

# 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.



### 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.

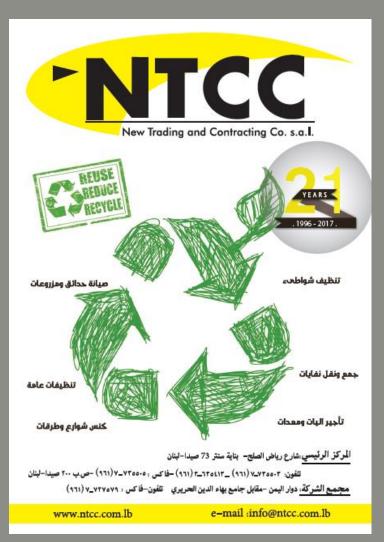
We provide **immediate no-cash medical treatment** for employees (medicine-Lab Test-Hospital) at certain affiliates at company expense. Employee pay 5% only when NSSF pay back. We cover **University Tuition for employees** continuing Masters Level Education.

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



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.

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 الشاطىء الأزرق الكبير

We sponsored economical events;

-Saida International Festival

-Jezzine Festival

-Bramieh Festival

## 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.