

Egyliere Travel

Corporate Responsible Business Report

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About us

Who we are

Egylière Travel is a privately owned luxury travel agency based in Cairo, Egypt. We provide a complete, tailor-made, travel experience to suit every need, want, and whim from leisure vacations and business trips to family holidays, romantic getaways and even pilgrimages, while raising cultural and environmental awareness along the way.

Recognizing that each individual is different, hence each individual's travel style would be different, Egylière works toward creating bespoke packages with the finest services in the industry for costumers.

We recognize that traveling is a way to kick back and rejuvenate. Whether you're a business traveller or a vacationer, you need someone that takes care of all the minute details. In this aspect, Egylière strives to give every customer a fuss-free experience.

- Find more in egylieretravel.com

Egylière Travel is the newest addition to the growing portfolio of Egylière; a dynamic diverse company bringing the priceless experience and integrity of a long-standing family business.

Our Heritage

Our aim is to create a flexible and responsive enterprise that contributes to and helps define the forces and major themes of the growing luxury travel industry and the sustainability goals of UNGC, both within and beyond Egypt's borders.

- **We aim to partner with environmentally minded companies, based on honesty, integrity and social consciousness.**
- **We embrace community outreach and volunteering as a way to leave our footprint and help sustain the wellbeing of local people and the environment.**

Our Vision

With our network of young travel experts at each destination, we endeavor to provide authentic local experience.

Our Value

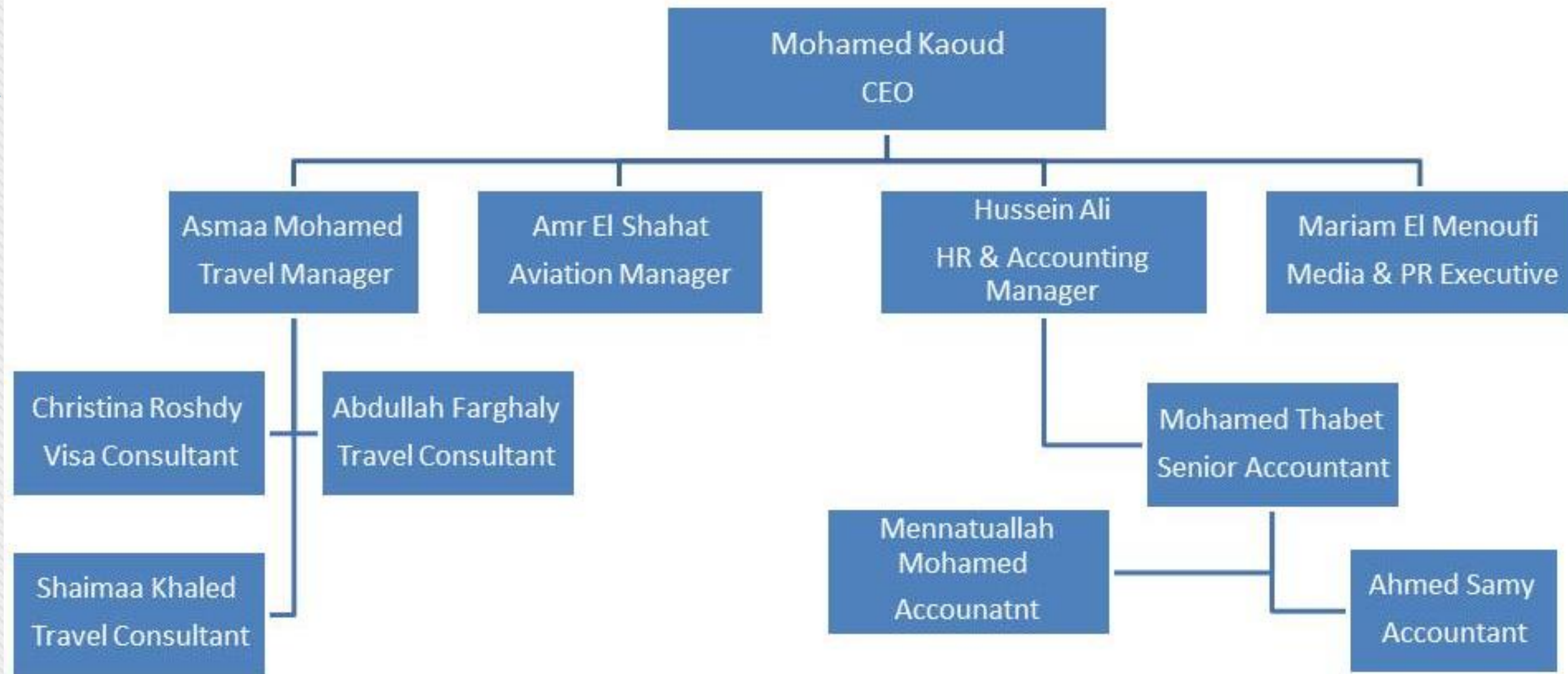
Our vision is based on a fundamental but essential principle:

***The respect of the interests of all stakeholders**

***A stance that reflects our global outlook and reach in our management.**

Organization Structure

***To be noticed,
we have many
interns of
diversified
nationalities
with different
duration in
every
department.**



About the Report



From Egypt to the world!

Find us in: Suez Canal Tower,4 Ibn Katheer Street,Giza, 12311 Egypt

Scope and Data

In this edition of COP report, we take a comprehensive review on our performance from the start of 2015. To evaluate and keep track of our environment approaches, we collected water/electricity/paper use.etc data since early 2015. In the scope of human rights, we concentrate on our progress made in the past months of 2016.

All of the information that we provide here are extracted from our bills, financial report ,inner-operation policies and official guide and resources from UN websites.

It can't be ignored that since we are a entrepreneur, policies and solutions are on their way to be put into practice and some part of statistics are lacked because they are unmeasurable and some of them can't be collected at present.

But we have tried our best efforts to make this report a comprehensive and objective representation of what we have done and what we have planned for business development in the future to make us an active participant of UNGC.

Level Requirement

This year, we are striving for an **advanced** level report, which requires a thorough and detailed collection of all the required information and a clear and lasting accordance with UNGC principles.

All the contents presented in the report are related to at least one aspect of the four main categories: **human rights, labour, environment and anti- corruption.**

The summary of this annual report is included at the end in the form of a self-assessment based on guidance provided by UN.

Reinforce Statement

As the CEO of the Egyliere Travel, I am pleased to confirm that we support the 10 principles of the Global Compact on human rights, labour, environment and anti-corruption.

With this communication, we express our intent to implement those principles.

We believe that in this fast changing age, engagement in the UNGC principles is a way to convey important

messages to our consumers and clients and shouldering social responsibility is a crucial part of the core value of our company.

As a company, we've experienced many significant changes since inception: We've greatly increased our workforce, and have embraced international diversity and gender balance.

We have become one of the leading providers of leisure and corporate travel solutions in the MENA region.

We continue being committed to serving our clients with utmost dedication, along with promoting responsible travel.

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 SDGs.

We are dedicated to taking a more engaged role in issues such as multipolarity, climate change, water conservation, energy security and public-private partnerships.

We support public accountability and transparency, and therefore commit to report on progress within one year of joining the Global Compact.



Mohamed Kaoud
Founder and CEO

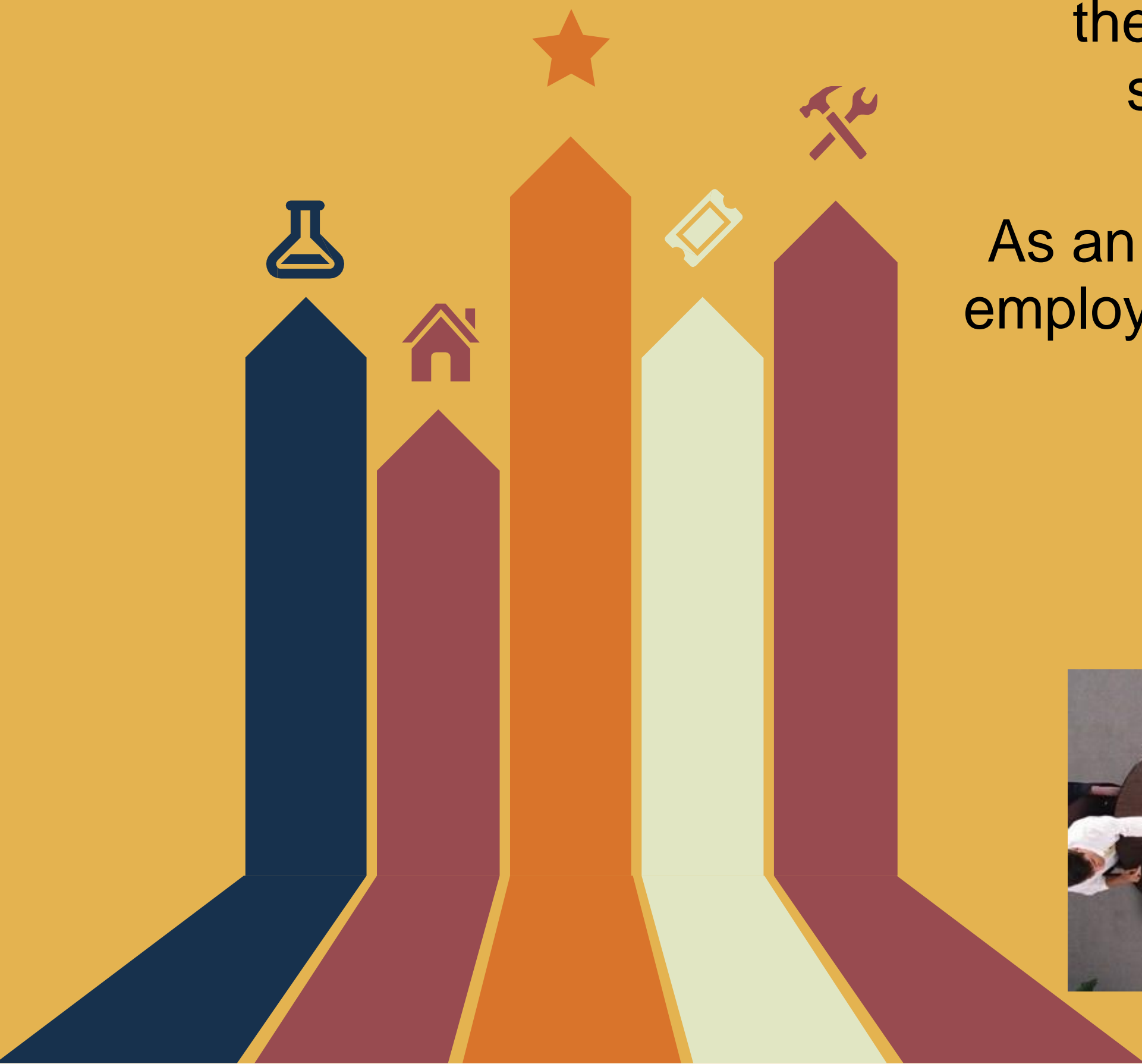
Human Resources & Development





Freedom of association enables workers and employers to join together to protect their own economic interests and their civil freedoms better, such as the right to life, to security, to integrity, and to personal and collective freedom.

As an employer, Egyliere Travel takes great pride in our employees and have a strong belief in their expertise.



*We believe in you.
We respect each other.
We build our future together.
We aspire to diversity.
We care.*



Team Motto



- Egyliere Travel believes that respecting every member is necessary for our business development. People are always at the center of the Company's corporate culture. We spare no efforts to realize the SDGs in a constructed manner.
- We understand that we ought to provide an equal and free working environment to our staff. By establishing a scientific and integrated performance management system and a bunch of training packages, we aim to make interns and staff fit into our company quickly and have a clear understanding of their responsibilities.
- What's more importantly is, we are trying our best to communicate these policies and steps with our staff progressively and are holding internal trainings to raise awareness among staff to put these actions into effect.

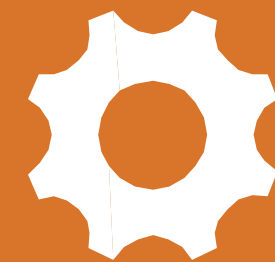
Hiring



Training



Performance Management



Customer Relationship



Team Building



Hiring

Egyliere Travel is composed of talented employees from various countries in the world and we carefully evaluate every applicator's quality for the occupation they are searching for.

Through a transparent and reasonable set of standards, we guarantee the whole hiring process is subjective and just.



