



**MURABAHA CAPITAL LTD**  
**COMMUNICATION ON**  
**PROGRESS**  
**\_COP\_**  
**2018-2019**



# Mission and Strategy Of Murabaha Capital Ltd

## Mission:

- To provide the highest level of specialized advisory, financial and investment services.
- To focus on sustainable projects that support environment, governance and transparency, and that are characterized by quality and accuracy.
- To exceed the expectations of our customers in Syria and the Middle East.

## Strategy:

Murabaha Capital's strategy is to build long-term relationships with its customers and society by adhering to its 20-year CSR program through its policies of service commitment and community protection.



# Achievements of Murabaha Capital Group Companies

Murabaha Capital Ltd is managed by a group of experts at the highest level of experience in the field of advisory and financial investments. Murabaha adopts Business Environment Sustainability Policy in accordance with the principles of UN Global Compact and international sustainability standards. Murabaha's investment structure is a group of companies distributed in four regional centers (Syria, Lebanon, Sudan and Dubai). Murabaha expands locally through the opening of branches in some Syrian governorates, and considers the possibility of opening more branches in other provinces to achieve its sustainable development goals in Syrian territory.



MURABAHA CAPITAL.LTD



## Member of Murabaha Capital



مرابحة كابيتال  
Murabaha Capital



Murabaha Capital  
For Investment & Development  
Ltd. Sudan



Murabaha Capital  
M.E.



B.V.I Registered



Qualitas International  
Certification Ltd. UK



ARAB QUALITY MAKERS  
صنّاع الجودة العرب



مؤسسة  
زكي أسعد رحيمي  
التجارية  
للجودة و التميز و المهارة



السماء الذهبية  
تعليم - تدريب - استشارات  
( إحدى شركات المجموعة الوطنية القابضة )



