obstacles or challenges
- We always strive to exceed the expectations of our external and internal customers
- We continuously search for better ways to do our job by increasing our efficiency and productivity, improving our processes, and learning from our successes and failures

- We work together as one team, in confidence, trust, cooperation and support of each other, sharing the same vision and objectives across departments, units, businesses and geographies

## Integrity

- We always act as good citizens, contributing to the development of our country and the communities in which we live and work
- We always try to do what is right
- We respect our colleagues and our customers and treat them as we would like to be treated
- We are honest with each other



# Environmental Activities



## Ongoing Activities

- Raising awareness and acting on the efficient use of water and electricity in all our offices
- Increasing the use of electrical bicycles for letter carriers in the city
- Using Segways for letter carriers in malls
- Using signs in our offices to encourage recycling
- Reducing paper use by providing electronic receipts
- Purchasing environmental friendly raw material

## 2015 Activities

- Started an initiative with the “Zerowasteact” NGO to train our employees on recycling and start a recycling program within the company
- Engaged in environmental initiatives such as the #UBERrecycle initiative in collaboration with two other NGOs: LIVELOVEBEIRUT and ARCENCIEL. In a week’s time, we gathered 5 big bags of papers and plastic bottles
- Sponsored NGO events and communicated these events in our offices. A few examples of 2015: Saradar Foundation, Tareq Sikias, Heartbeat, Red Cross, Yaduna, Un Coeurs Pour Philippe, CAP Ho and Chance
- We recycle paper, plastic and glass in all of our branches and headquarter in collaboration with ARCENCIEL.

# Human Rights Activities



## Ongoing Activities

- We cover all the Lebanese territory
- We have a no smoking policy on all premises
- We offer equal employment opportunities regardless of region, culture, religion, and gender (276 females – 693 males)
- We provide a cafeteria open to all employees with reduced and affordable prices
- We encourage gender equality by giving women access to positions that are traditionally reserved for men

## 2015 Activities

- We support different NGOs such as Himaya, Heart Beat, Children Cancer Center and Chance:
- An initiative was done for Himaya at the end of 2014 whereby we designed and printed Christmas cards and sold them in all LibanPost branches. All of the proceeds went to Himaya
- We donated and participated in the CSR initiative called Field of Stars, alongside many NGOs. In exchange, we were given a framed CSR star along with a certificate

# Labor Activities



## Ongoing Activities

- We enhance employee awareness on social responsibility
- We encourage employees to interact with each other through football teams and other sports tournaments (marathons and corporate games)
- We advise employees to gather once a year: 86 employees attended – total number of attendees (with families: 165)

## 2015 Activities

- A Guide to Success handbook was distributed to employees at LibanPost
- 150 employees from all departments and branches attended an engagement workshop
- Employees participated in the Beirut Corporate Games of 2015: 30 employees attended- medals won: 1 Gold, 2 Bronze
- A football game took place in October 2015: 1 team of 12 people

- Employees participated in the Beirut Marathon in November 2015: around 40 employees attended
- 8 employees participated in the Rally Paper event in September 2015

# Anti-corruption Activities



## Ongoing Activities

- We are a trusted intermediary between the government and citizens, removing the need for other intermediaries
- ISO 9001 certified procedure and quality assurance since 2012, as well as monitoring tools to enhance the quality of service provided to citizens
- Set system to measure performance (SLA, KPI)
- Public sector development. LibanPost supported the government with the public reform. The awards that the state won are the following:

- Ministry of Finance: Winner in the Category of Improving the delivery of services - 2007
- Ministry of Interior and Municipalities: Winner in the Category of Fostering Participation in Public Policy-Making Decisions Through innovative mechanisms - 2010
- Council of Ministers | COOP of civil servants: Winner in the category of improving the delivery of services - 2012
- Ministries were granted the United Nations Public Service Award

## 2015 Activities

- Initiative with the General Security:
  - Queuing system: We donated hardware and software for their queuing management system
  - Waiting areas
  - Computer and cabling
  - Modified and updated the application and developed a system adapted to their needs
  - Training to use the system