



COMMUNICATION ON PROGRESS FOR THE UNGC

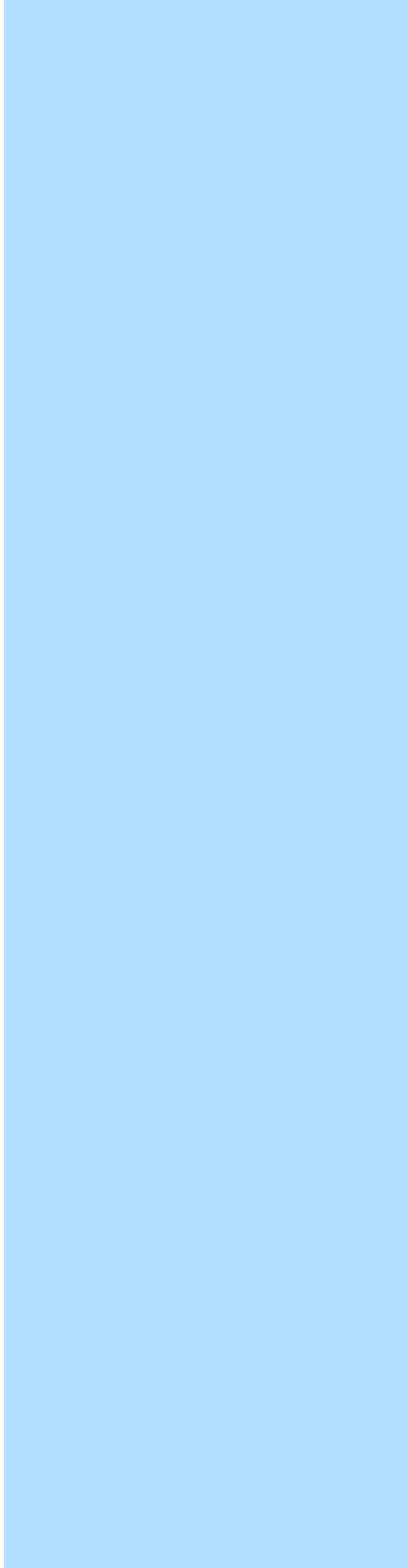
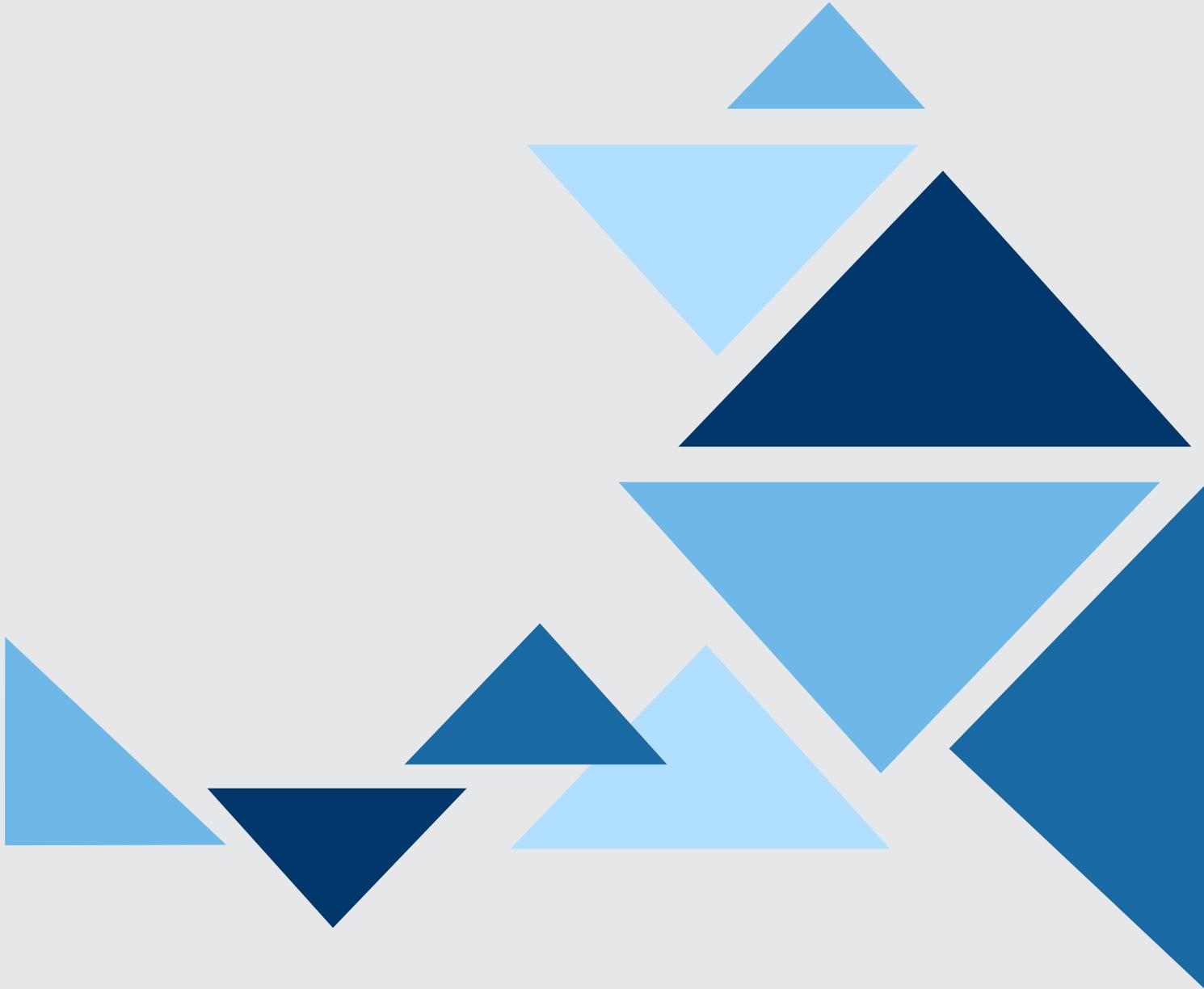
Reporting Period:
December 2015 – December 2016