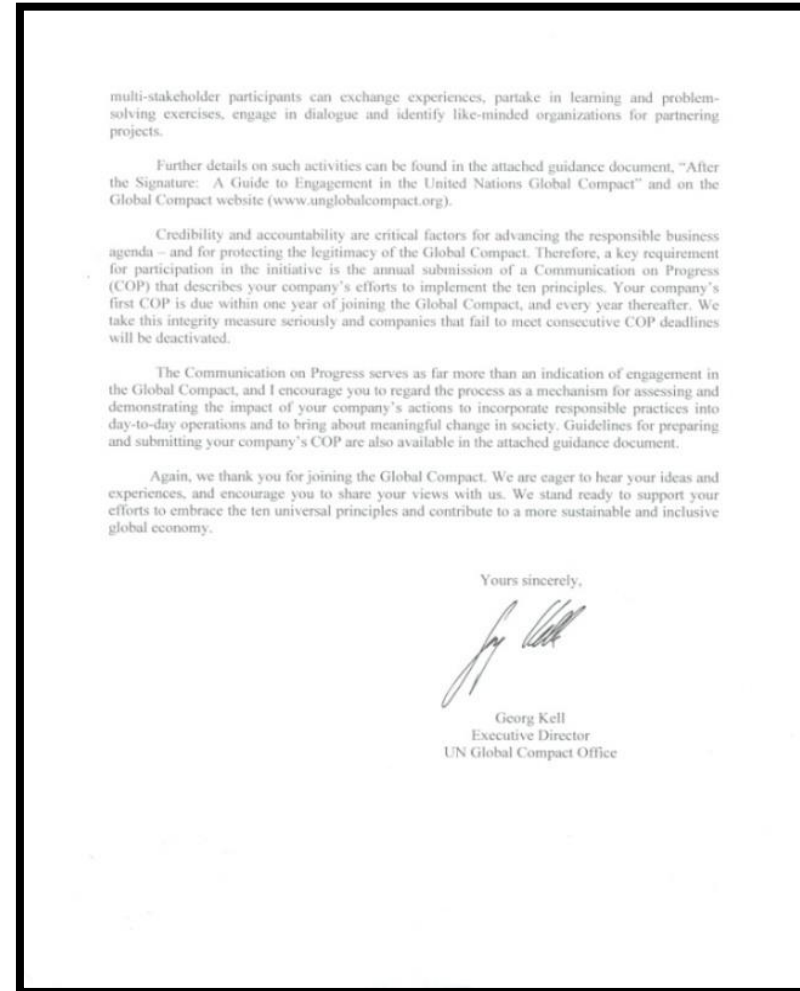
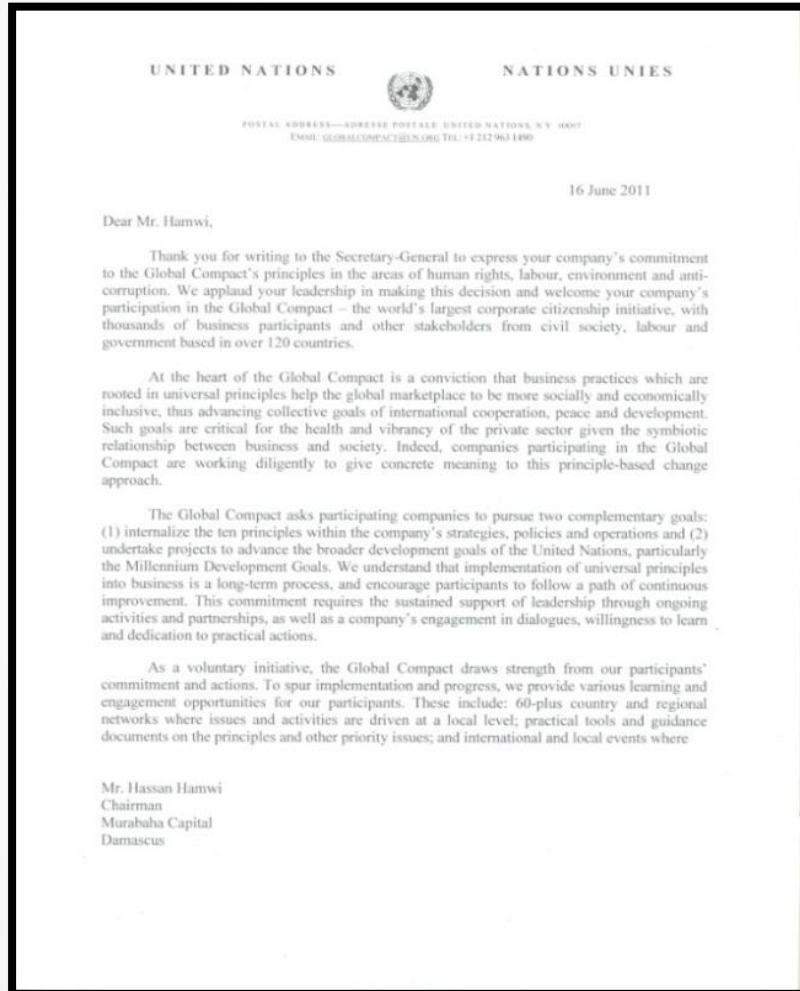
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# MURABAHA CAPITAL MEMBERSHIP IN THE UN GLOBAL COMPACT SINCE 2011



Global Compact Network  
Syria



# GEOGRAPHICAL LOCATIONS OF MURABAHA CAPITAL



# SOME CUSTOMERS IN VARIOUS ECONOMIC SECTORS

Oil , Gas & Power



Real Estate



Governmental Projects



Fund Raising



Merger



Create Investment Opportunities





# GLOBAL COMPACT WE COMMITTED OUR SELVES



The strategy of MURABAHA CAPITAL is driven by a commitment to do the right thing in our own business and to be a catalyst for change in the world around us.

Doing the right thing means playing our part in responsible business issues that are central to our businesses – from the quality of services and the diversity of our people, to our engagement with communities and our environmental footprint.

Being a catalyst for change means that we use our skills, voice, and relationships to work with others and influence activities that make a difference, create change and have a lasting impact on the world around us.





# GLOBAL COMPACT WE COMMITTED OUR SELVES



We have four focus areas to bring this strategic intent to life locally: Responsible business, Diversity and inclusion, Community engagement, and Environmental management. We describe our work in each of these areas within this report. The overlaps and intersections of these four areas with the UNGC **four areas** of Human Rights, Labour Rights, Environment and Anti-Corruption, should become apparent throughout.




