

ANNUAL
SUSTAINABILITY
REPORT
2018-2019



CORE VALUES OF MEDCO S.A.L.

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EXCELLENCE

We are committed to world-class customer service and quality as we excel for the mutual business of our customers, human energies and partners.

Our professionals are customer-driven and continually add value to our services whenever it benefits our clients. We are committed to working toward excellence and continuous improvement in everything we do.

HONESTY AND INTEGRITY

Our business is based on long term relationships that require utmost trust. We require honesty and integrity from everyone and in everything we do.

We are accountable to our customers, owners, suppliers and fellow employees. We do what we say we are going to do. We set the right tone. We take the right path. We do good. We never indulge, benefit or fall under temptation.

INNOVATION

We always think outside the box to provide the best solutions for our market, first. Our best solutions often evolve from discussions across different divisions and with our many strategic partners.

Our innovations lead to being the First Lebanese Petroleum Importer and Distributor of the market as we have introduced many new products and services to the market, first.

MEDCOers MEET TO

Communicate

Update

Link
backgrounds

Brainstorm

Stay
motivated

Share success
stories

Exchange
experience

Sustain
ambition

Share passion

Exchange
points of
view

Work as a
team

Learn &
Innovate

Reach goals

Preserve
culture

Stay positive

Create a
focus group



MEDCO 2017 GOALS

MEDCO 2017 GOALS

1. Reduce CO2 emissions by supplying Lebanese market with its MEDCO Propell gasoline. MEDCO Propell is an advanced formula of Unleaded Gasoline 95 and 98 Octane improved with additives that saves on consumption, cleans the engine and protects the environment. MEDCO Propell reduces consumption by up to 5%. If all Lebanon uses MEDCO Propell, we would spare our environment almost 60 thousand metric tons of CO2 which is equivalent to removing 13,000 cars off the street

Benefits of



CLEANS
ENGINE

REDUCES
MAINTENANCE
EXPENSES

FIGHTS
AGAINST
CORROSION

PROTECTS THE
ENVIRONMENT

SAVINGS

MEDCO 2017 GOALS

2. Medco serves its community by backing up 65 NGOs on mymedco loyalty app. Collecting points and donating them to our favorite NGO.
3. Medco promotes recycling for a cleaner planet

MEDCO 2018 SDGs





Sawa dod el jou3 !

MEDCO collaborated with Lebanese Food Bank for “Sawa dod el jou3” campaign by placing donation boxes in their Yala Stop c-stores.

Lebanese Food Bank was able to collect 3,300,000 LBP value of products





2018: Introducing e-medco



Towards an Electric Vehicle world

MEDCO introduces Electric Vehicle Chargers !

MEDCO welcomes tomorrow today by installing the first EV charger in Lebanon, in January 2018 waiting for electric cars to invade the future!

MEDCO took eco-friendliness to the next level and launched e-MEDCO, now charging at MEDCO BCD service station (Downtown). Since the world is changing to a more environmental friendly place, the production of electric cars across the world is increasing as an initiative to reduce pollution making the electric car market the largest promising worldwide amongst all car types.

Welcome Nissan, Porsche, Volvo, Audi, Mercedes, BMW, Renault, Kia, Hyundai etc. to our eco-friendly station-planet !

The future is now here, at MEDCO BCD. Go Green, Go MEDCO!



E-medco station at MEDCO BCD



Under the patronage of his Excellency
Minister of Energy & Water,
Mr. Cesar Abi Khalil



is proud to invite you to the
 **1st EV charging stations in Lebanon**

to celebrate together the Electric Era, at a Press Conference
On Wednesday June 27, at 12:00 p.m.
At MEDCO BCD - Saifi

Regrets only: 03 784 125



E-medco station launching in the presence of his Excellency, Minister of Energy and Water Mr. Cesar Abi Khalil



E-medco voted product of the year

LEBANON OPPORTUNITIES

BUSINESS OPPORTUNITIES IN LEBANON
2018

The board of editors of Lebanon Opportunities, after review of the initiative, performance, and perseverance during the years 2017-2018, has conferred upon

E-Medco
Product of the Year

This certificate of success is being delivered as a testimonial to such an accomplishment together with all honors and privileges deserved by such an outstanding achievement. In witness whereof, this certificate is granted.

Given in Beirut, Lebanon, this month of December in the year two thousand and eighteen.

Ramzi El Hafez
Ramzi El Hafez
Publisher and editor-in-chief

*courage
faith ambition
challenge success*



December 2018



MEDCO AT THE E-MOTORSHOW 2019

MEDCO was the title sponsor of the First MEDCO e-MotorShow® Middle East for Electric & Hybrid Cars that was held at the Forum De Beyrouth from April 11 till April 15 2019 under the patronage of H.E. the Minister of Environment Mr. Fady Jreissati.

Many car brands were exhibiting and providing free test drives such as Audi, BMW, BYD, Chevrolet, GAC motor, Hyundai, Jaguar, Mercedes, Porsche, Renault and Volvo.

The exhibition hall was divided into 3 parts

1. Exhibitors stand in which we can see all car dealers exhibiting their electric & hybrid car models and one petroleum company, MEDCO, showing several DBT EV Chargers
2. Built –in e-circuit in which people can book their free test drives and try the electric car experience noise-free” and “emissions-free” electrified vehicles
3. A tech-talk area in which local and international speakers were discussing various e-mobility topics.