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ABOUT ITG

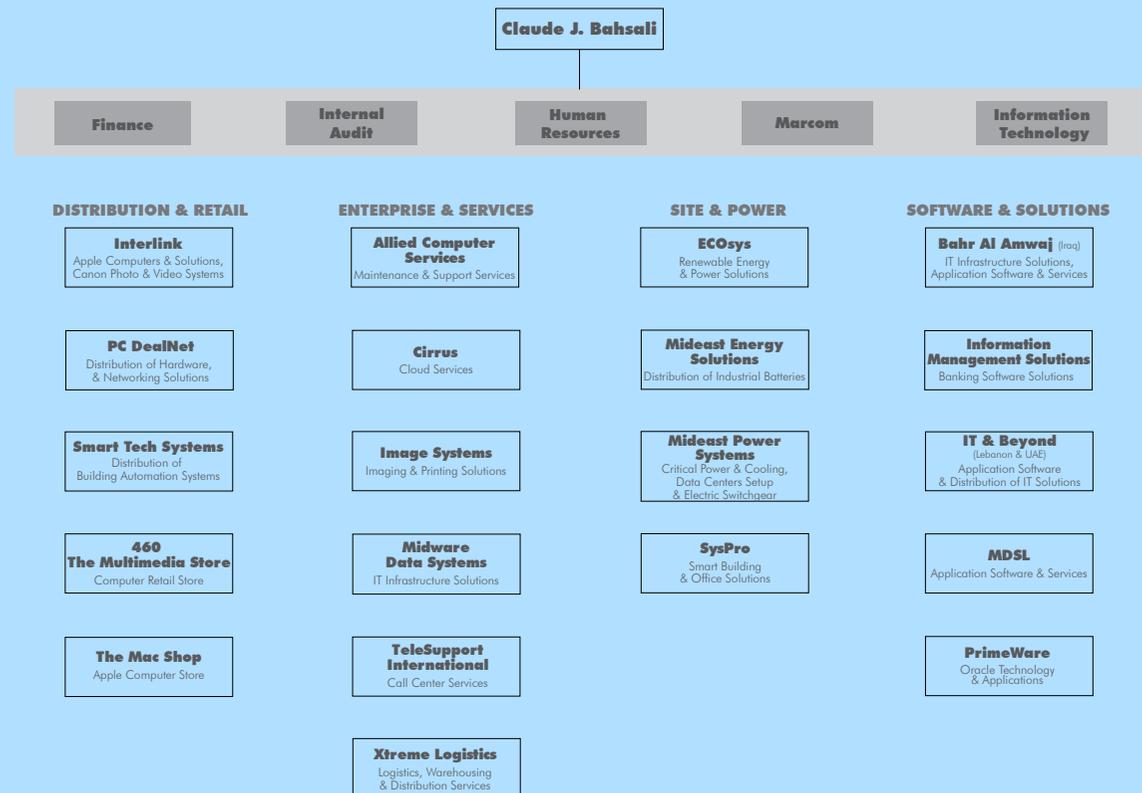
Information Technology Group (ITG) is a Lebanese holding company. We combine an array of autonomous affiliates dedicated to providing a large portfolio of solutions and services in the MENA region, in the areas of hardware, system software, and application software, in addition to building automation and office solutions.