Our People

**How we select
employee?**



Our People

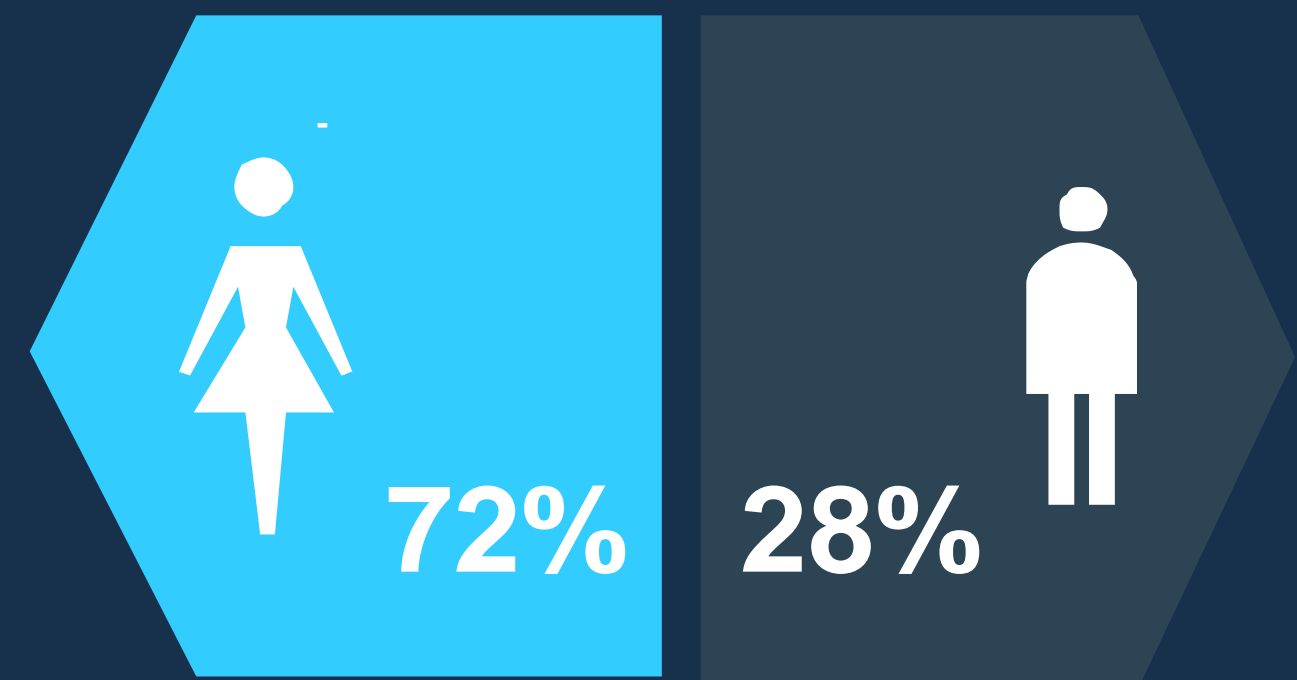
Through our innovative and flexible recruitment system, Egyliere Travel attracts global talents in the past year. More than 10 EPs are hired and worked for Egyliere Travel via AIESEC and over 5 interns are absorbed by traditional means in our talent pool.

As a participant of UNGC and Women Empowerment Principles, Egyliere Travel pays attention to improve gender quality by raising proportion of female employee. We enjoys an equal share of Man and Women on the whole. We dedicate to treating all women and men fairly at work and respect non-discrimination.

Our Staff

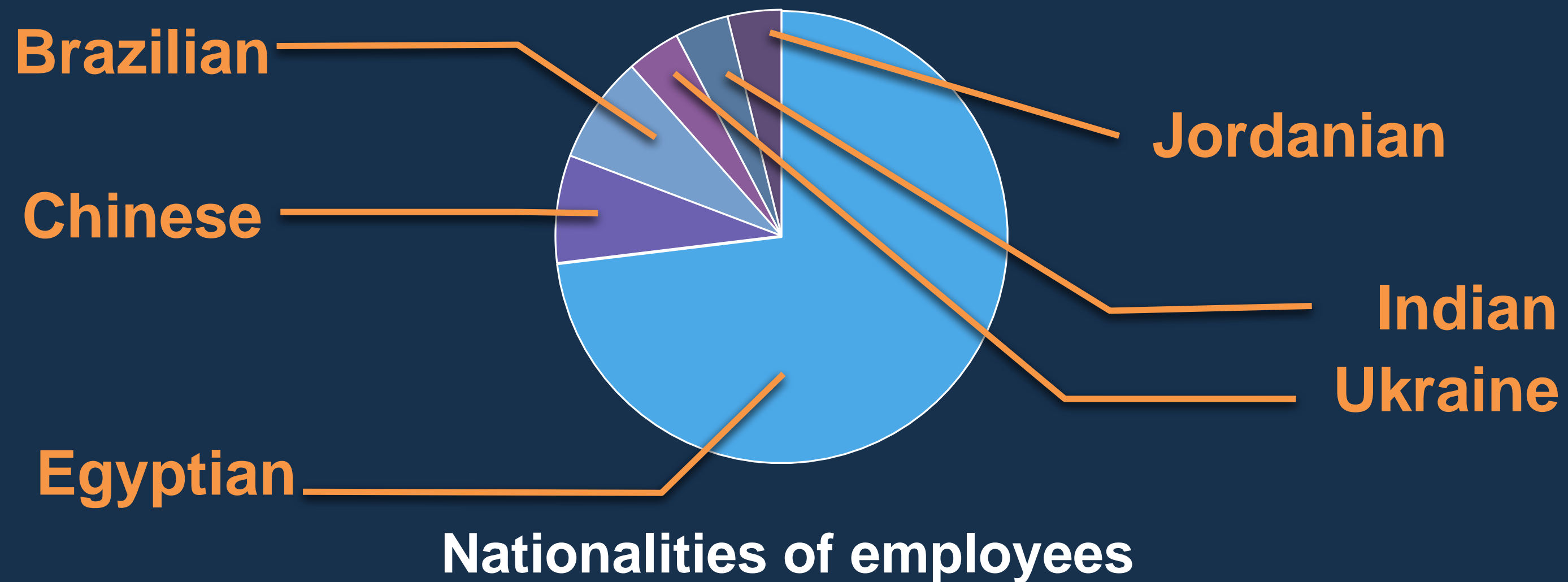


Our Intern



Another aspect of our employees' composition is **nationality**. Qualified and enthusiastic employees from different culture background enrich the ways we approach our goals and it has a significant meaning in this globalized age.

Though dominated by Egyptian at first sight, Egyliere Travel has a nationality diversity covers employees from over 4 countries. In the past, we had employees from a wider range of countries and we will keep this tradition in mind.



How we select employee?

Egyliere travel has established official account in LinkedIn, Facebook and other widely used social websites and job hunting platforms, which all make our company approachable for competitive applicators as much as possible.

Through a partnership with AIESEC, one of the largest youth development organizations in the world, we have created a new channel to import global talents. In the summer of 2016, there are approximate 9 interns from 4 different countries who joined our team and share their wisdom with us. Not only they inject new elements into our company but also advance our business development in various perspectives.

For Egyliere Travel, we appreciate job hunters that are innovative, communicative, highly-engaged, capable for specific occupation, particularly, has recognition of 10 principles of UNGC. These make them qualified for achieving sustainability goals through teamwork and individual development.

A case

Attachment 1



Here goes for a sample for our job description of Business Development Manager:

General Summary:

Achieves maximum sales profitability, growth and account penetration within an assigned market segment by effectively selling the company's services.

When it comes to "Qualifications" part, besides of education requirement, we listed following items:

- **Analytical person and excellent with numbers**
- **Team player attitude and efforts**
- **Proven ability to effectively sell to manager and " C-level" decision makers**

These all represent our value and our client-centered corporate culture and we are aligned with them in the whole hiring process.

“The illicit use of child labour and forced labour are never tolerated in Egyliere Travel and we believe human rights is not simply meaningful for individuals.”

Working hours and wages



Staff Story —Nancy Cai

Nancy is an intelligent intern from AIESEC. This Chinese girl was at lost at the beginning of her internship. Social media, just as everybody can imagine, is a complicated work and not clear enough. She decided to have a deep talk with her manager(also mentor) to express all her feelings and questions. And doubts have been cleared after communication.

She is surprised about the freedom of choosing working time by herself. “There was a day that I really felt bad because of fever. My boss let me have a rest in my dormitory and sent me messages, caring about my health. I even don’t need to ask for permitting my absence.”

Egyliere Travel believes that it’s not the amount of time that really matters but working efficiency that brings the ideal outputs and maximum profits.

Every day, our employee will decide when to work by themselves and the working time is flexible. In case of emergencies and special circumstances, what staff need to do is sending message to the leader of their team.

Liberty stands for trust and in this way, all of our employees feel they are respected instead of being restricted by strict terms and policies. We do this according to one category of labour principles of UNGC——**The elimination of all forms of forced or compulsory labour.**



As a start-up, Egyliere Travel strictly commit to Salary and Labour regulations , laws and the adoption of a minimum wage policy under the supervision of government authorities and the framework of UNGC.

A decent wage is necessary to protect staff from living a dis-privileged life and to support their self-development . With respect to pay, we mainly set the salary standard based on the average level of travel industry and the economic condition of Egypt by HR management team. And final decisions are made through collective bargaining.

Given that Egypt doesn't apply a strict minimum wage, Egyliere went on to adopt a minimum wage of _____EGP and offered employees bonuses according to their performance.

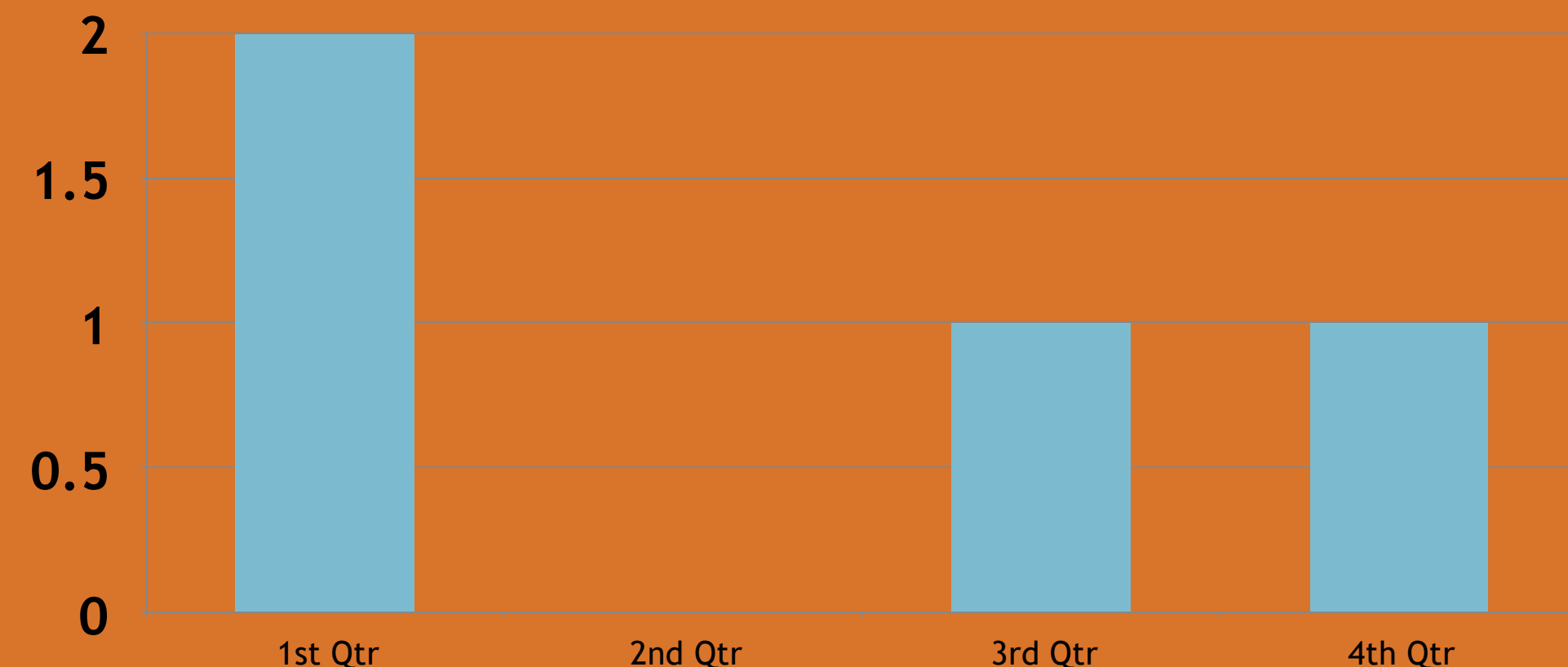


Culture of Collective Bargaining

The direct influence of our management system is a fairly stable number of staff and a very low turnover rate in Egyliere Travel. Since October 2015, only 4 members left.

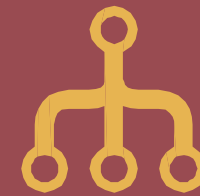
It proves Egyliere Travel is a community, which is attractive and ideal for people to realize their dreams and value.