# Chairman's Statement about Corporate Support for Social Responsibility and Global Compact

We believe that Corporate Social Responsibility is about living the values and principles that govern the way we operate as corporate finance organization and behave as individuals. We sustain safe operations, have a positive and supportive impact on our employees, partners, the communities we work in and the wider environment. We continually strive to build the trust and respect of our clients. We recognize the impacts that we make on society, the economy and the planet, and we seek to make a positive difference in the places where we operate. Being committed to GC principles, we set out a framework for the development and implementation of Corporate Responsibility activities and support all other Policy Standards, which address the regulatory aspects in support of Murabaha 's Management Systems and values as an organization. For us, corporate social responsibility covers a broad spectrum of activities, the management of our relations with our employees, clients, suppliers and the community as well as the management of our performance in respect of the environment, human rights and diversity – all underpinned by adherence to good business ethics.

**Hassan Hamwi**  
Chairman





# The Importance of Joining the Global Network

- MURABAHA tries to fulfill our social responsibilities in the most favorable conscious manner.
- MURABAHA aims to achieve a more powerful organizational structure.
- MURABAHA intends to be a part of a freshly blooming culture in the international business platform.
- MURABAHA seeks to become a business partner preferred by multinational business platform.
- MURABAHA undertakes risk management by means of being proactive against risks.





# ACTIVITIES AND PROGRAMS IN SERVICE COMMUNITY DURING 2018-2019

- ✓ Training more than 560 Syrian university students who have been affected by war, especially in the subjects related to quality standards.
- ✓ Launching free e-learning programmes to help Syrian students who have been displaced by war around the world.
- ✓ In continuation of the Murabaha Capital project to sponsor the families of martyrs of the Syrian Arab Army launched in 2014, financial and material support was provided to 43 martyrs' families. Murabaha seeks to expand its financial, material and moral support to 45 families.
- ✓ Providing material assistance to those affected by war through charities to reduce harmful effects.
- ✓ Supporting some Syrian emigrants to Sweden to integrate in Swedish society and to get suitable employment opportunities.





# Murabaha Capital's Social Achievements during 2018-2019





Dear Mr Hamwi

As a member of the International Register of Certificated Auditors (IRCA) you are recognised as delivering the gold standard in management systems auditing. IRCA is part of the Chartered Quality Institute (CQI), a global network of 20,000 professionals advancing the practice of quality management.

I'm delighted to present you with the attached card to demonstrate your certification to colleagues and clients. By displaying your IRCA membership details on your business card, audit logs, CV and other documents, you are actively promoting your individual expertise, and the profession as a whole.

Vince Desmond  
Acting CEO

**Mr. Hassan Hamwi, the first IRCA Principal Auditor in the Arab World, gets the gold standard in management systems auditing. Accordingly he is the first Arab expert to be honoured by International Register of Certified Auditors.**



## Smart Business Academy, a member in Murabaha, has been honoured by the Swedish King



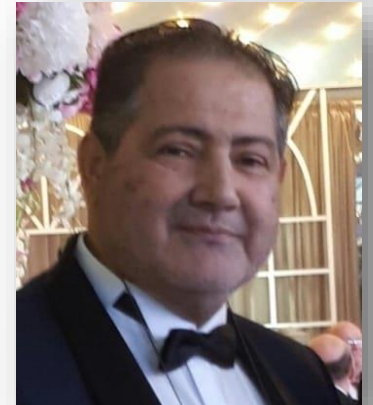




# The scholarship and Colleagueship of “Quality of Medical Services and Patients’ Safety” **Hassan’s Award**

Hassan’s Award has been launched in 2018. it was announced in Medical Services Conference in Smart Business Academy AB-Stockholm. Its purpose is to provide financial support to doctors and top managements of Medical Institutions in Syria to improve their expertise in the field of health care and patients’ safety, and to finance their scientific activities in their local communities. The scholarship is granted to four individuals every year. It consists of 250.000 SP, a training course for three months, and a British colleagueship certificate from QIC. The course includes:

- defining, analyzing and managing potential risks according to ISO 45001:2018.
- establishing procedures and precautions to handle these risks at clinics, hospitals, and other medical centers.





The Ministry of Higher Education and Scientific Research in Kurdistan-Iraq consults Mr. Hassan Hamwi to implement ISO 21001:2018, Educational Quality Management Standard.





The international IRCA/CQI delegates Mr. Hassan Hamwi, General Manager of Arab Quality Makers to manage the activities of World Quality Day 2018 in Syria.