Being a highly diversified group, ITG's professionals are specialized in numerous technological fields and business sectors. Strong with our established reputation, proven track-record, and our solid partnerships with leaders in the ICT industry, we can offer the full spectrum of solutions to most businesses, ranging from office furniture to the full-fledged data center.

Throughout its successful history, ITG has built solid partnerships with leaders in the ICT industry. This enables us to service our varied clientele with state-of-the-art solutions in the areas of hardware, system software, application software and related professional services, in addition to building automation and office solutions.

ITG derives additional strength and reach thanks to its affiliation with the HOLCOM group of companies which has a 50 year history in diligently serving clients in the EMEA region with its 5,700 professionals.

For more info: www.itgholding.com



JOINING UNGC

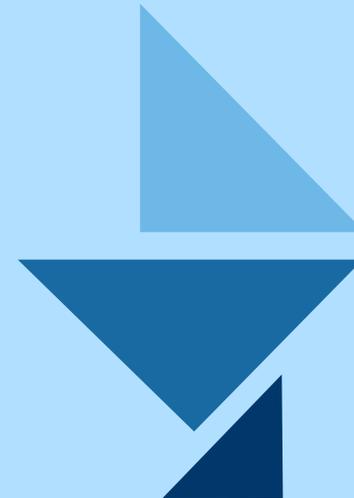
On December 2015 ,3, ITG joined the Corporate Social Responsibility (CSR) initiative of the United Nations Global Compact-Lebanon (UNGC). ITG is committed to making the Global Compact and its ten Principles in the field of Human Rights, Labor, Environment and Fighting Corruption, part of the strategy, culture, and day-to-day operations of the company.

ITG is also committed to communicate with its stakeholders all the efforts made to engage with the UNGC, through an annual Communication on Progress (COP) report, which describes the company's efforts to implement those principles.



ABOUT THIS REPORT

Through this ITG first COP report, we aim to present the actions / achievements we did so far in the process of implementing the ten UNGC principles, and indicate when possible our future goals and the various means for attaining them.





H.E Ban Ki-moon
Secretary-General
United Nations
New York, NY 10017
USA

November 17, 2015

Dear Mr. Secretary-General,

I am pleased to confirm that ITG S.A.L. (Holding) supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption.

With this communication, we express our intent to advance those principles within our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals. ITG S.A.L. (Holding) will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the Global Compact, and annually thereafter according to the Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the Global Compact.
- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely yours,

Mr. Claude J. Bahsali
Chairman & CEO, ITG S.A.L. (Holding)

T +961 1 595 500 Helcom Bldg., 460 Corniche Al Nahr Capital 30,000,000 LBP
F +961 1 595 595 POB 17-5002, Beirut, Lebanon CRB 1139
E info@itg.com.lb www.itgholding.com VAT 230832-601

CEO STATEMENT



We realize that joining the UNGC initiative back in 2015, is an important step in making ITG a more socially responsible company. We at ITG recognize that our activities affect our society: Employees, customers, community, environment, business partners, shareholders and the public sector. We know that our decisions can contribute to the social good, to our wealth, and also to the overall society prosperity. We are conscious of our Corporate Social Responsibility. Some of our CSR principles are included in the ITG code of conduct but we still have a lot to do.

Joining the UNGC gives us an important framework for our internal and external policies, based on universal and recognized principles related to human rights, labor, environment and anti-corruption. It is an incentive to achieve more, advance step by step in the area of CSR, in a difficult country and environment, where many internationally accepted values are not respected. But we know that good private initiatives can contribute to a better tomorrow. By doing positive steps, we can influence our people, our community and encourage other corporates to join this initiative.

Claude J. Bahsali
Chairman & CEO
ITG s.a.l. (Holding)

OUR ACTIVITIES
AFFECT
OUR SOCIETY



We at ITG recognize that our activities and those of the private sector have an impact on society: On employees, customers, community, environment, business partners, shareholders and the public sector. We know that our decisions can contribute to the social good, to our wealth, and also to the overall society wealth. We are conscious of our Corporate Social Responsibility.

We aim to apply our commitments for a positive influence on society, at every level of the enterprise, from strategy, to day-to-day operational practice. And that is a big challenge. Our mission statement reflects our commitment to our customers, business partners, employees, and the environment.

One of ITG's main objectives is to keep our people motivated, give them the chance to grow and enhance their skills, and encourage them to excel in what they do. We strive to offer them a flexible working environment and a positive and pleasant atmosphere. Values such as integrity, respect and trust, as well as adherence to high moral standards and business ethics, far from any discrimination, are part of ITG culture.

