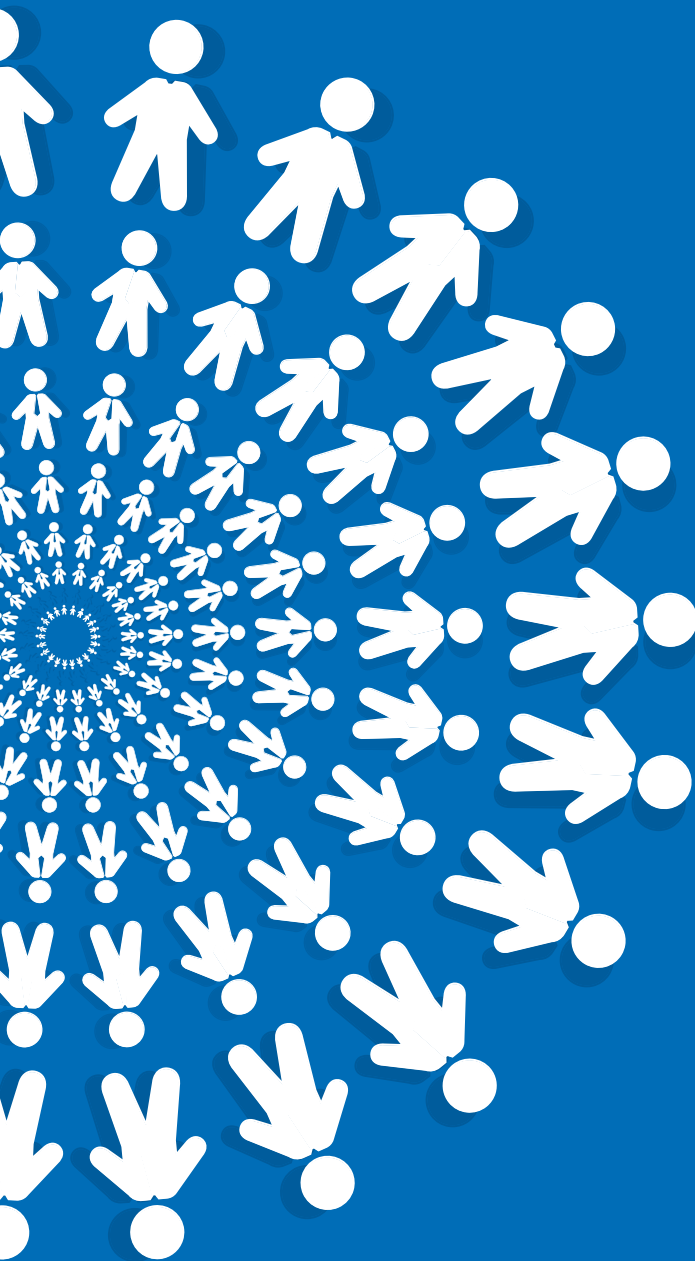
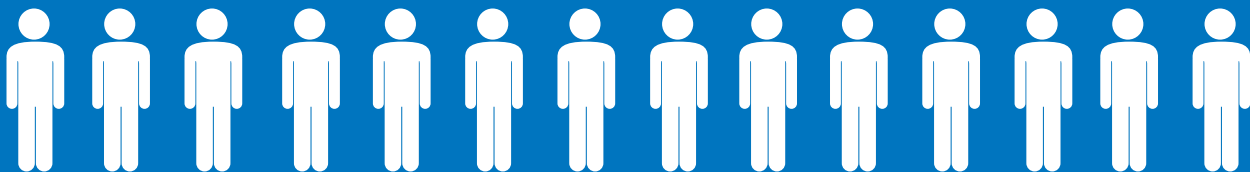
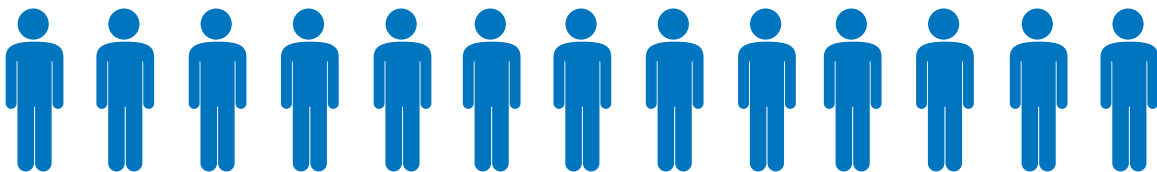


CSR Report 2018







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.