# Murabaha Capital's Social Activities during 2018-2019

- Workshops, conferences, and activities about Quality in several Syrian cities:
- a workshop held in cooperation with Chamber of Industry in **Homs** about “The Role of Quality Management Systems in Rebuilding Industry and Enhancing Industrial Work”.
  - a workshop in **Tartous** about ISO 39001, Road Traffic Safety System.





Arab Quality Makers held a conference titled “Quality and Safety of Food Industry to support Export and to enhance the quality of Tourist Feeding according to International Standards” in **Swida**, a city in the South of Syria.





AQM coordinated with Qualitas International Certification Ltd UK as a scientific sponsor to perform a specialized workshop in **Homs** for pharmacists about “British PAS99 for Integrated Systems and its Implementation in Medical Industries”.





# A free specialized workshop for engineers in **Homs** about “ International Quality Engineering Systems, ISO 31000 for Risk management and ISO 21500 for Project Management”





A workshop accredited by Smart Business Academy- Sweden: “Back to Job”. It was held in **Tartous** to encourage the youth to study ISO/MSS Quality Management Systems to compete and get better opportunities in business.







-A conference held in **Daraa** about “Quality and Food Safety in food factories and restaurant according to HACCP & ISO 22000. “





An online training programme sponsored by Arab Quality Makers about “Risk Based Thinking according to ISO Standards”. This programme was delivered for Syrian youth.





**A training course in cooperation with Chamber of Tourism in Aleppo about “Food Quality and Safety according to international standards”.  
A course for Food Inspectors.**





Arab Quality Makerd held a conference in cooperation with Syrian Ministry of Interiors “improving the competence of Medical personnel at Medical Services in compliance with Quality Assurance and Medical Accreditation according to ISQua.

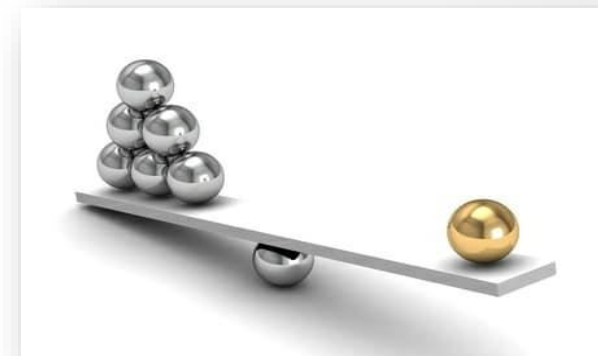




## - An initiative to measure the performance of public organisations

This initiative was launched by Murabaha Capital community service program to enhance performance improvement in Syrian public sector. Measuring government performance will be done by citizens via a web questionnaire according to the International Standard of Customer Satisfaction and Complaint Handling **ISO 10002**. This initiative will measure the citizen's satisfaction about the services of public organizations, companies and directorates.

The first attempt to implement this initiative was on the website of Syrian Ministry of Industry.







## Principle 1: Support and Respect for the Protection of Internationally Recognized Human Rights.

Murabaha provides a suitable working environment for its employees based on its belief in the importance of human resources as one of its main resources. It seeks to attract and develop the qualified workforce through focusing its attention on the following aspects:



## Scientific and intellectual:

**Murabaha** has a yearly plan to train its team members according to their specializations, qualifications, the nature of their work and tasks. It also encourages technical and professional training; helps its team to acquire management skills; and provides several types of courses such as: archiving and record control. Its team attends its free courses and workshops. Murabaha has achieved 85% of its plan this year.

In addition, Murabaha is interested in the involvement of all its team in training programs (internships) organized by other institutions and academies.

**Murabaha** believes in the importance of internal education (self development), so it enhances knowledge exchange and experience transfer among its team members.

**Murabaha** enrolls its team members in programmes about Sustainable Development Goals.

**Murabaha's** library contains 1200 books of various disciplines (administrative, computer and internet, economy and trade, quality, occupational health and safety ...).





## **Health:**

- ✓ Provides health care to employees through health insurance and sick leave grants.
- ✓ Has published and communicated instructions and warning signs for environment, occupational health and safety.

## **Social:**

- ✓ Provides social services to its employees, such as subsidies and incentives.
- ✓ Encourages employees to innovate.
- ✓ Enables working women to obtain their rights: female workers constitute 90% of the total employees in Murabaha.