Turn over Number



Training

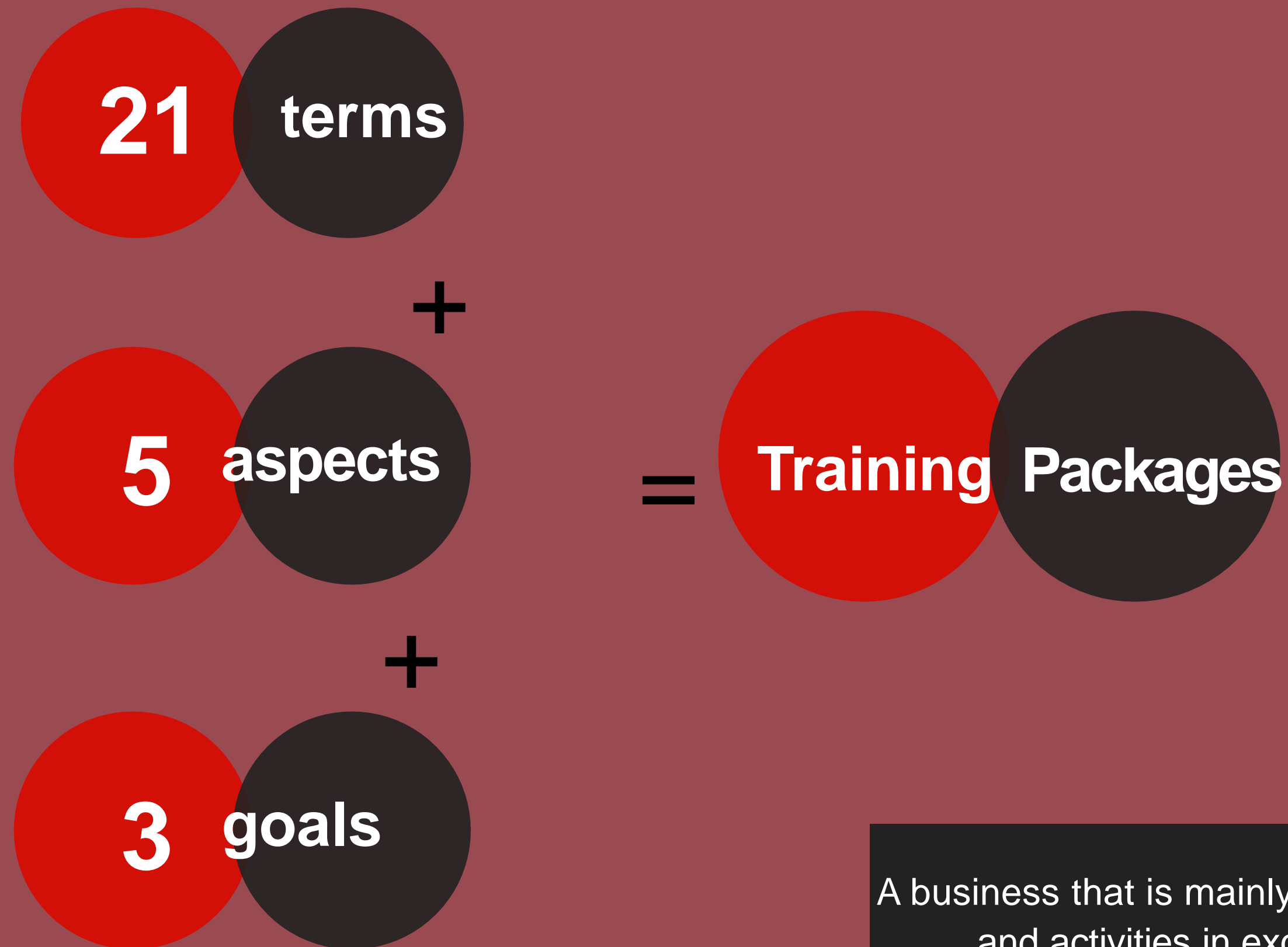
Employee



Intern

After the hiring process, Egyliere Travel gives every new member with careful, high-quality, personally-designed training packages. This has been frequently mentioned as one of the most impressive experience in job careers according to feedbacks from our staff.

The first thing they receive is a special welcoming checklist, which contains two categories —Employee and Intern.(Attachment 2)



A. Glossary

This part is meant for introducing a general picture of products and services provided by Egyliere Travel with brief explanations of some important terms. They effectively guide them into being familiar with travel industry. Here are some samples among them:

Amadeus

Global distribution system based in Europe. Its principal partners are Air France, Continental Airlines, Iberia Airlines and Lufthansa German Airlines.

Agent



A business that is mainly focused on reselling tours and activities in exchange for commission fees.

B. Checklist



This part is illustrated in form of charts and every employee is asked to check it one by one in the first week of their inauguration. The intern's version is the same with that of employee.

From business value to practical tools, after employees and interns get the answer for every instruction, they naturally establish a fair understanding of Egyliere Travel and how they are going to devote their talents and enthusiasm into our company.

-  **Business Related**  Company history, vision, mission, Who does what, Our marketing strategy.....
-  **Logistics & HR**  Phone list, Meeting room, Contracts, Mentor.....
-  **Tech Tools**  Google Drive, Google mail, Shared Calendar.....

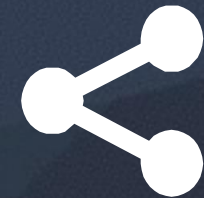
C. Internship Goals(Interns only)

The internship is an opportunity for the student to be part of an SME and experience the work and business environment from both micro and macro levels as well. The goals of the CSR internship include:

- 1- **Get a 360 view of the Travel industry and SME work environment**
- 2- **Get exposed to corporate strategy, general management, company's departments, products, services, etc.**
- 3- **The intern should be an integral part of the company's CSR from both the strategy and implementation sides.**

D. Internship Projects

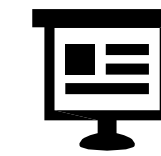
Social Media Guru



Digital marketing implementation
Periodical posts and tasks to be assigned by the marketing executive based on the marketing needs and the intern's' interests.

Periodical Newsletter posts to reflect our CSR activities and other marketing activities to our customers as long as our target market.

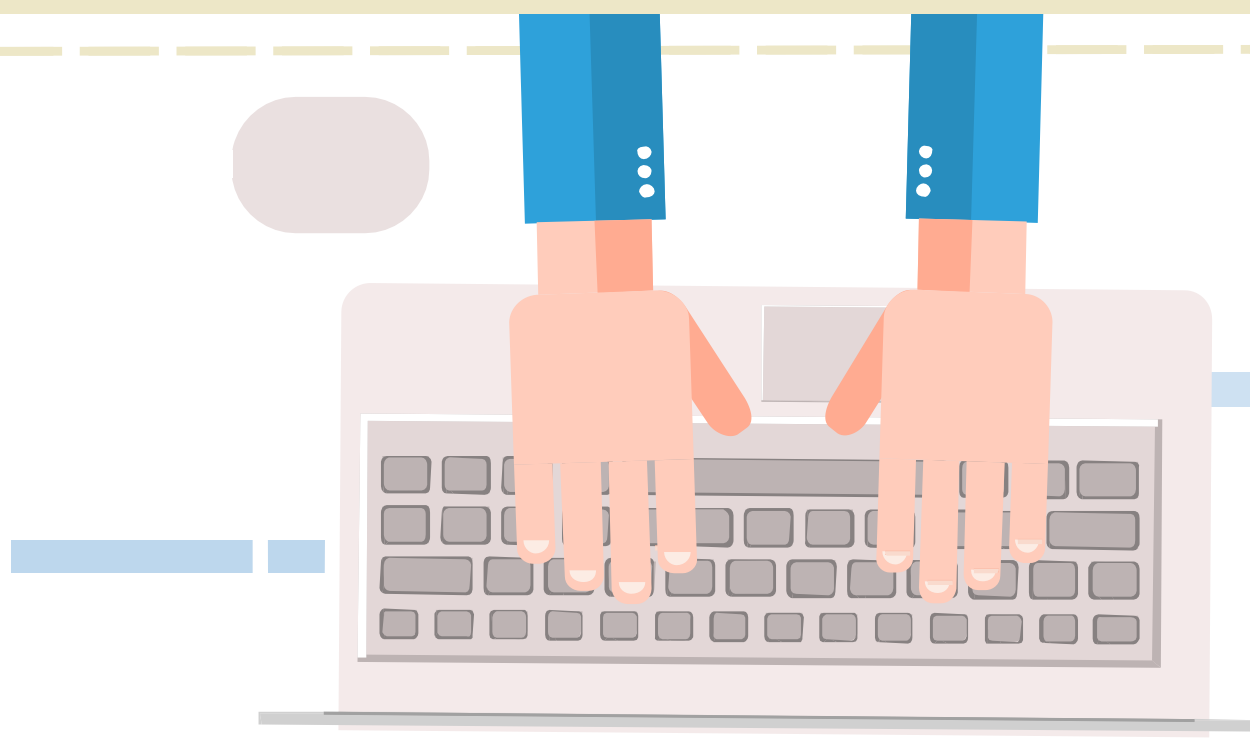
UNGC Compliance Officer



Developing a framework for the UNGC annual report; tasks include:

- a. Attend the UNGC reporting online workshop
- b. Attend "Introduction to UNGC Egypt's Local Network" webinar
- c. Researching the international reporting guidelines - resources shared on Google Drive-
- d. Drafting a preliminary and simple reporting framework with emphasis on consistent reporting (The report should be filled throughout the year and not in one setting)
- e. Meeting with the UNGC local network representatives and getting their feedback on the progress

.....



Performance Management

Egyliere Travel treats every member with equal attitude regardless of their nationalities, ethnicities, gender, religious belief. .etc

1

4

All of the following documents open to every staff in Google Drive as a convenient reminder.



2

We have set up a system to manage performance of staff on the basis of functions of different departments.

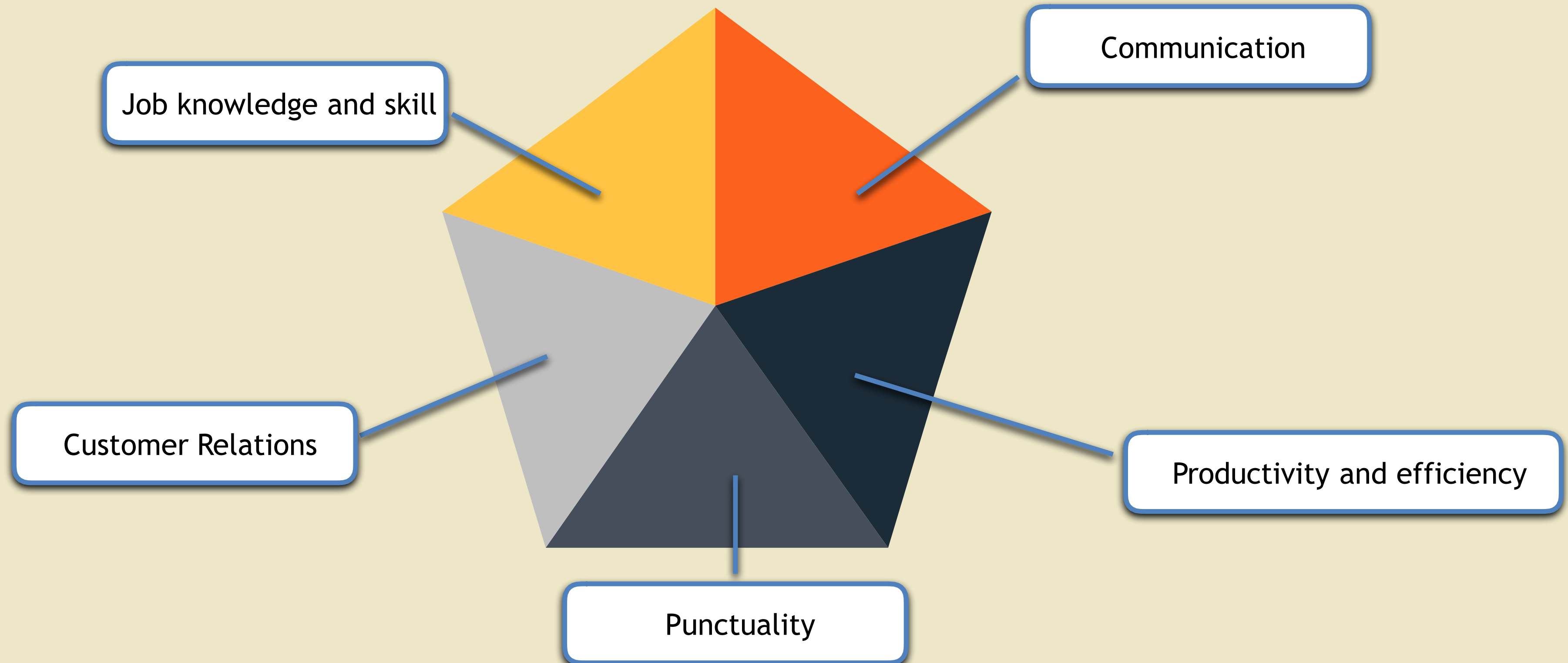
3

We carefully present the result of the evaluation to all the members in Egyliere Travel. The system is the main foundation of promotion and one of the most effective approaches for anti-corruption.

Assessment Docs consists of four categories based on apartment:
Accounting, Aviation, General Manager, Travel(Attachment 3&5)

In every branch, we differentiate “member” and “manager” in order to specify their responsibilities.

The overall performance of employee is measured in 5 dimensions:



General feedback will be collected together after all the questions are finished by other staff.

In different branches, dimensions are the same but the proportion and share of each part is varied for occupations.

To offer necessary instructions about filling these charts, an overall brochure of the grading system is delivered to staff and trainings of how to use this system are also conducted by the project manager

Before we landing on this project, Egyliere Travel held several presentations and sessions to discuss it with different participation levels to make it an ideal model.

First of all, leader of the designing team introduced the system to members from marketing team. Then we discussed it with General Manager and Business Develop Manager. Lots of valuable advices have been raised and collected. A session covered more staff has been set on our agenda.

It's still under implementation and the final version is expected to come at September 2016.