Compliance and transparency are key elements when dealing with the public institutions. ITG complies with applicable laws and regulations and expects its directors, executives, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.

We are aware of the necessity to 'Go Green', to contribute in protecting the environment and saving our country's natural resources. We try to identify responsible ways to act in our offices to fight against waste and massive consumption. In addition, our new headquarters in the Holcom building are designed with the latest technologies in mind to ensure energy saving. Also, one of ITG affiliates provides renewable energy solutions, thus helping promote the green initiative culture among our clients and fellow citizens.

UNGC COMMITMENT & THE 10 PRINCIPLES, IN THE ITG 'EMPLOYEE HANDBOOK'

Before highlighting our actions related to the 10 principles, it is important to mention that we included ITG commitment to the UNGC and its 10 principles, in our company handbook, which outlines the ITG code of conduct, policies and culture. This document is made available to any new employee, joining the ITG family, as part of the induction training, and the employee is responsible for reading and understanding its content, and applying the ITG internal rules and policies.

In addition, we formally informed ITG staff of this initiative, and posted the news on our social media platforms.



HUMAN RIGHTS

EQUAL EMPLOYMENT OPPORTUNITY

1.

EQUAL OPPORTUNITY

- ITG gives equal chances when hiring people. This is clearly stated in the ITG Employee Handbook:

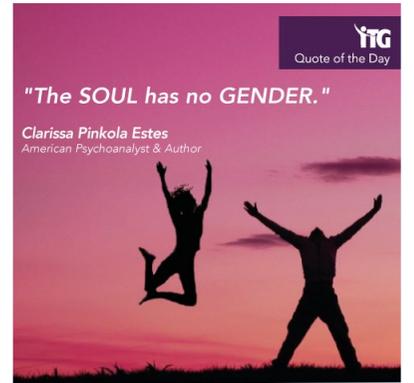
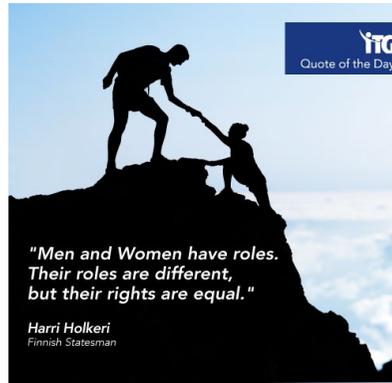
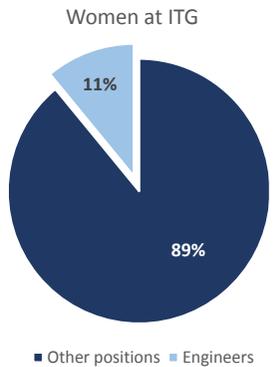
"ITG is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. ITG is strongly committed to fair treatment of employees based on merit".
- ITG has stopped mentioning the religion of its employees in the official papers sent to the Social Security institution.
- We posted several 'Human Rights' messages on our social media platforms, to raise awareness among our employees and followers.



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

GENDER EQUALITY

- ITG believes & encourages gender equality, and makes not discrimination when hiring. ITG offers equal chances to women, by giving them access to positions that are traditionally reserved for men.
- ITG signed the "Women in Boardroom" initiative, from the Lebanese League for Women in Business (LLWB), which seeks to push women empowerment further in Lebanon. The initiative rallies support from businesses that will commit to increase the number of women on their Board of Directors (BOD), and in the managerial positions, by 2025.
- 22% of managerial positions at ITG are held by women (General Managers and head of departments at group level).
- 28% of ITG Staff are women, and this is considered a good ratio for a group in the IT business. In addition, 11% of the women are engineers.
- We posted several 'Gender Equality' messages on our social media platforms, to raise awareness among our employees and followers.



ETHICAL WORK ENVIRONMENT

2.

AGAINST DISCRIMINATION

- ITG is against any form of discrimination, as stated in the ITG Employee Handbook: "ITG is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, intimidating, or disruptive. Harassment in the workplace is a form of discrimination. It is unwelcome and unwanted. It affects the individual's ability to learn and work. It can also be an expression of abuse of power, authority, or control and is coercive in nature".
- ITG' HR Department has an open door policy, in which any employee can address any complaint related to discrimination, in order to be resolved.

MAINTAINING RESPECT & A POSITIVE WORK ENVIRONMENT

ITG strives to have a good working environment where respect, courtesy, and positive attitudes prevail, as stated in the ITG Employee Handbook: "ITG strives to maintain a positive work environment where employees treat each other with respect and courtesy, and therefore, having good etiquette at the workplace is extremely important. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. ITG encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive".