## Administrative and Legal:

- ✓ **Murabaha** developed a record of conduct labor laws.
- ✓ sought equality in salaries and bonuses to employees, and paid fair wages.
- ✓ **Murabaha** has provided a healthy environment for employees such as allowing an hour break per work day.
- ✓ **Murabaha** has implemented a flexible work policy by enabling employees to work part-time or to choose their work days, giving this advantage to **50%** of their employees.



## Principle 2: Murabaha is not involved in violations of human rights:

- **Murabaha** is committed to ethical conduct in terms of honesty and justice in the dealings either towards its employees or interested parties (customers or suppliers).
- **Murabaha** respects the rights of its team members regarding their occupational safety, and it offers them rewards and incentives according to their performance. .
- Murabaha** evaluates its team members to measure their performance and to recognize the necessary training needs. Consequently, it trains them continually and provides equal opportunities for all of them to develop their work. It performed more than 60% of its training plan during 2018-2019.
- Murabaha achieves gender equality for its employees.





# LABOUR





### Principle 3: respect for freedom of association and effective recognition of the right to collective participation

**Murabaha** follows Syrian labour laws.

It respects the right of negotiation, including guild admission.

**Murabaha** encourages team members to participate in decision making because of its belief in their effective role in development and improvement. It is convinced that development starts at the bottom of work hierarchy. Therefore, it holds consecutive meetings to discuss difficulties, obstacles and problems in order to find suitable solutions. It motivates its team members to communicate with their directors about all work issues especially social responsibility.





## Principle 4: Elimination of all forms of forced labor:

- Murabaha has an administrative system that defines the relationship between it and its team members. Both parties sign a contract that identifies items of agreement including: type of work, office-hours, workdays, and vacations according to the members' own circumstances.
- Murabaha gives fair salaries to its team members to grant them the minimum level to their living. It asks them if their salaries are not adequate. It provides them with necessary facilities (work-hours, leaving permissions, vacations...).





## Principle 5: actual abolition of child labor

**Murabaha** complies with the labor laws relating to the non-employment of children under the age of 18 years.





## Principle 6: Elimination of discrimination in the field of employment and occupation:

**Murabaha** follows the policy of indiscrimination with its team members by:

- Enhancing workforce in selecting team members according to their specializations and scientific capabilities without discrimination in any of: race, gender, religion, nationality, or handicapping.
- Providing equal opportunities to all team members in occupational training and developing, paying the fee suitable to effort, and granting rewards, incentives, vacations, and health care.
- Enabling women to work and to obtain their right in having high positions.
- Providing all facilities to enable employees to perform their work in the best conditions.



# ENVIRONMENT





## Principle 7: promote a precautionary approach to all environmental challenges:

- **Murabaha** enhances environment protection in its activities and services, through enhancing team awareness about the significance of environment protection from all types of pollution (noise, visual pollution...).
- It acknowledges its team about energy, water resources and renewable energy.
- It automatizes all its works, mails and correspondences to decrease paperwork to minimize paper work. About 70% of Murabaha's archive has been saved on hardware and electronic applications.
- Also, it does not employ smokers.





## Principle 8: initiatives to expand responsibility for the environment

- Promoting a culture of environmental protection for its team, customers and all interested parties by delivering free awareness seminars.
- Taking the necessary procedures to conserve and optimize the energy sources.
- Joining the Syrian environmental society in 2002 and participating in its activities.
- Managing the Arab Center for Environmental Management Systems.
- Implementing ISO 14001 Environmental Management Systems in many companies.
- Conducting training courses in the field of environmental management in cooperation with the Arab Organization For Industrial Development, in addition to many courses in this field.



## PRINCIPLE 9: PROMOTE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES.

- **Murabaha** protects environment from pollution as it provides a suitable context without noise or smoke.
- **Murabaha** has contributed in supporting Syrian Inventors' Association to invent new technologies to protect environment and to participate in training courses and seminars about protecting environment.



