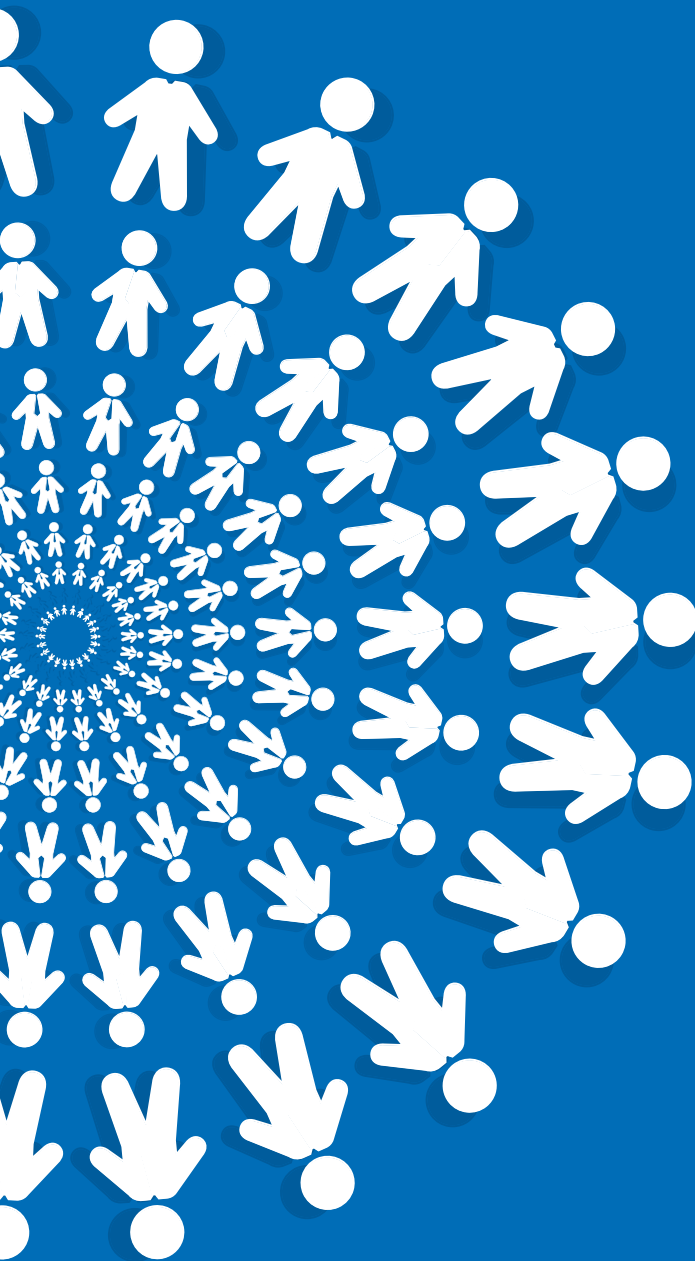
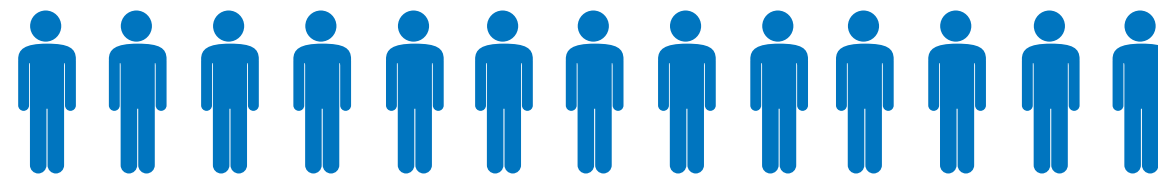
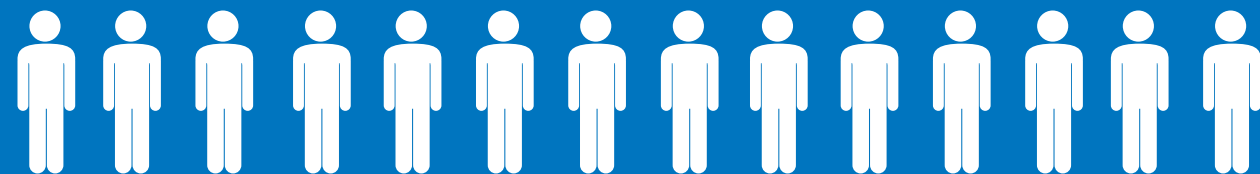