HEALTHY & SAFE ENVIRONMENT

3.

SMOKING

- "In order to protect and enhance our indoor air quality and to contribute to the health and well-being of all employees, smoking is prohibited in all of the below areas within ITG sites, without exception and at all times. This includes common private offices, open work areas, conference and meeting rooms, cafeteria, hallways, stairs, restrooms, parking shuttle buses and all other enclosed facilities". This is stated in the ITG Employee Handbook.
- ITG dedicates an isolated outdoor area for smokers.

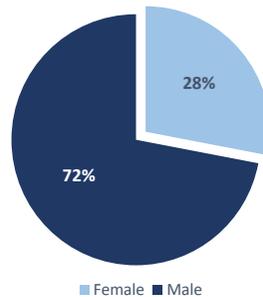
LABOUR

- 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 and compulsory labour
- Principle 5:
The effective abolition of child labour
- Principle 6:
The elimination of discrimination in respect of employment and occupation

RECRUITMENT & SELECTION FAR FROM DISCRIMINATION

- ITG ensures that the required human capital meet its operational and strategic goals. We adopt a strategic approach for the recruitment and selection process, whereby the right person is matched to the right job based purely on his/her inherent qualifications, and disregarding any form of discrimination whilst recognizing equal opportunities for all.
- ITG provides job opportunities for fresh graduates as well as senior profiles, in order to ensure diversity in its workforce.
- In 2016, we recruited a total of 116 employees.
- The company groups 684 employees, in which 28% are females, and 72% are males.

Female vs Male



ENSURING TEAM GROWTH & CAREER DEVELOPMENT

One of ITG's main objectives is to keep our people motivated, give them the chance to grow and enhance their skills, create a sense of ownership in their work and encourage them to excel in what they do. ITG adheres to the principle of promoting from within as the basis for sharing expertise, giving employees new opportunities within the group, and developing their talents throughout the organization.

1.

ENCOURAGING OUR EMPLOYEES CONTINUOUS EDUCATION

PURSuing ADVANCED STUDIES AT UNIVERSITIES

ITG strive to establish fruitful collaboration with major universities, signing mutual agreement whereby the universities grant special discounts for our staff wishing to continue their education. Thus we provide our employees the opportunity to pursue their advanced education (MBA and others). Agreements were signed with the below universities to grant special discounts for undergraduates and graduate studies, varying from 10% to 25%:

- Antonine University
- AUST
- USEK

ITG ACADEMY AND STAFF TRAINING

In our continuous efforts to develop the potential of our employees, we provide them with constant training and courses through "ITG Academy" programs in various fields, with the support of major local learning centers. The training programs are delivered internally or externally, depending on the topic, and the graduates are provided with official certifications. Some of the training topics:

- Legal issues course
- English course
- Corporate events and exhibitions organization
- Social media platforms, advertising, and digital marketing
- Project management course
- Competency based recruitment & interviewing workshop
- Finance & audit courses

Training courses were delivered to 156 persons, since the establishment of the ITG Academy.

2.



ACTIVITIES TOWARDS YOUNG GENERATION

4.

"GIRLS GOT IT" EVENT

460 The Multimedia Store & Image Systems, both ITG affiliates, sponsored "Girls Got IT" event, organized by 5 women associations, on March 12, 2016 at Palais des Congrès, Dbayeh. The event gathered 400+ girls (10th & 11th graders) from 38 public & private schools, for a full day of technology related hands-on activities. The aim was to encourage young girls to select IT, Science, Technology & Engineering subjects as career choices, in order to bridge the gender gap in technology-related fields, by bringing awareness on the importance of Information Technology.



"ARDUINO DAY"

ITG sponsored Arduino day, organized by the dept. of Computer & Communications Engineering at AUST, on April 2, 2016. Arduino is the internationally renowned microcontroller. 10 teams of 5 members each, from 5 public schools, competed to create within 2 hours, and using Arduino, a robot that follows light and avoids obstacles. Students were under the supervision of 10 AUST senior CCE students. Prizes from 460 The Multimedia Store & The Mac Shop (both ITG affiliates), were granted to the 3 winning teams from Laure Moughaizel Official School, Zahlé Official School, and Dhour Shweir School.



PROJECT MANAGEMENT WORKSHOP

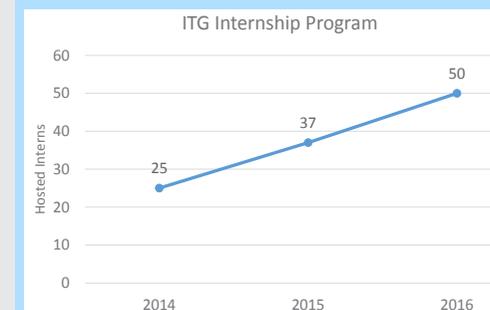
On November 9 & 16, 2016, ITG organized a 2 days' workshop at ULF-Université Libano-Francaise, about Project Management, and handed ITG Academy certificates to the students.