**ANTI-CORRUPTION**

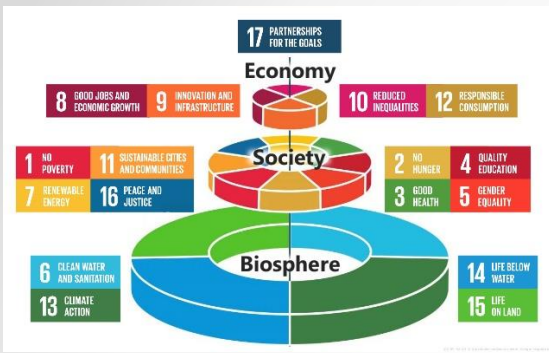




## Principle 10 - combating corruption in all its forms, including extortion and bribery:

- Murabaha is committed to ethical conduct, especially in combating corruption in all its forms both inside and outside Murabaha, especially with regard to the parties that deal with them, realizing that these parties are partners in the work of Murabaha.
- Murabaha capital and its companies are proud that they are a group of businesses that have not been involved or accepted business for paying bribes and have repeatedly abandoned tenders and private and government contracts because of their demands for amounts and privileges.
- Murabaha is committed to international efforts to strive all kinds of corruption in order to achieve sustainable development goals.

**We proudly announce that we are a clean business group of any practices in accepting bribes or extortion**





# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 1

### NO POVERTY:

- Cares about its poor employees and always provides them with financial aids.
- Helps the families of Syrian Arab Army Martyrs to achieve its faith on sustainable development seeking better life for them.
- Contributes to the provision of employment opportunities for young people in Murabaha Capital and its partners.





# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 2

### ZERO HUNGER

- Murabaha tries to end hunger by providing some free meals for poor families in Ramadan



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 3

### GOOD HEALTH AND WELL-BEING

- Murabaha cares about its employees' health by providing health insurance and health awareness programmes, and sick leave.
- Murabaha puts hygiene & health care criteria, improves its services continually, and distributes it to all health institutions & programmes in accordance with the international associations requirements of health care quality to help them understand that and to be implemented.



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 4

### QUALITY EDUCATION:

- Murabaha is interested in Quality Education, it ensures quality education for all and promotes lifelong learning.
- Murabaha participates in a lot of conferences to achieve high level in education through its activities in 2018-2019.
- Murabaha cooperates with Center of Curriculum Developing and provides training internships to the Center of Measurement and Evaluation in the Ministry of Education in Syria.

**5** GENDER  
EQUALITY



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 5

### GENDER EQUALITY

- Murabaha increases the number of women at the Board and at senior management levels. The proportion of working women at Murabaha reaches 90% of employees.
- Murabaha never differentiates between women and man in terms of treatment, remuneration, salaries and facilities.

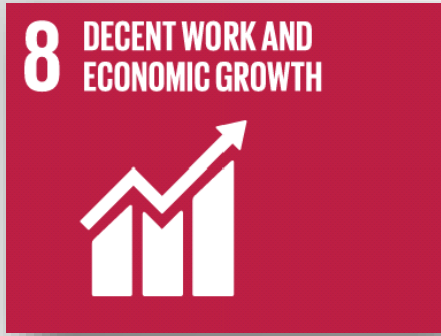


# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 6

### CLEAN WATER AND SANITATION

Murabaha cooperates with some water companies to help them provide pure water for their customers, and helps them provide free clean water for people in most needy areas.



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 8

### DECENT WORK & ECONOMIC GROWTH

Murabaha achieves that when it helps companies to implement ISO.



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 10

### REDUCED INEQUALITIES

Murabaha achieves this goal by applying business etiquette conduct, allowing women to accomplish the right of working, and protecting children's' rights.



# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 12

### RESPONSIBLE CONSUMPTION & PRODUCTION

Murabaha cooperates with a lot of ministries and companies to help them reduce energy consumption and to produce good products.





# TAKING ACTIONS TO SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

## SDG 17

### PARTNERSHIPS FOR THE GOALS

Murabaha makes partnership in local, Arabic and international regions with governmental, private, social and public sectors in Syria in order to strengthen the UN principles. Murabaha has partnership with local communities to enhance GCUN goals especially those related to sustainable development in regions and providence's.

# **We are committed to go on in our social responsibility**

## **Results of Commitment and our Next Plan**

**The impact of our commitment to the Global Compact has been very positive: First, increasing communication with community and its organizations; second, team satisfaction; third, more recognition of our transparency and environmental protection programs by 22% compared to the last year.**

**We affirm that we will keep our commitments, increase our activities, provide financial and moral support to our local community according to the principles of social responsibility in Global Compact. We will also launch educational programmes and campaigns to increase social development to achieve the inclusion of all social classes in all geographical areas.**





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This is our Communication on Progress  
in implementing the principles of the  
United Nations Global Compact.

We welcome feedback on its contents.