**Customer
Relationship**

Two Steps

Travel Consultant

Egyliere Travel was established to meet the constantly growing demands of the travel industry in Egypt. The way we achieve our goal is customizing trip packages according to specific demands of consumers. Thus, an efficient and scientific channel to communicate with travelers is significant for us.

Once we reach a consumer, a travel consultant will shoulder the responsibility of designing routes, booking hotels and flight tickets and provided information, arranging tour guides. After weighing pros and cons based on preferences, customers can make a choice totally according to their preferences.



Customer Survey

4Attachment

The intention of customer survey :can be summarized in two aspects

Improve transparency in (1 business operation by asking for ;direct feedback from customers

Collect useful suggestions from (2 customers and improve our service quality according to these complaints and advices. Egyliere Travel believes Great brands depend on reputation and this .takes efforts to build

In fact, this is an affiliated part of Egyliere Travel's employee appraisal system because by hearing from customers,we can find the root of .problems in an efficient way



Sample Questions in Customer Survey

Rate your experience with Egyliere Travel.(Quantitive)

Rate your experience with the Egyliere Travel employee.(Quantitive)

What did we do really well?

What needs to be improved?

Any suggestions,feedback or complaints?

Would you recommend Egyliere Travel to your family/friends/acquittances?If no, why?

For different kinds of services, we will provide our customer with a specialized survey form.Main services include: Ticket Booking, Transportation, Visa, Hotel, Local Guide and General.

By communicating with consumers via email and telephone, we build mutual trust between clients and us. But we know that there are a lot of space for improvements and we are dedicated to doing so.

(Find more in “plan for future”)

T

E

A

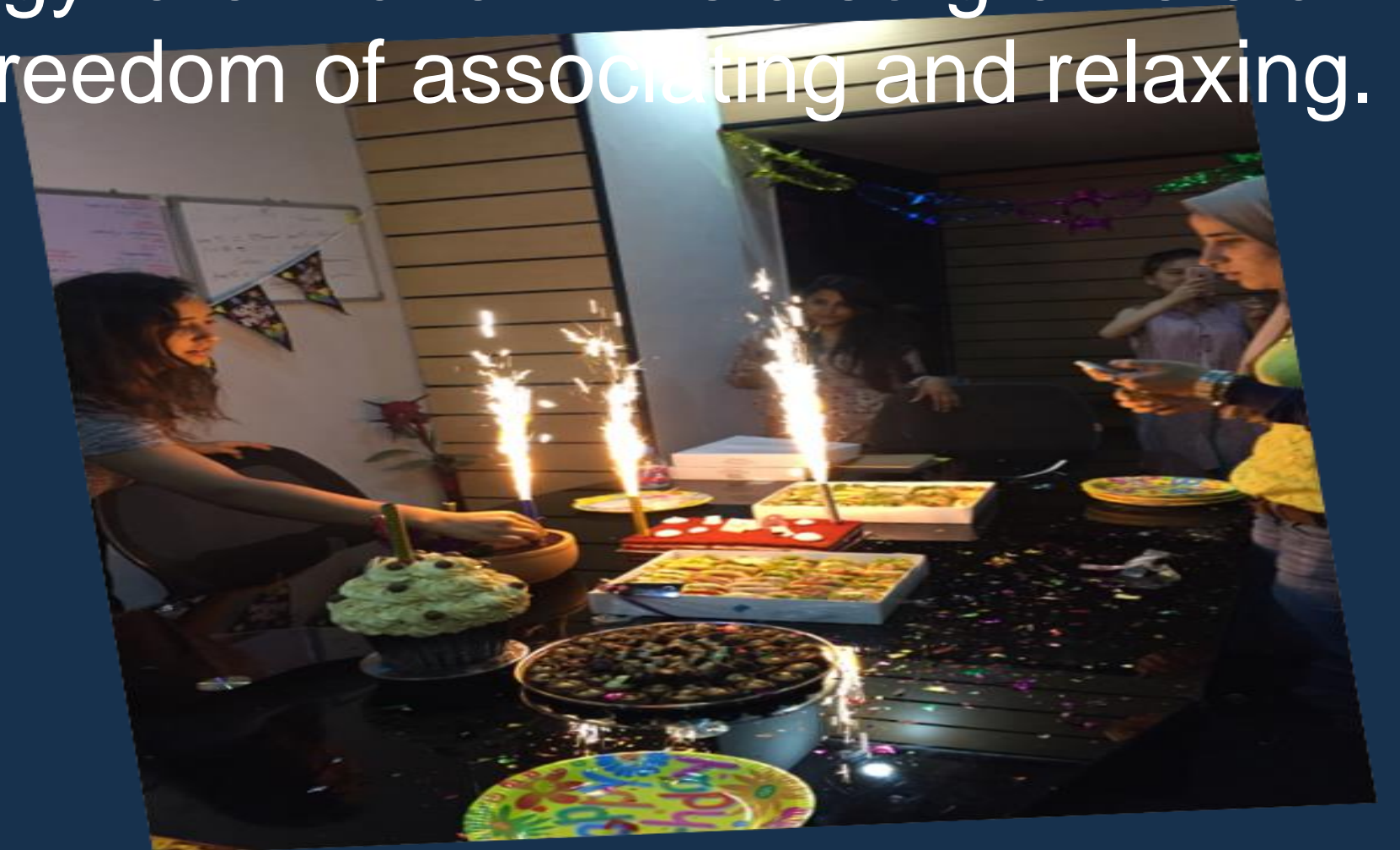
M

Building



A diversified staff nationality means it's comparatively difficult for the old and new, the local and the foreign members to get familiar with each other.

To tackle these problems, some conventional activities are held to enhance mutual understanding and relationships between staff in Egyliere Travel. This also grants staff freedom of associating and relaxing.



Sahara Desert Trip

After a drudgery week tied with work, if time permitted, staff of Egyliere Travel will drive to a location located in the suburban area of Cairo. This is normally a trip with activities like .singing ,dancing, camp firing. etc Ideas are shared and ices are melting, which all helps in shaping a more efficient team.



English Workshop

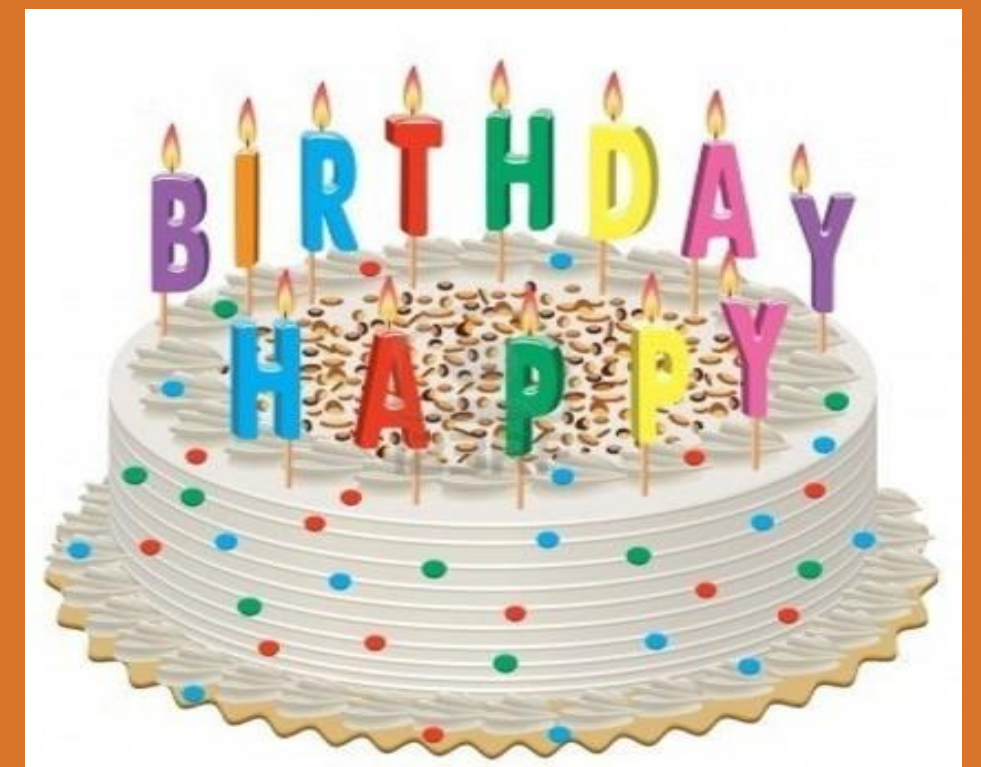
This is a 15-minute series sessions that moderated by international interns every other day. The session theme include "Chinese Food", "Stereotypes" and many other rich and fun topics.

The purposes of this exercise are to enhance the use of English and for all of participants to know more about different cultures in the world.

Birthday Party

The one who should be blessed will receive sincere wishes from all the staff in Egyliere Travel. A party with a delicious cake, beverages, snacks and birthday song is what makes employees feel that they are cared by others .

These really make a difference in the whole company and every individual and these are key elements of people management to inspire and motivate staff to be dedicated for working in Egyliere Travel.



Staff Story

Eman Abu Sharkh Business Development Executive



We regard Eman's story as a good example of how culture diversity gives impetus to individual development and influences their career choices.

As an alumni of UCLA, one of the most prestigious university of the world, Eman once participated a summer course there. But she is now realizing her value in business world.

When back to Egypt, just everybody can imagine, there were many problems to face.

At first, she felt confused about her work because of its little relation with her major. But "when our general manager Tamer and business developer Nahed came, I found that I was really a team member, who could seek for instructions and assistance at any time and everything began to be clearer for me. Whenever I have questions, everybody would help you out. Communication is very smooth."

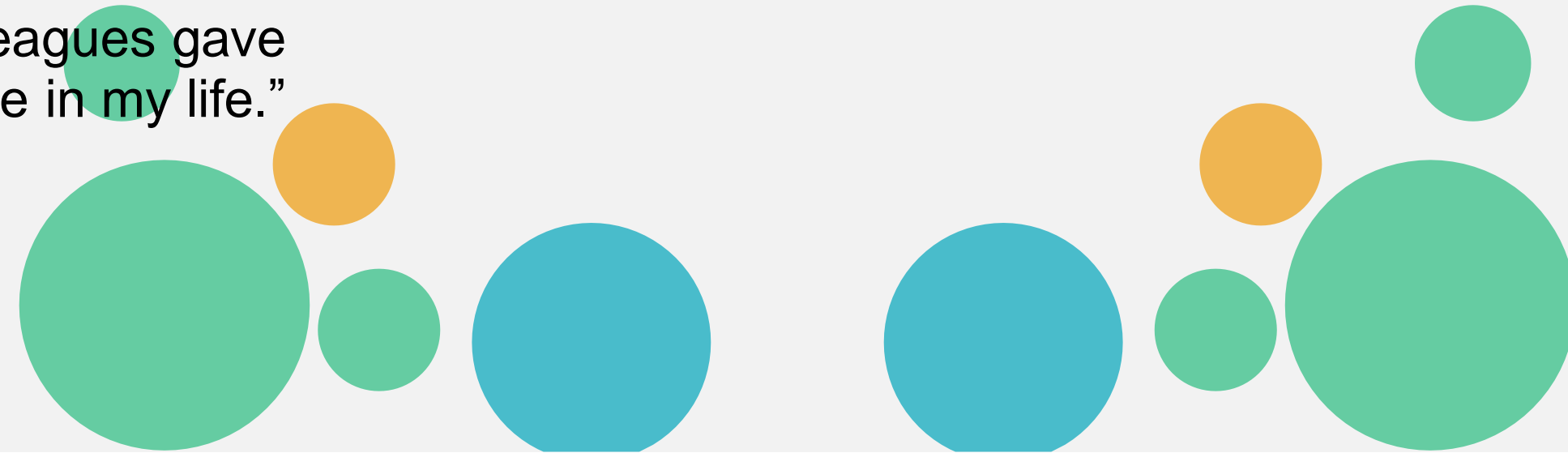
Step by step, Eman got accustomed to the working environment and she finds her goals realized. The most striking improvement is communication skill. As a coordinator of different departments, she needs to communicate with partners of Egyliere Travel. Also, acquaintances with clients, media and staff push her forward and benefit her a lot.

When asked using 3 words to describe Egyliere Travel, Eman said "**happiness, comfort and learning place**".

She has just turned 24 and the birthday party that secretly prepared by colleagues gave her great surprise and she said "it's one of the most unforgettable experience in my life."

Eman is straightforward and she always comes up with new ideas. "Egyliere Travel is so good as it accepts all kinds of opinions. This really leads to a transparent and honest environment."

Though understands that Egyliere Travel is not mature enough, Eman is destined to "devote herself to the development go Egyliere Travel with all of her colleagues."





**Plan
for
Future**

A.Idea management

B.Employee Satisfaction Management

C.Health & Safety



from our intelligent employees, Egyliere



share Travel is to fulfill our

and instructive ideas

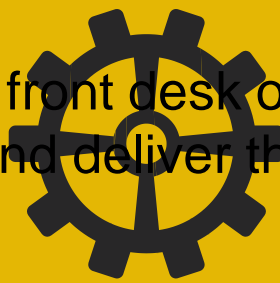
To improve communication with different apartments, we plan to hold a meeting in every Sunday which calls on full participation of staff. A basic outline of the meeting is every department is to their weekly goals and things to be done with others. As long as goals are announced, different departments can work collectively in certain issues.