INTERNSHIPS PROGRAMS

ITG HR dept.-Learning & Development division, provides yearly internships programs in collaboration with major local universities. The program is set for 2 months or more if needed, and the successful interns are later interviewed by the Recruitment dept. for a possibility to become an ITG employee.

- 2014: 25 hosted interns
- 2015: 37 hosted interns
- 2016: 50 hosted interns



COLLABORATION WITH UNIVERSITIES & EMPLOYEES INVOLVEMENT 5.

ITG HR dept. along with the Marcom dept. organize every year several presentations at local universities discussing different topics & presenting available vacancies at the company.

- In December 2015, ITG and the Antonine University Faculty of Engineering, organized a symposium under the title "From Academia to Professional Life" in which ITG HR presented an overview about ITG solutions and the internship opportunities. Moreover, ITG employees that are Antonine alumni, shared their experience within the group, their roles and challenges they face, and the way to address them.



- In February 2016, ITG organized a symposium in collaboration with NDU-Notre Dame University, under the title "Preparing yourself for job hunting", in which they introduced ITG to NDU students, and gave them several interviews tips that can enhance their chances for getting hired.



- In February 24, 2016, ITG & USEK- The Holy Spirit University of Kaslik signed a partnership for the mutual benefit of both institutions aiming at facilitating the exchange of expertise among professors and students, in the fields of engineering, management, computer science, IT and business, as well as promoting the placement of students in training sessions, internships, workshops, senior projects and seminars.



- Noting that earlier in June 2015, ITG & AUST signed a mutual agreement for the benefits of both parties in terms of students placement and expertise sharing.



ADDITIONAL BENEFITS TO EMPLOYEES 6.

SCHOOLING ALLOWANCE

ITG contributes in part to its employees children's tuition fees, by covering the below:

- Nursery and School: Up to 1,000,000 LBP per year per child
- University: Up to 1,500,000 LBP per year per child (for the first two years only)

INSURANCE

- Medical insurance plan for the employees and their direct dependents (Spouse, Children)
- Life insurance plan

END OF YEAR BONUS

As part of the employee benefits program, ITG and its affiliates may grant their employees an end of year bonus, to reward them for their personal efforts and their contribution to the company's performance, and for their renewed commitment and involvement in the company's future.

MILEAGE REIMBURSEMENT FOR SALES & TECHNICAL POSITIONS

Given that some functions (Technicians, after sales support, consultants ...) require the personnel to use their personal cars to visit customers, allowances are paid to the entitled employees, based on the number of Km covered.

CSR ACTIVITIES

7.

BLOOD DONATION ACTIVITY IN COLLABORATION WITH "DSC LEBANON"

We enhance employees' awareness on social responsibility by continuously organizing activities that benefit the society.

MARATHON 2015: PARTICIPATION WITH "MY SCHOOL PULSE"

ITG employees participated in the 2015 marathon, in collaboration with My School Pulse, a non-profit organization bringing school to hospitals in Lebanon, for children undergoing treatment for a life-threatening illness. The fees covered by ITG went to the support of My School Pulse. 47 participants enjoyed the 10K Fun Run.



CHRISTMAS 2015 ACTIVITY: FOOD DONATION WITH "FOODBLESSED"

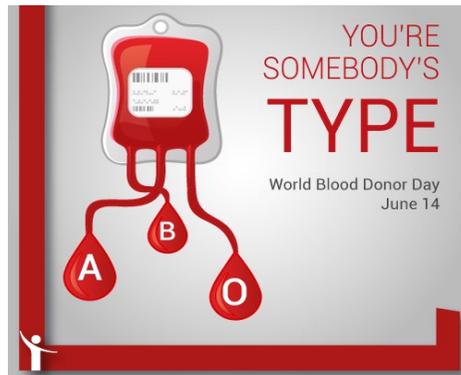
During the festive season, ITG brought true Christmas spirit to its employees by asking them to donate food to people in need through FoodBlessed. The employees were provided with a list of food essentials and we were able to collect 505 Kilos of the required items within a week. This activity proved that with a minimum effort, we can make a huge difference.



In June 2016, as part of ITG' CSR plan for 2016, we hosted a blood drive at our premises, in partnership with Donner Sang Compter (DSC Lebanon) & AUBMC. The participants underwent a medical screening checking the temperature, blood pressure and hemoglobin level. Only the candidates who have met the criteria were able to donate.