MEDCO’s Liters Plus team, held its own tech talk about Smart fleet discussing future trends and technology in fleet management.



e-MOTOR
ELECTRIC &
HYBRID CARS **SHOW**





e-MOTOR SHOW

ELECTRIC & HYBRID CARS



Mr. Youssef Yazbek
Partners Account Manager at DBT CPV

Mr. Assaad Sebaaly
Country Manager at ARAWEX

Mr. Rony Irany
Head of Fleet Management Operation at SETER SAL

Mrs. Mira Raham
General Manager at LOOP SAL



e-MOTOR SHOW

ELECTRIC & HYBRID CARS



e-MOTOR
ELECTRIC &
HYBRID CARS **SHOW**



e-MOTOR
ELECTRIC &
HYBRID CARS **SHOW**



**MEDCO launches
FIRST ELECTRIC
CHARGING
stations for an
eco-friendlier
LEBANON**

**Now available at MEDCO BCD,
Dora, Chiyah, UNESCO, Taanayel,
ABC Achrafieh & Dbayeh,
Beirut Souks**



☎ 1295 my medco loyalty app www.medco.com.lb







Why have a loyalty card when you can have a loyalty app ?

Mymedco Loyalty app is the one and only Fuel loyalty program offered by MEDCO.

Motorists earn points for every filling of any product or service and redeem them against free gasoline, car wash, oil change or buy good from the mini markets at the station.



MEDCO strongly supports NGOs

As Sharing is caring, you can also donate your points to an NGO of your choice through mymedco loyalty app!



MEDCO aims to have friendlier communities around its stations all over Lebanon

Blue Pages are a host within MEDCO my loyalty app allowing people to meet, connect and work with the next door neighbor.

Blue Pages is an application that allows people to search for professionals nearby, search for services or register their profession to be part of the Blue pages community for FREE.



Sajil mehentak aw
fatich 3ala khedme

BLUE
PAGES



ENERGY DAY

- ENERGY DAY is a yearly teambuilding event that gathers all MEDCOers.
- Energy day promotes:
 - Sports
 - Love of nature
 - Energy
 - Family spirit

ENERGY DAY 2018





MEDCO aims to give the best service to its community

”

Very good service,
always order
delivered on time.
Big like for Linda, she
is an excellent driver!

Nayla D.

ORDER DIESEL VIA MY MEDCO APP

”

Excellent service,
6 years with Medco,
always on top.

Ahmad A.

ORDER DIESEL VIA MY MEDCO APP

“

Good service.
Honesty. Reliable control.

Benita N.

LITERS^{PLUS} by 

“

Very efficient customer service;
very quick at responding and
taking action.

Lea K.

LITERS^{PLUS} by 

MEDCO aims to give the best service to its community

”

Excellent Staff,
specially Hajj Toufic.
Very good service
and product.

Robert N.

ORDER DIESEL VIA MY MEDCO APP

”

Men kabsit zər
la beib el beit.
Medco 3anjad
express!

Lynn. R

ORDER DIESEL VIA MY MEDCO APP

”

Kamiyēt da2i2a,
kel māra el 3ēded
3al mileh

Alain Kh.

ORDER DIESEL VIA MY MEDCO APP

”

El karam kheli2
ma3 medco, kif ma
baramta mwafrin

Omar K.

ORDER DIESEL VIA MY MEDCO APP

”

3a slemetkoun
men dalna
mwafrin
ma3koun!

Raed L.

ORDER DIESEL VIA MY MEDCO APP





MEDCO's commitment to the environment

Weekly meetings are being held at MEDCO Innovation Center (MIC) in the presence of Medco employees representative from each department to discuss environmental topics and find sustainable solutions such as

- Reducing plastic and paper consumption in offices
- Recycling of plastic bags and printer toners in offices

Awareness Campaign on being an eco-friendlier corporation lead to:

- Yala Stop c-stores have started using environmentally friendly cutleries in the catering services
- IT department have started to spread the news about toners recycling solutions
- Employees have started spreading awareness about plastic consumption. Leading to decrease in the plastic consumption in departments
- Tablets covers used at the stations are made from recycled Wheels

Save 198 Liters of water with Call 4 Wash !

Call 4 wash by MEDCO is part of MEDCO's green initiative.

With Call 4 Wash, instead of using 200 Liters of water every time you wash your car, Call 4 Wash steam wash will save you 198 L since you only use 2 L of water.

While the average car wash consumes 150 liters of water, our steam carwash technology only uses 2 liters. Thus in 2018, we were able to save 320'000 liters - the equivalent of a large size pool. In our continuous efforts to be eco-friendly, we saved more than 22'000L in January 2019.



Women's day at MEDCO

The women of MEDCO decided to learn how to make handbags out of plastic bags with the help of women behind "Jellyfish" concept as part of MEDCO's green initiative.





MEDCO X CCCL

MEDCO participated in the Donate for Life campaign by putting boxes in all its 32 c-stores all over Lebanon in partnership with the Children Cancer Center of Lebanon (CCCL). 6,750,000 LBP (4,500 USD) were collected.



YALA STOP X EM EL NOUR

MEDCO collaborated with Em el Nour by placing donation boxes in their Yala Stop c-stores.

Em el Nour was able to collect 1,750,000 LBP

MEDCO X MARATHON X WOMEN'S RACE



**WE MOVE PEOPLE FROM ONE STATION
TO ANOTHER (GREENER ONE)
IN THEIR LIVES.**