To inspire more creative
Shake the meeting!

system.

idea management

This is meaningful



because it lays

A paper box will be put in the front desk of office. Every staff can write down their ideas, complaints, suggestions even jokes and deliver them on the box. Writing down name is optional depends on their willingness. At the end of every month, a check of the box will be presented to our staff. If an idea is adopted, a special award will be given to the initiator.

Magic Box

foundation for

sustainable

Brainstorming

Travel and completely gather wisdom from



the every member.

development of Egyliere

staff might come across a tough problem. Then, it's time for them to send an invitation to certain members in Egyliere Travel and brainstorm together. Solutions will be provided in the session and most ideal answer rated by the sponsor will be awarded.

This question-centered session aims to tackle questions with proper incentives. A department or a



Emplo

Ne

Promc

Scor

Listening to our staff is equally important to gathering feedback from customers. This is a simple tool for measuring employee satisfaction and loyalty and we regard it as an instant channel to bridge employers and employees.

It is delivered as a survey and consists of 2 kinds of questions:
-quantitative
-qualitative

Surveys are conducted quarterly every 3 months anonymously. So we can track employee satisfaction changing in time and understand reasons for current mark or change.

After results are processed, feedback on survey will be given to employees.

?How are we going to send the survey

.This survey is send via email, inserting shortened link from Google-form
We don't collect data on identity of respondents, so we leave checkbox in settings

Q1

"Automatically collect respondents Egyliere Travel's username" empty.

?How we measure

10(not at all likely) to 0 Respondents answer with a score ranging from
:(extremely likely), and fall into three categories based on their ratings

Q2

eNPS

9-10 – Promoters 7-8 – Neutral 0-6 – Detractors
eNPS = % Promoters – % Detractors

?How will we work with data

Process quantitative data and store it for long-term tracking,collect qualitative

Q3

data, prepare suggestions for change and action, discuss suggestions with
..... participants

Q4

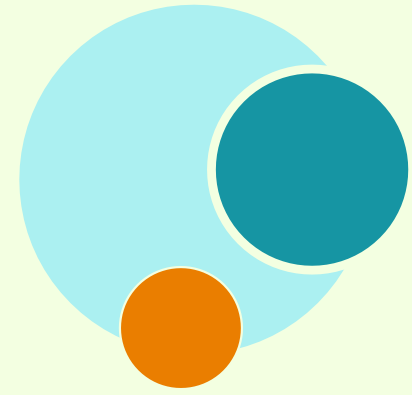
?How will we give feedback

Egyliere Travel believes that feedback on the results of the survey is the most critical step of the
entire process because it illustrates to the entire employee base that management has listened
.to what they had to say and what they are going to do about the final results

Health and Safety



- Health Insurance
- Risk Management



Health Insurance



In the contracts with every staff and interns, Egyliere Travel equips the with health insurance covers the whole working process. This simple while significant guarantee will be a strong shield, protecting staff from diseases and accidents.

What's more, there are water, milk,tea(green & red), coffee in supply in the break room of our office. Employees are free to fetch items they need or inquired the office boy. And lunch is often jointly ordered by means of the whole company.

Additionally, we plan to promote some small practices like **aerobic exercise and eye exercise** to help our staff on relieving body pressure in working hours. Sitting still in front of computer is harmful and these will be really advantageous for leading a healthy lifestyle.

Risk Management

Since 2015, Egypt are faced with many internal and external challenges and they are closely related to Egyliere Travel's products and services. These risks not only concerned with safety problem of our staff but also cause a declined attractiveness of taking a trip in Egypt and surrounding areas. Challenges include but not limit in:

- ✓ Cumbersome investment procedures, hindering more business cooperation with international companies settled.
- ✓ An unstable political situation, especially the penetration of terrorist force.
- ✓ Lack of educated workforce.
-



Egyliere Travel is actively engaged with other stakeholders to take a leadership role in advancing, advocating for, and contributing to resolving tough issues with business operations.

We believes that private sectors can make a meaningful contribution to stability and security in conflict-affected and high-risk areas by cooperating with government, NGOs and counterparts.

Three Parts of RM

For staff

For every female staff, Egyliere Travel gives them traffic allowance on occasions when they work until 6 pm to guarantee their safety.

Lectures with a bunch of topics including first-aid knowledge, AIDS health education, fire control knowledge are going to put on our training agenda. Egyliere Travel will invite professionals and staff of our company to be the speaker of these lectures and present them in an interactive and informative way.

Before the departure of tourists, Egyliere

Travel will provide them with a brochure with important information: important and provisions of customs of their destinations, security hedging measures, tip standards, foreign exchange regulations, emergency contact information (including embassies and consulates abroad and emergency contacts).

Egyliere Travel promises to buy Travel Liability Insurance and Personal safety Insurance for every tourist and the detailed terms will all be included with business contracts with suppliers, agencies and platforms.

For Tourists



For Business Cooperation

Egyliere Travel carefully examines and monitors existing and newly established business relations and transactions to verify that they do not supply funding or other resources to armed groups and public relations of our partnerships. This is confined to the social trend of Peace and Development and how we are advancing for a sustainable development of our company.



Environment

Egyliere Travel supports International declaration on Cleaner Production of UNGC and the Rio Declaration on Environment and Development ,which outline a precautionary approach to environmental issues and corporate environmental responsibility.

To maintain the highest quality of adventure travel, and to ensure a sustainable future for the people of Egypt and its natural resources, Egyliere Travel is dedicated to environmentally responsible travel.

We start from tracking and reporting on our resources consumption and search for ways to optimize it. You can find more details in our Environmental policy. We carefully measure major environmental impacts brought by our business expansion and operation. At the same time, Egyliere Travel confirms our positive collaborative relationships with the proactive companies based on mutual consultation for environmental preservation.

Green Policy&Action

General Environment Policy Statement

01

As a young start-up ,Egyliere Travel bears requires instant though fundamental steps

in mind that environmental protection right from the start.

Paper Use Policy

02

To put it more specifically, The reason why we chose more practical to conduct

we set 13 specific paper use principles. paper-use as the starting point is that it's environmental protection awareness into every staff's recognition.

Small actions VS huge outcomes

03

What we have done in details of work and life and a general measurement of our actions.

General Environment Policy

A statement


- Measuring the company's impact on the environment and setting targets for ongoing improvement.

- Conducting training sessions for its staff to raise awareness of environmental issues and engage employees in improving the Company-Environment relation.

- Encourage our customers and suppliers through awareness to adopt similar environmentally responsible practices and policies.

- Minimizing natural resources consumption and introducing responsible consumption practices.

- Promoting recycling within the company's premises.



This year, CEO of Egyliere Travel officially signed an Environmental Policy Statement and it is now a powerful general guidance for Egyliere Travel daily operation, business development and establishment of our supply chain.

Timeline



Training

Goal: training covers general information on environmental initiative in context of UNGC 10 principles; describes policy statements within procedures and detailed recommendations for practical implementation.



After training, Compliance Officer sends attendants a **survey** with questions on training to reinforce material and also to get their feedback on training conduction. Form is prepared by Compliance Officer and reconciled with Innovation Officer.

Internal awareness



Statements from policies customized by designer in creative and attractive way are located on pillars, walls of office and stairwell in form of plexus stands, hard posters, banners, scrabble letters, other POS materials catching attention.



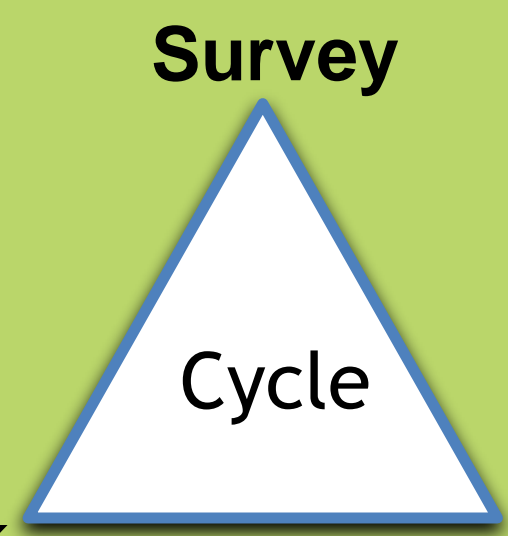
Information on events and achievements concerning environmental initiative is delivered to employees via email or during meetings by the UNGC Compliance Officer.



External awareness



To make external stakeholders actively engaged in the enactment of the policy, information is included into Egyliere Travel's company profile and official website. What's more, email includes information upon participation in UNGC, SDGs, 'Call-To-Action's (like 'Don't print this email - save a tree') in signatures. Signature content plan that contains environment issues is also updated annually.



Paper Use Policy

Every department is asked to set a quota of A4 paper quantity at the first weekday of every month and they should keep track of their goal.



Choose “duplex” when printing documents

Narrow the gap between words ,paragraphs and pages.

Use email to connect with colleagues, eliminating the use of documents.

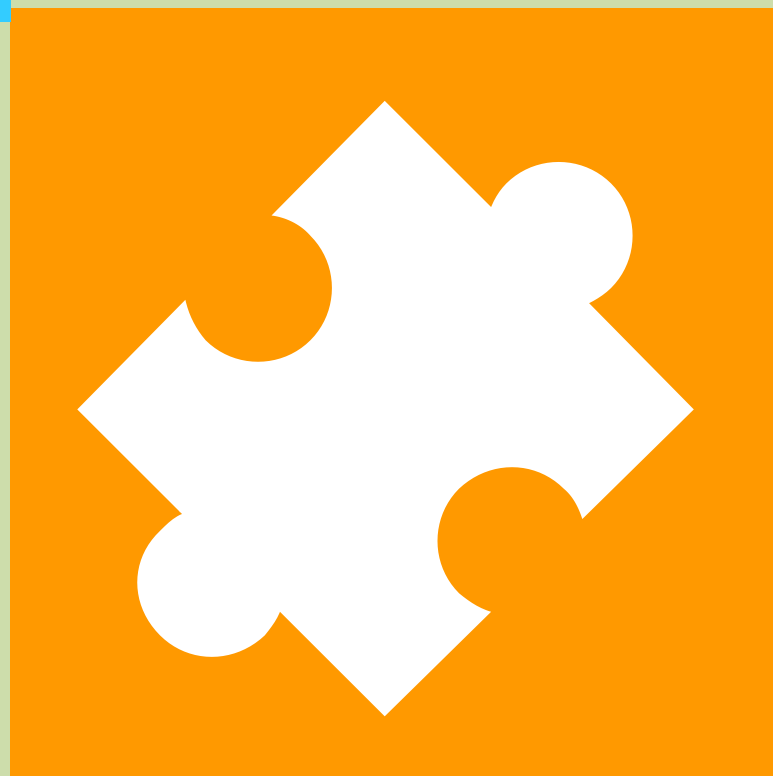
Cut out used paper as scratch paper or note paper, use the blank side to photocopy or bring them back to home to do laundries.

Purchase recyclable paper with low energy consumption and those consist of recyclable materials.



Use paper clips, staples, reduce the use of solvent benzene products such as glue, correction fluid, etc.

Bring your own cups or use glasses in pantry, reducing the use of paper cups.



Reuse your packaging materials. cardboard boxes can be used to ship things; plastic bags, plastic foam can be used to store and protect valuables.

Reduce the use of fax cover sheet



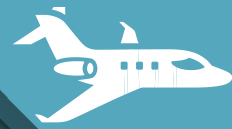
Small Actions VS Big Outcomes

In 2016, Egyliere Travel changed the lighting system, replacing the former high-electricity-consumed light bulbs with LED lamps that are very environmental-friendly.

