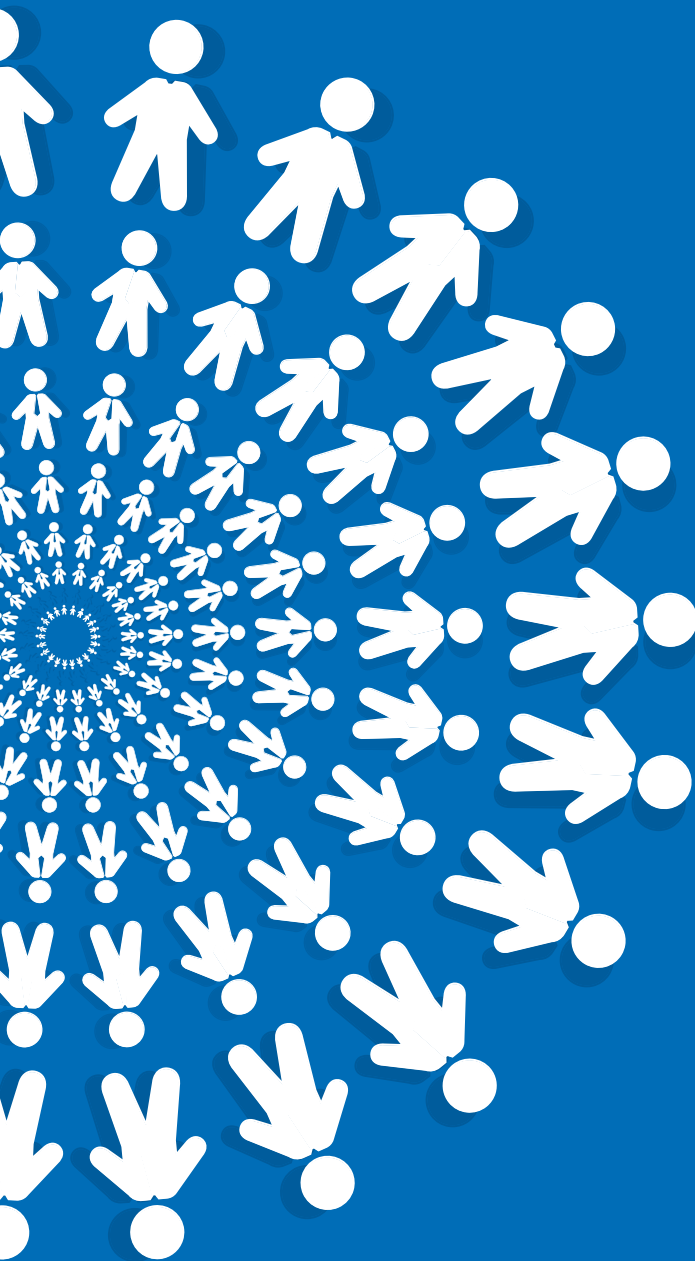
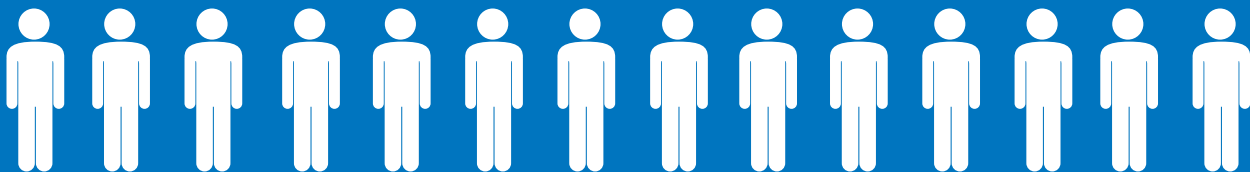
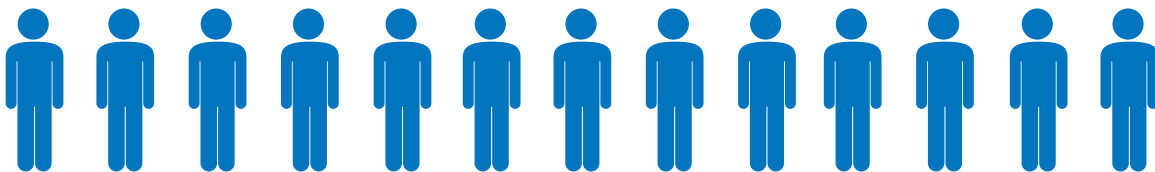


CSR Report 2017







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.