- We also generated several Social media posts to celebrate "World Blood Donor Day" & to raise awareness on the importance of giving blood more often.



SUPPORTING THE LOCAL APPLE FARMERS

In November 2016, ITG supported the local apple farmers during their ongoing distribution crisis, by offering free apples to our employees, from a local farmer from the Akkar area, North of Lebanon. Apples were distributed during a one day activity at our cafeteria.



WORKSHOP ON THE INCLUSION OF DISABLED PEOPLE AT THE WORKPLACE

ITG HR and Marketing & Communication departments attended the workshop on the inclusion of disabled people at the workplace. ITG' offices are well built and equipped to receive disabled workers, and the company is planning on recruiting several candidates with disabilities, by 2017.

EMPLOYEES SPORTS ACTIVITIES

ITG encourages its employees to interact with each other, and to participate to yearly sport tournaments, competing internally within ITG group, or externally with other corporate companies.

ITG Basketball team, consisting of 12 players, and Football team, 11 players, participated in several tournaments in 2015 and 2016:

- Sports Mania tournament, competing with several corporate companies from various sectors
- Holcom Group tournament, competing with other companies of the group.

ITG investment for its sports activities is \$15,000 per year.



8. CELEBRATING TEAM SUCCESS

ITG celebrates successes and important achievements of its affiliates' teams, by organizing gatherings outside the company, joining the company team with ITG upper management.



'ITG OFFERS' FOR EMPLOYEES

ITG initiated the concept of "ITG Offers" in 2016. The idea is to negotiate special discounts for ITG staff, ranging from 10 to 25%, with several external companies such as shops, restaurants, fitness centers, and other services providers.

10.

ENVIRONMENT

- Principle 7: Businesses should support a precautionary approach to environmental challenges
- Principle 8: Undertake initiatives to promote greater environmental responsibility
- Principle 9: Encourage the development and diffusion of environmentally friendly technologies

ITG GREEN HEADQUARTERS



ITG relocated its offices in mid-2015, to new eco-friendly and sustainable Headquarters, the Holcom Building (Holcom is ITG mother holding), which is conceived to save energy and to provide the best work conditions. The green aspects of the new building in terms of energy efficiency, is centered on Solar Energy, and Lighting Management solutions, in addition to other green elements.

1.

- A Solar Photovoltaic system installed on the building rooftop over an area of 1,250m² (113kW), in addition to 100m² (7kW) of Solar Photovoltaic vertical thin film on the façade.
 - Total power of 114 kWp, for a yearly energy production of 159 MWh
 - Providing 25% of the building energy demands
 - Savings per year are:



- The building architecture includes an external skin (metal panels), on all the façades, allowing to manage the sun light, where and how the light enters, while reducing the sun heat impact. In addition, external blinds protect the glass façade from the heat.
- Lighting Management & Shading solutions with a strategy to optimize energy usage based on 4 elements: Scheduling/ time clock, occupancy sensing, high-end tuning, and daylight harvesting. The lighting level is automatically set according to the natural daylight level, and shadings are automatically adjusted based on solar position. The solutions save 47.6% of the lighting energy consumption of the building, which represents 506,808 kWh/year.
- Many greenery plantations for more shading and less heat: 80m² of green wall at the main entrance, in addition to many Bamboo & trees planting.

---> Take a tour inside our building:
<http://bit.ly/2fUqOKC>

ITG GREEN SLOGAN

To spread the 'green' culture among its members, ITG introduced the eco-slogan "ITG = I Think Green", which is included in the electronic signature of all its employees.



RECYCLING INITIATIVES

ITG commitment towards a greener Lebanon has been continuous since 2012 through several actions:

PAPER RECYCLING



In cooperation with 'Terre Liban', ITG gathered 41,650 Kgs of paper in 5 years, equivalent to:



2.

TECHNOLOGY RECYCLING

In 2015, '460 The Multimedia Store' the ITG group retail store, collaborated with 'Beatoona', an NGO supportive of green environment, to launch a technology recycling initiative encouraging everyone to recycle their old technology items, and help reduce electronic waste. The campaign was promoted online through 460 website and ITG social media platforms, to encourage individuals to drop their old technology for recycling (desktops, laptops, printers ...) at our shop, and receive a discount from 460 eStore.



OTHER RECYCLING INITIATIVES

- Starting 2016, we have also displayed bins for plastic, glass, nylon, to recycle them with 'L'Ecoute', an NGO that finances their projects through recycling to serve handicapped people.
- ITG retail and distribution affiliates, replaced their traditional plastic bags with new environment-friendly biodegradable plastic bags.
- ITG (Holding) conducted awareness training sessions to staff regarding Reduce /Re-use /Recycle habits, as well as the appropriate use of the existing cardboard & other recycling bins.