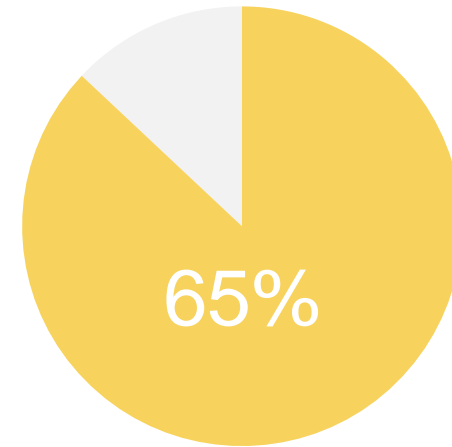
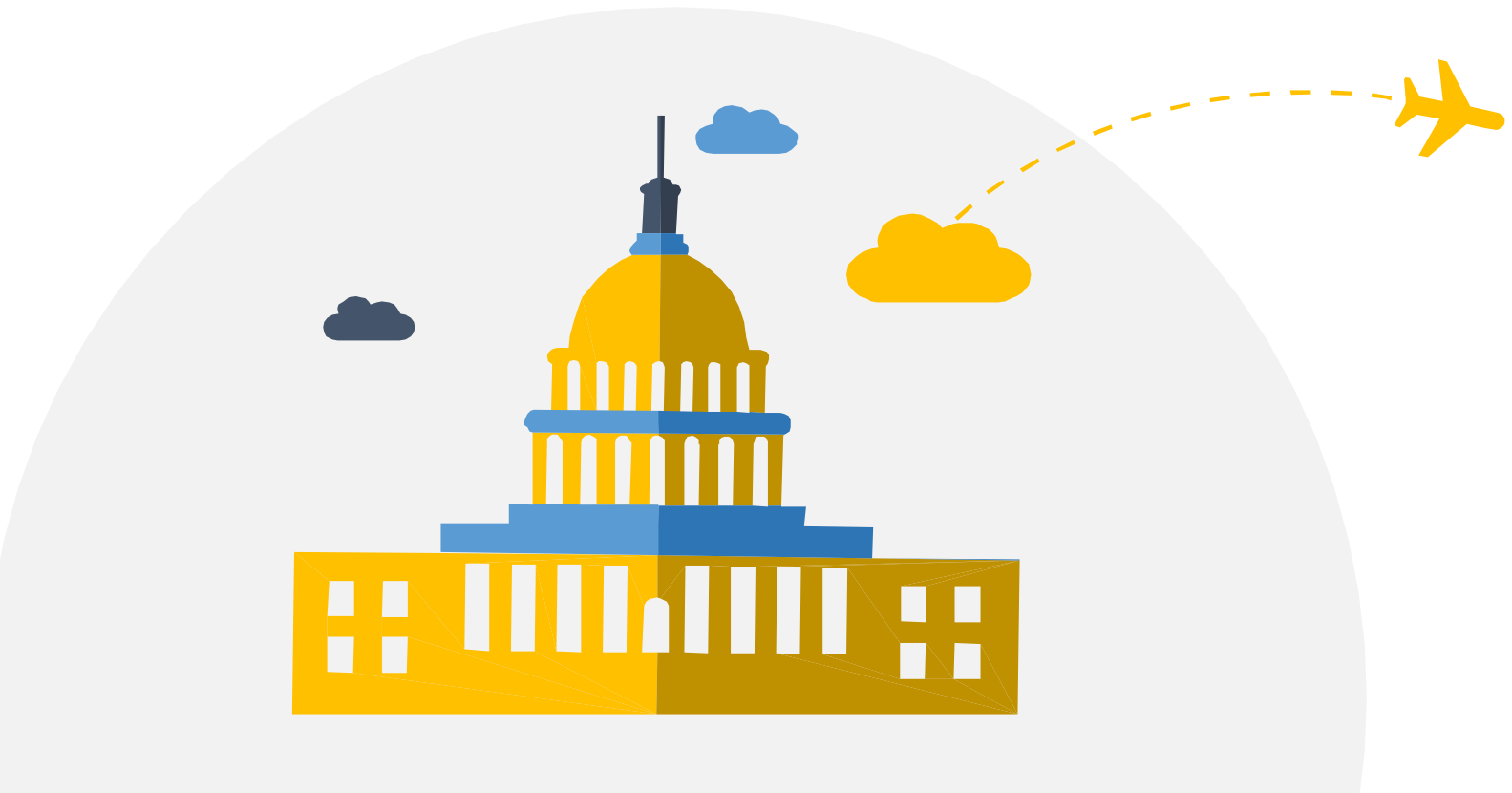
For an Egyptian company, electricity fee generated by air-conditioner takes up a large proportion in carbon emission, resulting from the weather. What we do is micro-change: promote “close the air-conditioner for 1 hour” campaign and chose products with a low energy comparative consumption.

In the choice of transportation for commuting, over 65% of staff in Egyliere Travel choose public transportation like metro, mini-bus and only several managers drive private cars.

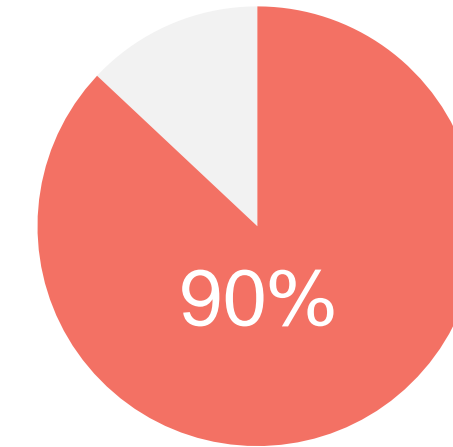
More and more staff are trying to go their destinations on foot especially when the distance is under 3km. According to international standard of calculating carbon footprint, staff of Egyliere Travel effectively save **817.02kg** CO2 emission every month.



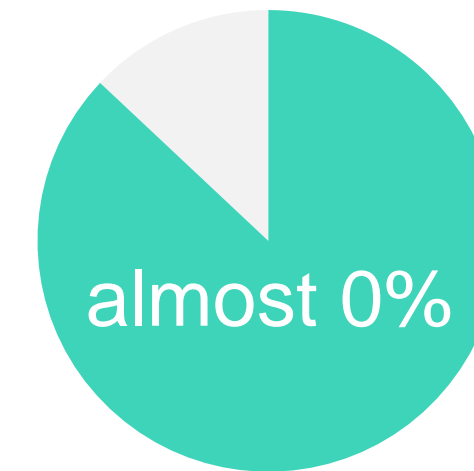
Carbon Footprint of Egyliere Travel



of staff choose public transportation for commuting



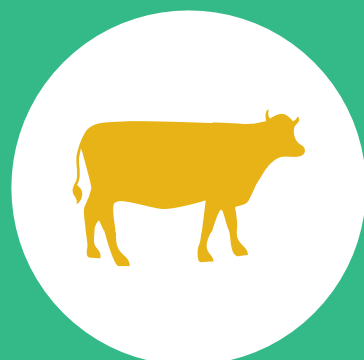
of staff choose to walk when distances are under 2km



of business travel is taken by flight



Two staff are doing Car-Pooling action reducing 51.6 CO2 emission every month



Eating makes difference. Staff are adding more vegetables into their meals.



When you leave, turn off lights & pull out the plug

This helps us save a fair amount of electricity!

ETR Supervision

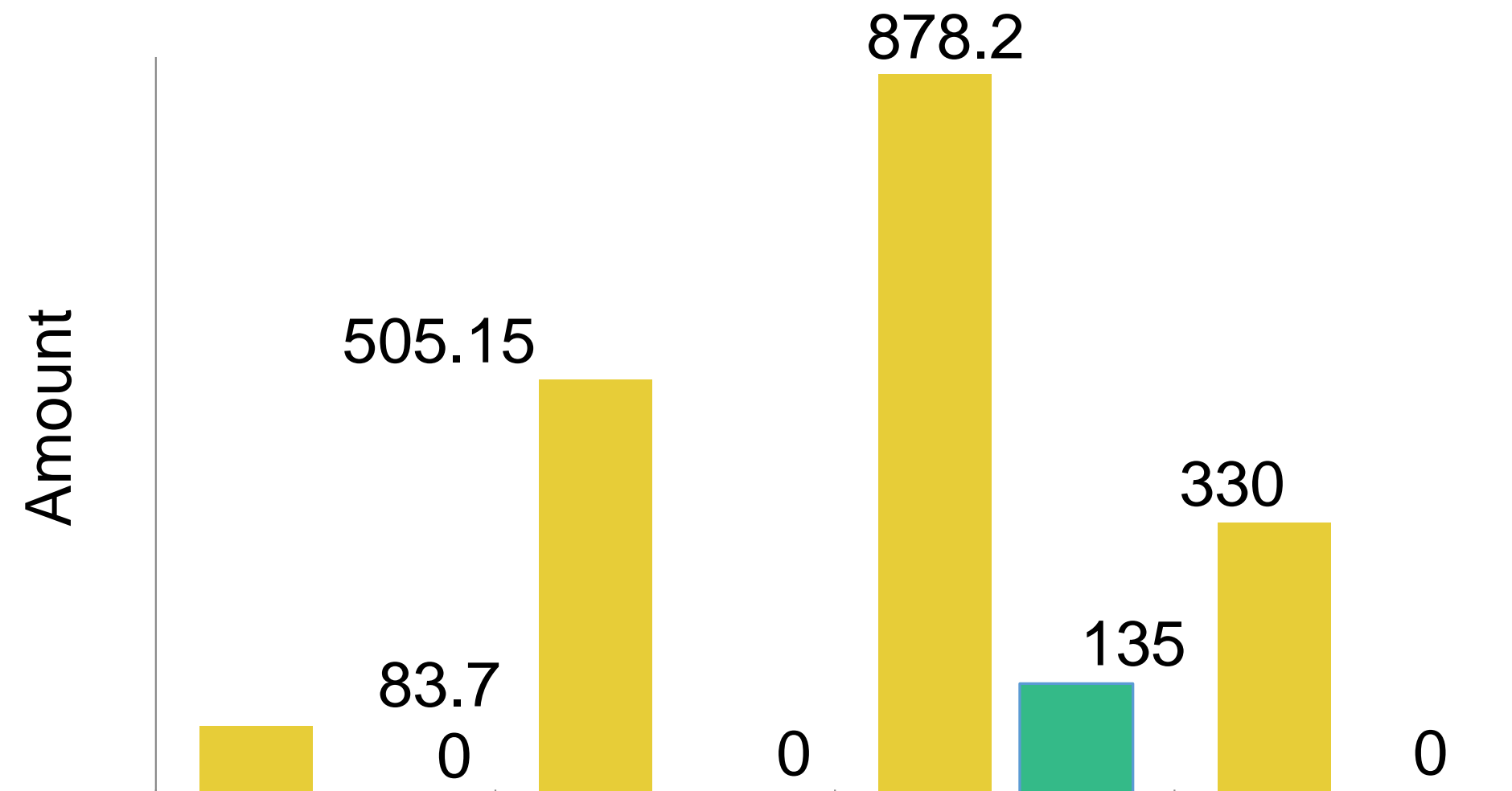
Under the supervision of UNGC Compliance Officer and a well-established accounting system, Financial Manager is required to fill all the data by 5th day of month. Egyliere Travel keeps track of electricity/water/paper usage every month. In the past year, we have seen a clear reduction in energy use and waste generation by our office.

All the updated statistics are available for every staff and they are taking the roles of indicator and reminder of the environment foot of Egyliere Travel.

In Consumption block , we fill data on consumption of water/electricity/paper in 2 measurements:

- Money expenditures
- Units

Paper&Energy consumption in the 1st quarter of 2016



Categories

*Yellow bar stands for Energy
Green bar stands for Paper

External Relationship

1



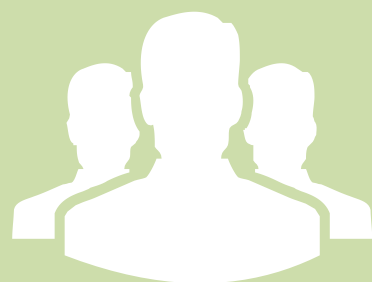
Government

2



Activities

3



Supplier Choices

Egyliere Travel is always working diligently to come up with long-lasting programs that benefit local and regional communities and ensure that our social investment is strategically aligned with core business activities.

Besides of a recognized and powerful inner control system, we have made huge progress on external relationships

We divide our public relationship into 3 main parts and Egyliere Travel have specific plans for each part to insert our agreements on environmental protection.

Government

Egyliere Travel keeps a close relationship with Egypt of Tourism and some of other Government Ministry departments.

We strictly obey all the environment regulations and laws published by central and municipal governments. And in negotiation of officers on special occasions, Egyliere Travel frankly present and raise our advice on how can government more in protecting environment and establishing an ideal model for integration between business and political issues.

As a pay-back, Egyliere Travel finds practices engaged environment are also helping us in gaining political support among local communities for business among

2

Activities

Social activities and campaigns are not merely beneficial for building public images. Egyliere Travel thinks we can really make a difference through these practices.

Egyliere Travel is connecting with more local NGOs, which concentrated on public awareness and environmental protection and we plan to donate a share of our flight tickets revenue to support their development .

More activities will be launched in social media pages and off-line by means of protecting environment. For example, Egyliere Travel are going to hold a video competition with the theme of “How will you create a greener Egypt” .We would like to combine innovative ideas with green campaign in our reachable areas.

Supplier Choices

Egyliere Travel is always seeking partnerships with suppliers to develop and utilize environmentally friendly products and services

In the paper recycling circle, we are approaching a prestigious paper-recycle company to establish cooperation just as mentioned in *Egyliere Travel Paper Use Principle*. This can also give impetus to our enactment of green policies.

When considering suppliers of travel industry, there are much things Egyliere Travel can do, from hotels to transportation. To put it more specific, we will add the measurement of supplier's environmental effects into consideration, based on the dimensions of value, products and inner consumptions. When offer the same conditions, we will chose a company that are more responsible in protecting environment and those devote more on sustainable development.

It's important for Egyliere Travel to take this kind of approach that builds on shared common goals and involves the active participation and commitment of environment protection through business contracts and negotiations.

Tour Packages



As a travel agency, Eglyiere Travel finds it necessary and indeed promising to combine environment protection into our products and tour packages.

Marketing team has raise many innovative ideas of our business development and we are pushing forward to make come to them realize.

Eglyiere Travel plans to launch a tour route named Nile, Your previous "Opportunities" What is this product from competitors". Tourists are more like volunteers, who will engage in monitor the water quality of Nile and our more while at same time can enjoy the sceneries along the river bank. Activities can also include lecturing environment knowledge to local students, designing recyclable souvenir with local craftsmen.

We will try our best to monitor every tourist's behavior in their journey and ensure they are also aligned with environment protection principles. This kind of supervision is thought to be effective and will exert profound influence.