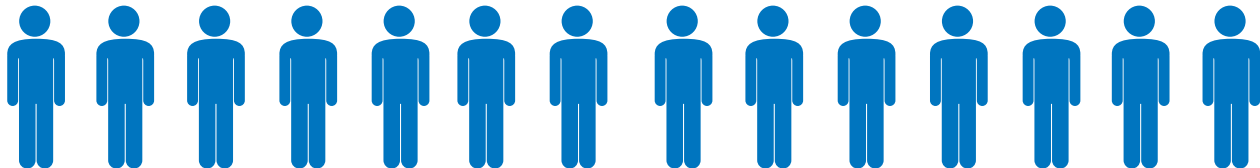
Values

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

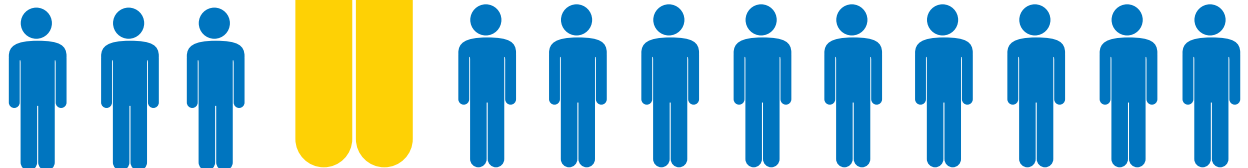
- We all have a clear vision of where we are going
- We focus our resources on achieving our objectives and are committed to delivering the expected results despite any obstacles or challenges
- We always strive to exceed the expectations of our external and internal customers
- We continuously search 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

2017 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
- For Earth Hour, we participated in a recycling event for digital waste where we created our booth from our recycled waste and we were collecting and weighing waste from visitors who competed for the highest load
- 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 2017: 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
- 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. (45% of our Management are women, if we exclude the operation department 60% of our employees are women, and we have 6 women letter carriers!)

2017 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 2017. 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 issued a special stamp entitled “Femmes au Pouvoir” empowering women where we honored First Time Achievers in Lebanon, the first lady parliamentary, the first lady Minister, the first lady engineer, the first lady doctor and the first lady lawyer

- During Christmas time, we participated in a Christmas market, where we parked our mobile post office and offered kids postal cards to fill with their Christmas wishes and taught them how to mail them

- Created an Easter egg hunt for kids in malls

- Participated in the Road Safety event and engaged our fleet by adding stickers to their cars and posters in the hubs promoting the best driving practices

- We issued a Valentine’s day stamp and offered red roses for customers in our post offices

- We issued a stamp to raise awareness for eliminating Polio

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

2017 Activities

- Employees participated in the Beirut Corporate Games of 2017: 30 employees attended- 9 medals won: 5 Gold, 2 Silver and 2 Bronze
- Employees participated in the Beirut Marathon in November 2017: around 50 employees attended. We also had our mobile post office at the marathon, offering free WIFI, fresh juice and a place to relax the racers
- On Mother's Day, we gathered all the moms in LibanPost in a celebration and each had the chance to spin a wheel of fortune to win vouchers and gifts. We also produced a video where we asked mothers to identify the mother's day cards their

children had draw in order to encourage Lebanese to send cards on this occasion with surprisingly emotional results

- On Father's Day, we created a game for all the fathers and they all won various prizes
- We involved our letter carriers in becoming advocates of their company by creating a competition on social media and encouraging them to post selfies all over Lebanon. Three employees won Nikon cameras
- We encouraged our branch employees to become more invested in selling retail products by creating a competition based on a points collection system each time they sold a product. The employee with the most points won a trip for two to Sharam El Sheikh

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 9001:2015 certified procedure and quality assurance
- Anti-corruption training with UNGC and UNDP

2017 Activities

People can go on it to check-in at various spots in Lebanon to collect points and win a gift box from LibanPost

- We signed an agreement with the Traffic, Truck and Vehicles Management Authority in Lebanon, to offer citizens the possibility to change their car plates as requested by the new legislation, at LibanPost, on the formality execution end as well as on the physical printing, embossing and mounting ends and we opened 16 production centers and recruited more than 200 additional employees (20% increase)
- We issued a collection of three stamps for the Lebanese president with a special folder and First Day envelopes

- We issued an honorary stamp for the Lebanese army on Army Day
- We constantly issue new stamps and commemoratives and engage in philatelic activities
- We issued a stamp to promote culture on the 75 years of Beirut National Museum event
- Released our Mobile Post Offices to simplify and facilitate all transactions for the Lebanese people. Our Mobile Post offices move around Lebanon and are also sent to assist our existing branches when needed
- We introduced a new “hunting licenses service” to limit and control recreational and sports hunting