CSR Report 2016





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
- Recycling paper and plastic in our offices in partnership with Arc en Ciel
- Reducing paper use by providing electronic receipts
- Purchasing environmental friendly raw material

2016 Activities

- Organized a competition called Environmate in partnership with the UNGC,. It is an environmental accelerator with the main objective to find, fund and foster young student entrepreneurs who have big ideas that address today's most urgent energy and environmental challenges in Lebanon.

- Recognized by Lebanon Opportunities' Green Business Initiative for our commitment to corporate environmental responsibility as being one of the signatories of the Green Pledge.
- Sponsored NGO events and communicated these events in our offices. A few examples of 2016: Saradar Foundation, Tareq Sikias, Heartbeat, Red Cross, Yaduna, 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. Also, we are open to recruitment of people with disabilities depending on the position required

2016 Activities

- We support different NGOs such as Himaya, Heart Beat, Children Cancer Center and Chance
- We participated in an online initiative done by Himaya at the end of 2016. We were asked to contribute with a photo showing our support to the children, saying “we’ve got your back”. The photo was online and showed our support.
- For International Women’s Day, we showed our support to our only female letter carrier by sending her flowers and thanking her for all her efforts
- During Christmas time, we partnered with Association G to make orphans and children

in need happy. We distributed gifts and engaged in activities with kids from Dar el Aytam el Islamiyat and Village SOS.

- Also during Christmas time, we partnered with LiveLoveBeirut and ABC GrandCinemas to distribute postal cards from customers to their loved ones, giving them a chance to donate to orphan organizations.

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 continuously organize internal events as well as trainings (in a category called "Just 4 You") to motivate our employees

2016 Activities

- Employees participated in the Beirut Corporate Games of 2016: 30 employees attended- 9 medals won: 3 Gold, 4 Silver and 2 Bronze
- A football game took place in September 2016: 1 team of 12 people
- Employees participated in the Beirut Marathon in November 2016: around 120 employees attended. We also had a booth at the marathon, offering juices and a place to relax to racers
- Employees participated in the Rally Paper event in April 2016

- On Mother's Day, we encouraged customers in malls to print a picture of themselves and send it through LibanPost to their moms. It made mothers happy and showed our care.
- On Father's Day, kids were asked to come surprise their dads at work. We made it a huge event and dads were happy to see their children surprise them at the workplace.
- We involved our fleet in becoming advocates of their company by creating a competition on social media and encouraging them to post selfies all over Lebanon (since they tour the country to distribute mail. Engagement was huge (reaching more than 1000 likes and lots of comments). This motivated our letter carriers to continue on delivering.

Anti-corruption Activities



Ongoing Activities

- We are a trusted intermediary between the government and citizens, removing the need for other intermediaries and using monitoring tools to enhance the quality of service provided to citizens
- LibanPost operates a quality management system which complies with the requirements of ISO 9001:2008 certified procedure and quality assurance since 2011
- Set system to measure performance (SLA, KPI)
- Public sector development. LibanPost supported the government with the public reform. We won the following awards in 2016:

- Recognized for our Innovative Daily Life Facilitator Service by Euromed in Malta - March 2016
- World Post and Parcel Award - June 2016

2016 Activities

- We issued a collection of stamps commemorating the Men Of Lebanese Independence. Families of these Men were invited to an event we held in our Riad el Solh branch, where they were honored
- We constantly issue new stamps and commemoratives and engage in philatelic activities