Anti-corruption



Honesty and transparency is the supreme principle of Egyliere Travel's operation. In modern business world, Customers and stakeholders are increasingly expecting transparency and it gradually becomes the new operating standard.

Egyliere Travel commit to UN Convention Against Corruption and related principles in UNGC and we hold zero-tolerance towards dishonesty, bribery and unethical behaviors done by employees, including property of company, business negotiation and job promotion.

Egyliere Travel keeps in mind that we should create detailed policies on specific bribery issues and put in place robust management procedures such as risk assessment, training and whistle-blowing to prevent corruption. Such policies and procedures are applied to any third-party (i.e. governments, suppliers, partners, agents or mass media platforms) contracting with Egyliere Travel.

In the first part of our report, we introduce Egyliere Travel's Human Resource and Development system and it vividly show how Egyliere Travel is achieved it's goal on improving transparency in hiring process , employee appraisal and gathering information from our customers and partners.

It has deciding effect on encouraging our staff to strive for excellence through down-to-earth efforts and eliminating the possibility of playing tricks and bribing managers. By introducing these policies through persistent presentations and trainings, we cultivate identification of anti-corruption among staff in different levels.



Contents



What
we did

- a. KPIs evaluation system
- b. Accounting Compliance Officer!
- c. Welcome—UNGC

- 
- a. Audit rules & Supervision
 - b. From Participant to Leader

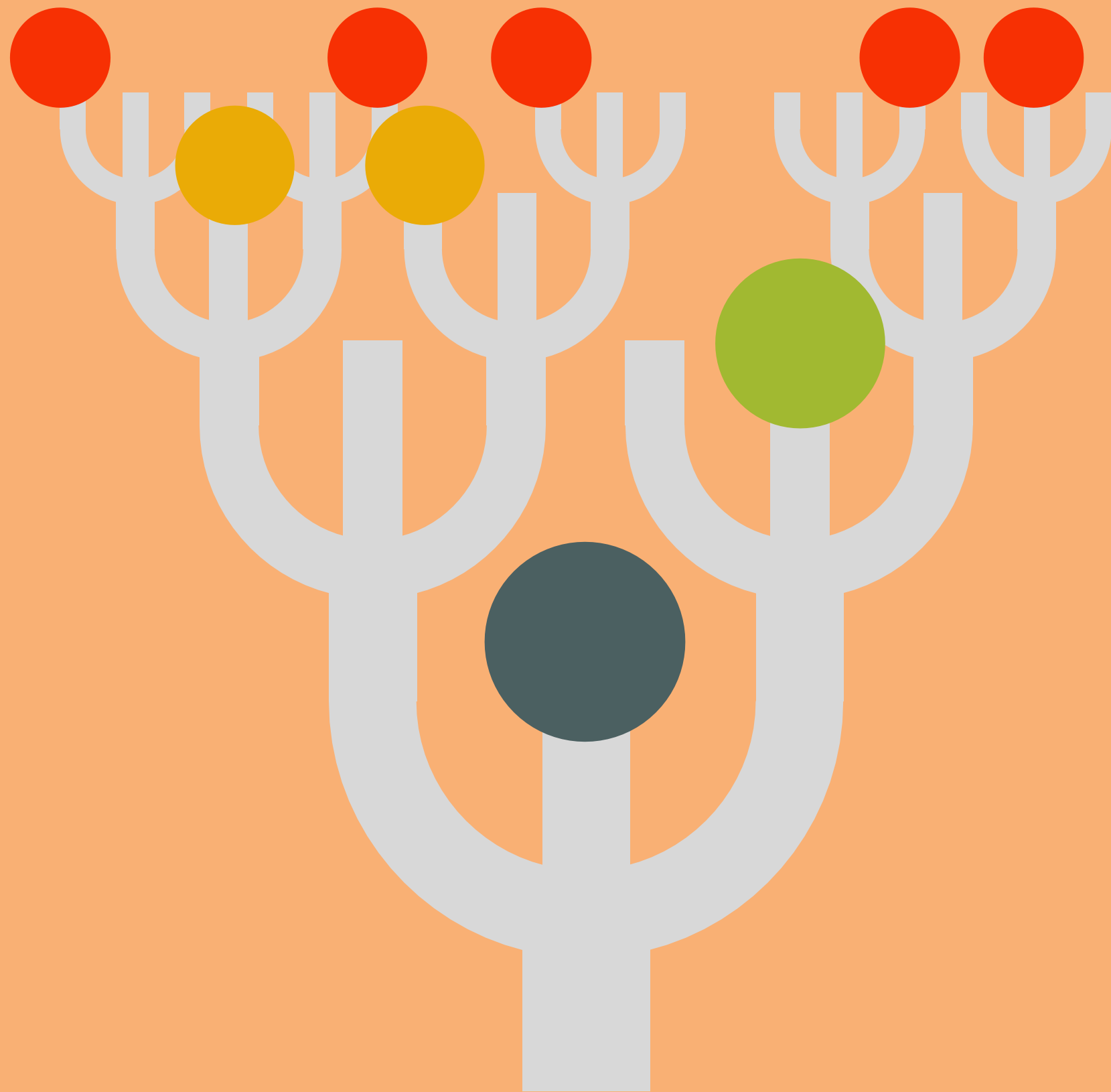


Plan for future

What we did

KPIs evaluation system

Attachment 6



The evaluation system divides main Key Performance Indexes into two categories: **Qualitative and Quantitative**

This kind of segregation matters because qualitative KPIs draw a basic grand picture of responsibility and what makes each employee a qualified employee. But it's general and not specific enough.

The quantitative branch sets specific standard of every criteria and gives each staff a chance to do self-assessment.

All these sheets are per employee and will be filled by only the respective employee.

With a open system in Google Drive, every staff is access to these files.

Sample: For all

managers

Qualitative



The manager could log also, free text, their motivational facts and to be verified through random interviews of their respective department so that the CEO would be able to determine and decide about this attribute.



Create logs to record contracts and negotiates with all suppliers to achieve best services at least possible costs Producing the most innovative, creative, attractive and price-worthy proposals for all client requests including banks, hotels.



Able to independently make work related decisions.
KPI: a log in which either CEO keeps track of the assistance the manager needed or manager keeps track of what he needed assistance in and take notes for future decisions.



Innovation and Initiative skills
KPI: create a log for managers and employees to record any initiatives or new ideas they introduced to the company.

Quantitative

Sample: Aviation

Apartment

1. Ticket count

2. Sales/turnover

3. Requests response time

4. HINT: There are two separate columns: one for direct and the for other

5. ADM financial connection flights penalty: Record monthly/quarterly any financial penalties received for each employee to measure whether they are aware of refund and ratio rules.



6. Negotiated Savings: Record original prices using booking.com as a reference/ source and money saved through negotiations/ contracts/ promotions per month.

****Customer Retention:** Create their own customer sheet and count the number of returning customers/ employee.

****Customer Complaints (based on surveys)**

****Net promoter score**

7. For the 3 above:** Create a google form to act as “post-service survey”.

8. Time it takes to prepare quotation files for the accountant department (communication)

9. Thanks Mails: Record of received thanks mails.

10. Punctuality : Record absences and late appearance.



Accounting

For every company, accounting is the most vital step of making their business more transparent and it's always believed as the most difficult part.

Egyliere Travel never stops adopting stringent anti-corruption measures and regulations against financial misconduct. Our common practice is holding periodic workshops and opening discussions with staff to check out whether there are space for implementation.

Job Description

For Egyliere Travel, we established an accounting team with 7 members and propose more strict requirements for accounting staff with detailed job descriptions:

1. Employees pay attention to details while reviewing quotation files of the travel and aviation departments including the accuracy of customer receipts.

KPI: create a login which employees keep track of the adjustments they made to customer receipts files after issuing the receipts.

2. Develops external relationship with appropriate contacts e.g auditors, bankers to manage budgets.

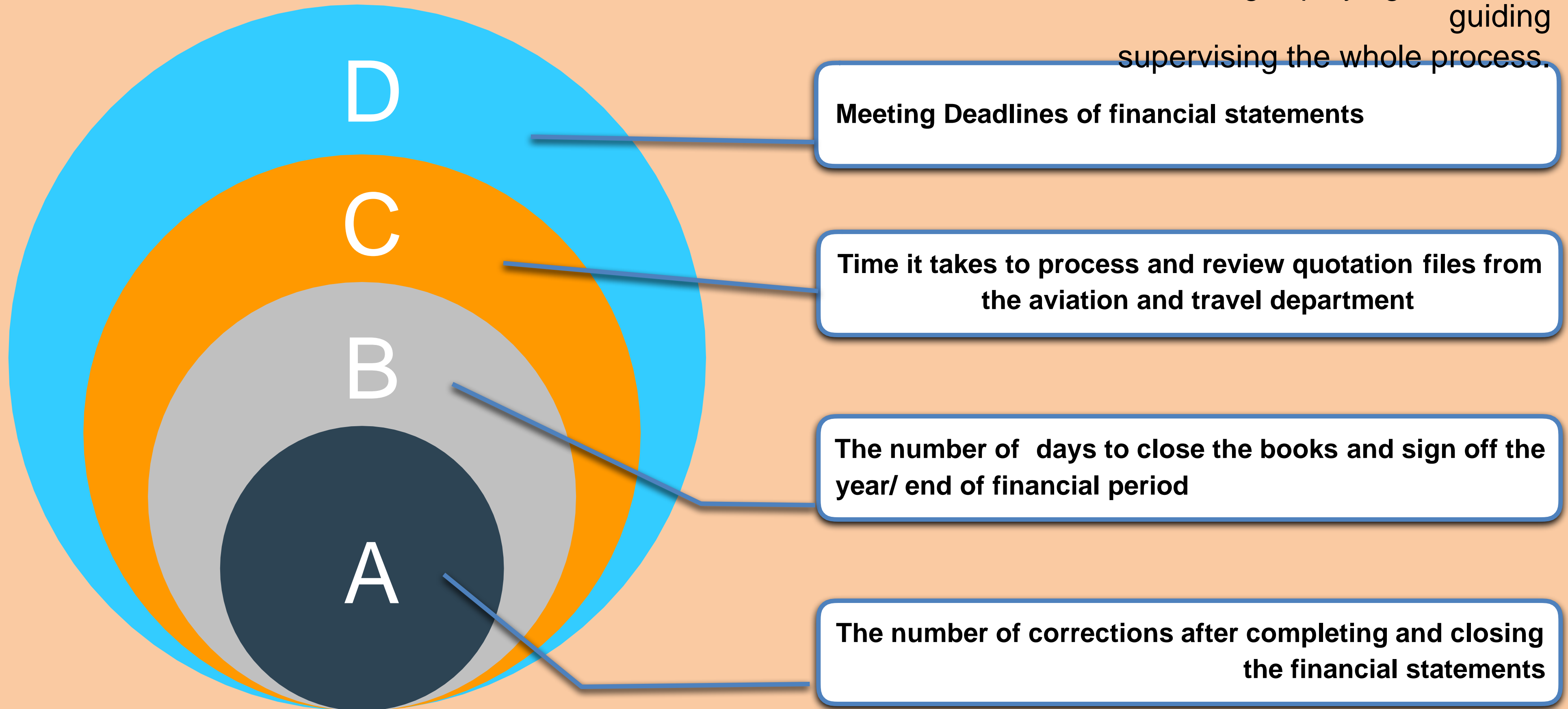
Logs for accountants to record external relationships with contacts.

| SEPTEMBER 2016 | | | | | | |
|----------------|-----|-----|-----|-----|-----|-----|
| MON | TUE | WED | THU | FRI | SAT | SUN |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

Quantitative Evaluation

Attachment 7

When it comes to Quantitative measurements, we not only pay attention to punctuality but also stress on accuracy of every 4 main indicators of accounting is playing the role of data-guiding supervising the whole process.



Welcome

UNGC Compliance Officer



This year, Egyliere Travel adds a new occupation to fully take on all the UNGC issues . The occupation is a relatively independent role like an “outsider” to monitor attributes and KPIs such :as

- Financial performance (GOP, LOB Revenue Vs. Target, LOB Expenses Vs. Budget)
- Employee Turnover Rate (ETR)
- Employees satisfaction
- Electricity bills/ water bills/ paper bills/ Air tickets emissions contribution Other attributes and KPIs

The officer, strictly speaking, belongs to no department and this is important to guarantee an external auditing and reduce interventions from stakeholders.



Job description

Find more in Attachment 8

After delivering the framework/tool, UNGC Compliance Officer will gather data and feed their tool with data and intelligence.

In terms of external relationship, the officer will attend many UNGC workshops and meetings as the delegate of Egyliere Travel to get insights, set priorities, and contribute local business community. The officer will receive instant feedback from these conferences and output knowledge to other staff afterwards.

We treat the Global Compact Local Networks, convening business roundtables or stakeholder conferences as our significant approaches to third parties.

This year, Egyliere Travel attended an Anti-corruption conference in May, in which we spoke out and shared our opinions with other UNGC community members. Whats' more, we have already met with EJB to find common ground for cooperation.

Plan for future



Audit rules & Supervision System

Egyliere Travel is working on a comprehensive audit rule that covers all terms of our company, including daily expenses, business operations and on-time financial report. With the assistance of data base and information technologies, Egyliere Travel can amend our occasionally-happened information loss.

