



CSR REPORT

2016-2017



Mission & Vision

To become Leader in Lebanon in the fields of garbage collection, sweeping and recycling.

To achieve customer satisfaction and response with zero percent defect, become as well a valuable member in the social community.



WHAT'S MY
PURPOSE?

Values

People

- We believe employees at NTCC are the most valuable asset and their interests and the company's are one.
- We value diversity and equality as human beings and everyone has the right to live a descent life.

Community

- Our success comes from the success of our community and it is our duty to serve it by being responsible citizens and respecting the laws.
- We partner with whoever has an opportunity to give back to our community economically, educationally, as well as environmentally.

Ethics

- We respect all people and treat each other with honesty, transparency, and openness.
- We believe team work is the proper path to success.



NTCC is committed to the following SDGs



Human Rights Activities



We promote **Gender Equality** where no position is restricted to any. In 2016-2017, 2 females were recruited as security guards. We opened doors for Truck Driver female applicants.

We have a **no smoking policy** at Head Office.

We are open to recruitment of **people with disabilities** depending on position.

We restrict **employment of children** (below 18 years old).

We are partners and the main supporter for educational NGO **Culture & Science Foundation** which provides free education for different categories of society.

We sponsor with the following NGO's:

- Lebanese Scouts Association
- Al Ria'yah
- Sidon Orphans Association
- Red Cross
- Eye Center
- Sharhabeel Youth Association
- Ahluna
- Rotary Club
- Hani Issam Ali Hassan Medical Center
- Sidon Children Library Association
- Zakat
- Al Huriya Sports Club
- Al Bahr Mosque Foundation

Labor Activities



We support **Equal Employment Opportunity**; recruitment policy & procedure allows for internal recruitment as much as external recruitment where any employee can apply for an open vacancy.

We provide **Lunch for Office Employees Free** of charge, cafeteria Kitchen & cook for a home like ambience.

Employees have **freedom of association & complain**. In 2017, drivers requested rescheduling of shifts and it was granted to them.

We offer **Salary Advance** (Non-Interest Short Term Loan) for employees to support their living needs.

We provide **immediate no-cash medical treatment** for employees (medicine-Lab Test-Hospital) at certain affiliates at company expense. Employee pay 5% only when NSSF pay back.

We cover **University Tuition for employees** continuing Masters Level Education.

Employees are paid **Bonus** at the end of year.

Annual Lunch is done on NTCC's anniversary for all employees to meet as one team. Grants & Trophies are distributed based on years of service at NTCC.

In 2016, **Incentive program** was made for Garbage Collection teams to motivate them. Extra Money for every extra ton of garbage collected.

Environmental Activities



The graphic features the NTCC logo at the top, with the text 'New Trading and Contracting Co. s.a.l.' below it. A green recycling symbol is on the left, and a '21 YEARS 1996 - 2017' badge is on the right. In the center is a circular diagram with six green arrows forming a cycle, each pointing to a different environmental activity in Arabic. At the bottom, there is contact information for the main office and a branch in Beirut, including phone and fax numbers.

NTCC
New Trading and Contracting Co. s.a.l.

REUSE
REDUCE
RECYCLE

21 YEARS
1996 - 2017

صيانة حدائق ومزروعات
تنظيف شواطئ
جمع ونقل نفايات
تأجير البنايات ومعدات
تنظيفات عامة
كنس شوارع وطرق

المركز الرئيسي: شارع رياض الصلح - بناية سنتر 73 صيدا - لبنان
تلفون: ٧٠٧٣٥٥٠٣ (٩٦١) ٣٠٦٣٥١١٣ - فاكس: ٧٠٧٣٥٥٠٥ (٩٦١) - ص.ب ٢٠٠ صيدا - لبنان
مجمع الشركة: دوار اليمن - مقابل جامع بهاء الدين الحريري - تلفون-فاكس: ٧٠٧٢٧٥٧٩ (٩٦١)

www.ntcc.com.lb e-mail :info@ntcc.com.lb

We partnered with **Saida Schools Network** to train students to recycle. Weekly we collect recyclables free and deposit the money from sale of recyclables back to the network to fund small projects for improving the city.

We sponsored economical events;

-Saida International Festival

-Jezzine Festival

-Bramieh Festival

Our **fleet** was inspected in 2017 by Environmental Experts under the order of Environmental District Attorney and reported **100% compliance**.

We **partner** and sponsor projects with **Municipalities & NGOs** to initiate recycling projects.

We bring in technology to improve for a cleaner city. **Beach Cleaner** was introduced to our fleet that filters beach sand from small residues.

We participate in all campaigns for cleaning the area we are in:

-حملة إحياء الأحياء

- حملة الشاطئ الأزرق الكبير

Anti-Corruption Activities



We strictly follow Lebanese Labor Law & NSSF Law. We applied for **NTCC By Laws** to Ministry of Labor to cover all unmentioned points. This act nourishes **transparency**.

We **refuse bribery and extortion** in all forms. We have special team to audit quality and any violation to report to top management to take corrective action from inside or outside company.

We installed **GPS** to all our vehicles to control garbage collection service.