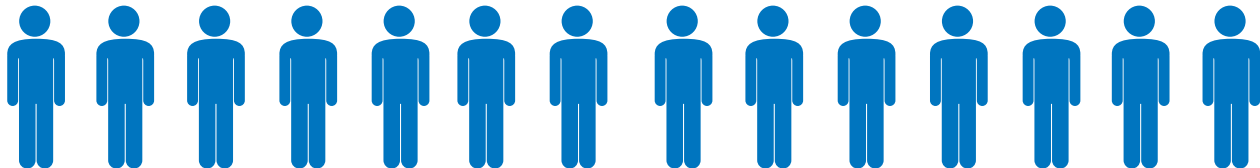
Values

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

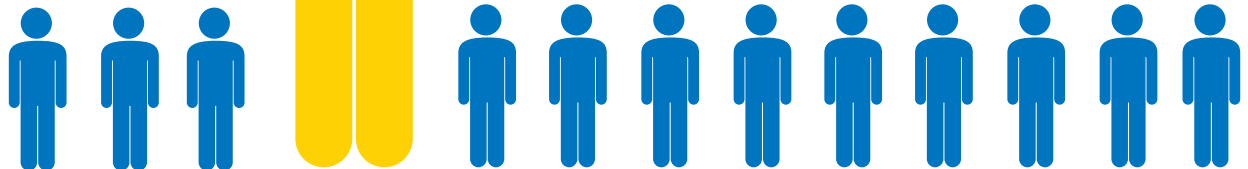
- We all have a clear vision of where we are going
- We focus our resources on achieving our objectives and are committed to delivering the expected results despite any obstacles or challenges
- We always strive to exceed the expectations of our external and internal customers
- We continuously search 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
- Training our employees on the importance and modalities of sorting in collaboration with Arcenciel
- Recycling paper and plastic in our offices in partnership with Arcenciel

2018 Activities

- We Partnered with the “Diane” association, in 2018, to serve as a pilot site for collecting used batteries. This initiative is now being extended to all its offices, and LibanPost will collect as well used batteries from the various drop boxes placed across Lebanon, for proper recycling.
- We sponsored NGO events and communicated these events in our offices. A few examples of 2018: Saradar Foundation, Heartbeat, Red Cross, Yaduna, CAP Ho and Chance

- Despite the absence of any applied regulation, on non-smoking in working environments. We enforced such a measure in all its premises.
- We recycle paper, carton, plastic and metal in our headquarters in collaboration with Arcenciel.

Human Rights Activities



Ongoing Activities

- 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, such as female letter carriers. In addition, 45% of our Management are women. If we exclude the Operations Department, 60% of our staff are women.

2018 Activities

- We Sponsored NGOs such as Heart Beat, and Children Cancer Center
- For International Women's Day, a special video was shot picturing LibanPost women across all levels of responsibility, to promote gender equality internally. For our efforts, we were invited at the UN for a special recognition in 2018.
- To commemorate the 75th anniversary of Lebanon's Independence Day, we issued a stamp showcasing a painting by the world-renowned Lebanese artist Nabil Nahas, reinstating our national commitment to serving the citizens of Lebanon as well as celebrating our country's independence. Following the issuance, an auction of the

All the proceeds went to the families of martyrs from the Lebanese Armed Forces.

- We participated in a Christmas market, where we parked our mobile post office and offered kids postal cards to fill with their wishes to Santa and taught them how to mail a card.
- We participated in an event on Ramadan for orphan children with "G Ramadan" to spread joy. The children enjoyed a day out followed by lunch, a movie and gifts.
- We issued a road safety stamp in conjunction with our efforts to create awareness and in loving memory of a departed employee
- We equipped our team with the latest biometric technology, to assist in handling Syrian refugees' formalities, legalize their presence, establish an accurate database, doubtlessly improving the national security.

Labor Activities



Ongoing Activities

- We progressively work on building a culture of citizenship among our employees
- We encourage employees to interact with each other through football teams and other sports tournaments (marathons and corporate games)
- We organize trainings and workshops on various professional and personal topics to build capacity and contribute to motivating employees

2018 Activities

- LibanPost Managing Director was selected by the UN, as the “SDG Pioneer”, for the company’s efforts on “Gender Equality and Economic Inclusion”. In Lebanon, he was also endorsed with the additional responsibility of “Goal Leader for Goal-17”.
- Employees participated in the Beirut Corporate Games of 2018: 30 employees attended 11 medals won: 4 Gold, 2 Silver and 5 Bronze
- Employees participated in the Beirut Marathon in November 2018: around 50 employees attended. We also had our Mobile Post Office at the marathon, offering free WiFi.

- We served as one of three pilot sites to design a “gender equality at work” questionnaire that was distributed to all employees. Results were analysed by LLWB and ILO, and proved to be satisfactory. The study is now being scaled up to the whole country
- With the association [donnersangcomputer](#), employees’ awareness on the importance of blood donation, was raised in a country where volunteering is rare despite the need. Blood drives are now planned to take place on a bi-annual basis on-site.

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 workshops with UNGC and UNDP

2018 Activities

- LibanPost is referred to as a successful Public Private Partnership, and is taken as a model for the implementation of the upcoming PPP infrastructure projects requiring foreign investments (CEDRE Conference), given that it contributed to corruption mitigation and administrative reform.
- 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, to avoid forgeries on the formality execution end as

well as on the physical printing, embossing and mounting ends and we opened 15 production centers and recruited more than 200 additional employees (20% increase)

- We partnered with 17 NGOs to provide a transparent and easy way to disburse cash funding to refugees, hence minimizing the risk of fraud or theft to virtually none.