ENVIRONMENTAL EVENTS & ACTIVITIES

4.

SPONSORING 'EARTH HOUR LEBANON 2016'

• ECOsys, an ITG company, sponsored 'Earth Hour Lebanon 2016' that took place at Überhaus-BIEL, Beirut on March 19, 2016. ECOsys contribution transformed Earth Hour Lebanon into a carbon neutral event, by installing 20 solar Photovoltaic Panels on top of the club for a period of 10 days. The energy gathered during this period was equivalent to the electricity used during the 6 hours event. ECOsys & ITG signed the Earth Hour Pledge prior to the event.

• In this context, Holcom & ITG headquarters were turned off for 1 hour, from 20:30 until 21:30, in parallel with public and private institutions.

---> Check this video: <http://bit.ly/2fyFnIq>



JOINING THE 'LEBANON CLIMATE ACT' INITIATIVE (LCA)

ITG joined the Lebanon Climate Act initiative (LCA), on July 26, 2016, in line with Lebanon's climate change engagement at the international COP21 conference. LCA encourages companies to reduce their environmental and carbon footprint, deploy more clean energy, and build more sustainable businesses. A team from ECOsys attends the ongoing workshops, organized by LCA, to learn more about the dangerous effects of climate change. Check out the list of participants: <http://bit.ly/2fN60tx>

The initiative was also announced on our social media platforms by posting the LCA interactive video to raise awareness on climate change: <http://bit.ly/2eT2SKp>



SIGNING THE GREEN PLEDGE OF 'LEBANON OPPORTUNITIES'

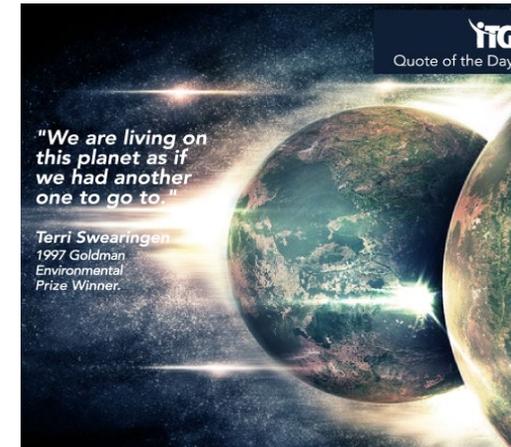
In October 2016, ITG signed the 'Green Pledge' and joined the Green Club created by Lebanon Opportunities. The aim of this initiative is to inform and enable the business community on ways to become environmentally friendly in an economically feasible manner, and to provide them with practical tools and independent support that would have a positive contribution to their profits when engaging in an environmentally sustainable conduct.





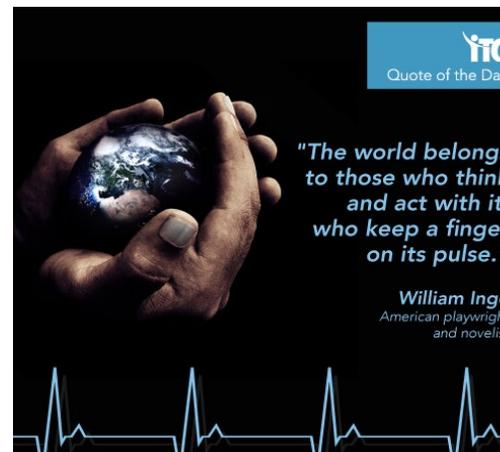
ENVIRONMENTAL AWARENESS MESSAGES

Several environmental awareness messages were posted on social media throughout the year.



What to **RECYCLE**?

PLASTIC	<ul style="list-style-type: none"> Water bottles Detergents & shampoos Soda & juice bottles 	<ul style="list-style-type: none"> Plastic cups Plastic plates Nylon bags
	<ul style="list-style-type: none"> Tins and cans Metal caps All kinds of metal 	
PAPER	<ul style="list-style-type: none"> Newspapers, magazines Papers Cardboard boxes 	<ul style="list-style-type: none"> Dirty papers & boxes Tetra pak packages (milk & juice)



Did You Know?

One TON of Recycled Paper Saves

- 17 mature trees
- 26,500 litres of water
- 1,735 litres of oil
- 91 litres of gasoline
- 4,000 kWh of electricity
- 2,3 m³ of landfill

GREEN

Q & A

The ecocitizen reduces the energy consumption at home using:

- Halogen lamps
- LED lamps
- Fluorescent lamps





www.itgholding.com