The supervision system is based on a wider spectacle and what Egyliere Travel is going to do is making use of the social media. As long as our clients can get access to information they need conveniently under the premise of not violating business confidentiality , they are actually assisting in advancing anti-corruption campaigns.

More scientific and systematic evaluation tools will be imported into Egyliere Travel. Many prestigious international consulting groups have developed tools and models and Egyliere Travel is willing to embrace them and apply them into our supervision system.

Egyliere Travel are to engage in efforts that support governance capacity and support international best practice in resource governance in an more .active way

Based on our business network in travel industry, we plan to sponsor more sessions to make the Anti-corruption mission more specific and business-oriented.

**From
Participant
to Leader**



2



Self-Assessment



The table below summarizes Egyliere Travel's Materiality position in relation to each of the GRI 3.1 indicators and guidelines.

Level of reporting:

A: Fully reported (Egyliere Travel has comprehensively reported our strategies, policies and steps to deal with the problem, carefully measured results and effects of these approaches and represented them in the report.)

B: Partially reported (Egyliere Travel has reported our willingness to take rational actions towards the issue and has drawn a general picture of how-to-do.)

C: Not reported (Egyliere Travel has not stepped into these items already based on our situation or lack basic information to support our reporting.)



1. Strategy and Analysis

| Profile Disclosure | Disclosure | Level of reporting | Location of disclosure | For partially reported disclosures, indicate the part not reported | Reason for omission |
|--------------------|--|--------------------|------------------------|--|---------------------|
| 1.1 | Statement from the most senior decision-maker of the organization. | A | P9 | | |
| 1.2 | Description of key impacts, risks, and opportunities. | B | P51-52,P43 | Opportunities haven't been covered | |



2. Organizational Profile

| Profile Disclosure | Disclosure | Level of reporting | Location of disclosure | For partially reported disclosures, indicate the part not reported | Reason for omission |
|--------------------|--|--------------------|------------------------|--|------------------------------|
| 2.1 | Name of the organization. | A | | | |
| 2.2 | Primary brands, products, and/or services. | B | | | Not closely relate to report |
| 2.3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures. | A | | | |
| 2.4 | Location of organization's headquarters. | A | | | |
| 2.5 | Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report. | B | P4 | | Not closely relate to report |
| 2.6 | Nature of ownership and legal form. | | | | |
| 2.7 | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries). | B | P4,P43 | | Not closely relate to report |
| 2.8 | Scale of the reporting organization. | | | | |
| 2.9 | Significant changes during the reporting period regarding size, structure, or ownership. | C | | | |
| 2.10 | Awards received in the reporting period. | C | | | Hasn't received |

3. Report Parameters

| Profile Disclosure | Disclosure | Level of reporting | Location of | For partially reported disclosures, indicate the part not reported | Reason for omission |
|--------------------|---|--------------------|-------------|--|---------------------|
| 3.1 | Reporting period (e.g., fiscal/calendar year) for information provided. | A | P7 | | |
| 3.2 | Date of most recent previous report (if any). | C | | | |
| 3.3 | Reporting cycle (annual, biennial, etc.). | C | | | Find in UNGC web |
| 3.4 | .Contact point for questions regarding the report or its contents | B | | | |
| 3.5 | Process for defining report content. | B | | | |
| 3.6 | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). | B | P7,P18 | | |
| 3.7 | State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). | A | P7,P33 | | |
| 3.8 | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period .and/or between organizations | C | | | |



| Profile Disclosure | Disclosure | Level of reporting | Location of disclosure | For disclosures, partially reported, indicate the part not reported | Reason for omission |
|--------------------|---|--------------------|------------------------|---|---------------------|
| 3.9 | Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge. | B | P50-52,P66 | | |
| 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods). | C | | | |
| 3.11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | C | | | |
| 3.12 | Table identifying the location of the Standard Disclosures in the report. | A | | | |
| 3.13 | Policy and current practice with regard to seeking external assurance for the report. | C | | | |



Governance, Commitments, and .4

| Profile Disclosure | Engagement Disclosure | Level of reporting | Location of disclosure | For disclosures, partially reported, indicate the part not reported | Reason for omission |
|---------------------------|---|---------------------------|-------------------------------|--|----------------------------|
| 4.1 | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | B | P5 | | |
| 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer. | B | P5 | | |
| 4.3 | For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members. | C | | | We are a start-up |
| 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | C | | | Not related to the report |
| 4.5 | Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance). | C | | | Not related to the report |
| 4.6 | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | B | P69,67,39,30 | | |
| 4.7 | Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity. | A | P16-17 | | |
| 4.8 | Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation. | A | P4 | | |

| Profile Disclosure | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | Reason for omission |
|--------------------|--|--------------------|------------------------|---|---------------------|
| 4.9 | Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. | B | P19,20,44,45 | | |
| 4.10 | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | C | | | Not material |
| 4.11 | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | A | P40,P39,P48,P59,P62 | | |
| 4.12 | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. | A | P53-57,P73 | | |
| 4.13 | Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic. | B | P54,P70,P18,P59 | | |



| Profile Disclosure | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | Reason for omission |
|--------------------|---|--------------------|------------------------|---|---------------------|
| 4.14 | List of stakeholder groups engaged by the organization. | C | | | |
| 4.15 | Basis for identification and selection of stakeholders with whom to engage. | C | | | |
| 4.16 | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. | B | P56,P70,P62 | | |
| 4.17 | Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its .reporting | C | | | |



STANDARD DISCLOSURES PART II: Performance Indicators

Economic

| Indicator | Disclosure | Level of reporting | Location of disclosure | For disclosures, partially reported, indicate the part not reported | Reason for omission |
|-----------------------------|---|---------------------------|-------------------------------|--|----------------------------|
| Economic performance | | | | | |
| EC1 | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | | | | |
| EC2 | Financial implications and other risks and opportunities for the organization's activities due to climate change. | B | P45 | Implications not included | |
| EC3 | Coverage of the organization's defined benefit plan obligations. | C | | | |
| EC4 | .Significant financial assistance received from government | C | | | None data |
| Market presence | | | | | |
| EC5 | Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation. | B | P21 | | |
| EC6 | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | B | P56,P33 | | |
| EC7 | Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. | A | P14-19 | | |



| Environmental | | | | | | |
|------------------|--|--------------------|------------------------|---|------------------------------|---------------------|
| Indicator | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | partially reported, indicate | Reason for omission |
| Materials | | | | | | |
| EN1 | Materials used by weight or volume. | C | | | | Lack data |
| EN2 | Percentage of materials used that are recycled input materials. | C | | | | Hasn't start |
| Energy | | | | | | |
| EN3 | Direct energy consumption by primary energy source. | B | P50,P51 | | | |
| EN4 | Indirect energy consumption by primary source. | C | | | | Lack data |
| EN5 | Energy saved due to conservation and efficiency improvements. | B | P50,P51 | | | |
| EN6 | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | B | P49,P56 | | | |
| 7EN | Initiatives to reduce indirect energy consumption and reductions achieved. | A | P47,48,49 | | | |
| Water | | | | | | |
| EN8 | Total water withdrawal by source. | B | P52 | | | |
| EN9 | Water sources significantly affected by withdrawal of water. | C | | | | |
| EN10 | Percentage and total volume of water recycled and reused. | B | P52 | | Don't have recycling water | |



| Indicator | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | Reason for omission |
|------------------------------|---|--------------------|------------------------|---|---------------------|
| Products and services | | | | | |
| EN11 | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | A | P45,53,54,55,56 | | |
| EN12 | Percentage of products sold and their packaging materials that are reclaimed by category. | C | | | |
| Compliance | | | | | |
| EN13 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | C | | | |
| Transport | | | | | |
| EN14 | Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. | B | P50,P51 | | |
| Overall | | | | | |
| EN15 | Total environmental protection expenditures and investments by type. | C | | | |



Social: Labor Practices and Decent

| Indicator | Disclosure | Level of reporting | Location of disclosure | For partially reported disclosures, indicate the part not reported | Reason for omission |
|-----------------------------------|---|--------------------|------------------------|--|---------------------|
| Employment | | | | | |
| LA1 | Total workforce by employment type, employment contract, and region, broken down by gender. | A | P16 | | |
| LA2 | Total number and rate of new employee hires and employee turnover by age group, gender, and region. | B | P16,17 | | |
| 3LA | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | A | P20,21,35,42,44 | | |
| LA15 | Return to work and retention rates after parental leave, by gender. | C | | | |
| Labor/management relations | | | | | |
| LA4 | Percentage of employees covered by collective bargaining agreements. | B | P21 | | |
| LA5 | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | C | | | |



| Indicator | Disclosure | Level of reporting | Location of disclosure | For partially reported disclosures, indicate the part not reported | Reason for omission |
|---|---|--------------------|------------------------|--|---------------------|
| Training and education | | | | | |
| LA10 | Average hours of training per year per employee by gender, and by employee category. | B | P11-12 | | |
| LA11 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | A | p23-26 | | |
| 12LA | Percentage of employees receiving regular performance and career development reviews, by gender. | B | P29,30,P23-26 | | |
| Diversity and equal opportunity | | | | | |
| LA13 | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity. | B | P16,17 | | |
| Equal remuneration for women and men | | | | | |
| LA14 | Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation. | B | P21 | | |



Social: Society

| Indicator | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | Reason for omission |
|--------------------------|--|--------------------|------------------------|---|---------------------|
| Local communities | | | | | |
| SO1 | Percentage of operations with implemented local community engagement, impact assessments, and development programs | C | | | |
| SO9 | Operations with significant potential or actual negative impacts on local communities. | C | | | |
| SO10 | Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. | B | P55-57 | | |
| Corruption | | | | | |
| SO2 | Percentage and total number of business units analyzed for risks related to corruption. | A | P59,62 | | |
| SO3 | Percentage of employees trained in organization's anti-corruption policies and procedures. | A | P62 | | |
| SO4 | .Actions taken in response to incidents of corruption | B | P59 | | |



| Social: Product Responsibility | | | | | |
|--------------------------------------|--|--------------------|------------------------|--|---------------------|
| Indicator | Disclosure | Level of reporting | Location of disclosure | For partially reported disclosures, indicate the part not reported | Reason for omission |
| Customer health and safety | | | | | |
| PR1 | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. | B | P44 | | |
| PR2 | Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. | C | | | |
| Product and service labelling | | | | | |
| PR3 | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | B | P43,44 | | |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | C | | | |
| PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | A | P31-33 | | |



| Indicator | Disclosure | Level of reporting | Location of disclosure | For disclosures, indicate the part not reported | partially reported Reason for omission |
|---------------------------------|--|--------------------|------------------------|---|--|
| Marketing communications | | | | | |
| 6PR | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. | B | P54,P56-57 | | |
| PR7 | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. | C | | | |
| Customer privacy | | | | | |
| PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | C | | | |
| Compliance | | | | | |
| PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | B | | | Under revision |



Attachments

1. https://docs.google.com/document/d/1YBkz23d-WWckyDR_hgvNBMjCvVRVBh2I1PFbQKgGzW8/edit

2. <https://drive.google.com/drive/u/1/folders/1Nvanc1vR5Qtbk0Bd4tp0UU3B-bs0>
**Business Development Executive JD
Employee & Intern Orientation Guideline**

3. https://docs.google.com/document/d/epXOjPzeCKB-7LC1https://docs.google.com/document/d/xhl/edit4uiQUEY4MpNLF_cXHEUPdrrJ1

4. **Appraisal Guide**

https://docs.google.com/a/egylieretravel.com/forms/d/4QvBhEXM8sxoif9sQxyx6_iUd7uAVyarOqAsg8/edit

5. <https://drive.google.com/drive/u/1/folders/0B-bs3UU0tp4BY3htckJxMHB2Rm8>
**Egyptians Customer Survey
Assessment Documents for 4 branches**

6. <https://drive.google.com/drive/u/1/folders/0B-bs3UU0tp4BY0JtLUYyUUNKNUk>

7. **Qualitative and Quantitative documents of KPIs system**

8. <https://docs.google.com/document/d/1Kjy2hswd9eFH9Pw3PbzGcwhK8Ocj2zNIP67-K4cPS-A/edit>

Evaluation standards for Accounting

<https://drive.google.com/drive/u/1/folders/0BybBhWpmy8QzdmdES1diMk1IMGc>

UNGC Training documents by UNGC Compliance Officer

References

1. https://www.unglobalcompact.org/docs/publications/UN_Global_Compact_Guide_to_Corporate_Sustainability.pdf

Guide to corporate sustainability

2. <http://www.unglobalcompact.org/AboutTheGC/TheTenPrinciples/index.html>

The UN Global Compact Ten Principles in the areas of human rights, the environment and anti-labour, corruption

3. http://www.unglobalcompact.org/issues/Labour/Tools_Guidance_Materials.html

The Labour Principles of the United Nations Global Compact: A Guide for Business

4. http://www.unglobalcompact.org/docs/issues_doc/Peace_and_Business/Sustaining_Business_and_Peace.pdf ***Small and Medium***

Sustainable Business and Peace: A Resource Pack on Corporate Responsibility for Enterprises

5. ***After the Signature - A Guide to Engagement in the Global Compact***

6. ***A Guide for Implementing Human Rights into Business Management***