



**United Nations**  
Global Compact

# COMMUNICATION ON PROGRESS REPORT

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GROUPMED INSURANCE  
OCT 2018 - OCT 2019



**GMI**  
GROUPMED INSURANCE



To our Stakeholders,

It is of great pleasure to continuously renew our commitment as GroupMed Insurance and Reinsurance Company S.A.L. (GMI) in supporting the Ten Principles set by the United Nations Global Compact covering scopes within Human Rights, Labor, Environment and Anti-Corruption.

Our Communication on Progress this year lays out the initiatives maintained and taken throughout the year that aim at solidifying the Global Compact and its principles in our systems.

All information related to those initiatives and any related update is shared with our stakeholders through our primary channels of communication.

Sincerely Yours,

Omar Bilani  
Chairman - General Manager

## **GroupMed Insurance and Reinsurance Company S.A.L.**

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M.O.E.T. License Number 204 by Decision Number 13/A.T. Dated 5-4-1984  
Subject to Decree Number 9812 Issued on 4/5/1968 as Amended



# VISION

To be a leading insurance network in the Middle East region and wherever our clients' operate.

# MISSION

To create, provide and deliver insurance expertise, experience and services to facilitate the realization of financial, insurance and strategic solutions that secure the success of our clients' business.

# CORE VALUES

## Client Focus

Meet the requirements and expectations with measurable deliverables and ensure quality in all our provided services.

## Team work

Nurture a culture where all team members collaborate to achieve group goals.

## Commitment

Perform all initiatives with determination and tenacity to guarantee achievement of all objectives.

## Innovation

Invest in systems that facilitate work and are up to date.

## Credibility

Strive to ensure all measures are taken to earn the trust and reliability of all our shareholders.

## Integrity

Have no compromise on our ethics as individuals, as teams and as a group.

# United Nations Global Compact

## The 10 principles of the UN Global Compact



### Human Rights

- Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.
- Principle 2:** Make sure that they are not complicit in human rights abuses.

### Labour

- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4:** The elimination of all forms of forced and compulsory labour.
- Principle 5:** The effective abolition of child labour.
- Principle 6:** The elimination of discrimination in respect of employment and occupation.

### Environment

- Principle 7:** Businesses should support a precautionary approach to environmental challenges.
- Principle 8:** Undertake initiatives to promote greater environmental responsibility.
- Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

### Anti Corruption

- Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

# HUMAN RIGHTS



**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights

**Principle 2:** Make sure that they are not complicit in human rights abuses.

- 1** We are equal opportunity employers and all our practices provide no discrimination against any applicant be it because of race, color, religion, political views, gender, age and physical/mental disability.
- 2** Our management believes in an open door policy where all employees are welcome to discuss their needs.
- 3** GMI developed a Code of Ethics and Professional Conduct that includes a set of policies, rules and social norms to ensure continuous high levels of ethics across all our practices.
- 4** We provide our employees with fair and compatible remuneration, benefits and rewards.
- 5** We focus on our employee's professional and career development through continuous assesment of technical and soft skills training needs.

# LABOUR



**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

**Principle 4:** The elimination of all forms of forced and compulsory labour

**Principle 5:** The effective abolition of child labour

**Principle 6:** The elimination of discrimination in respect of employment and occupation

- 1** Our salary scale provides a good income for our employees based on seniority levels. Our lowest paid employees consist of 22% above the minimum wage.
- 2** Employees receive a handbook that displays all the employees rights and obligations.
- 3** Gender equality is applied at GMI as 57% are men and 43% are women.
- 4** Age Diversity:
  - 1.5% are in the age range of 50 - 60 years old.
  - 18.5% are in the age range of 40 - 49 years old.
  - 46% are in the age range of 30 - 39 years old.
  - 34 % are in the age range of 20 - 29 years old.

# LABOUR



**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

**Principle 4:** The elimination of all forms of forced and compulsory labour

**Principle 5:** The effective abolition of child labour

**Principle 6:** The elimination of discrimination in respect of employment and occupation

**5** We celebrate different occasions throughout the year at GMI to spread a positive and dynamic work atmosphere. Our team looks forward to enjoy our annual breakfast, international week of happiness at work, apple picking season and Holiday celebrations.

**6** **Health & Safety:**  
At GMI, we preserve and promote the health, safety and well-being of our employees through continuous improvements in our working environment and a raft of preventive healthcare and health promotion measures in addition to all safety and security precautions in our premises and work-mobility procedures. For that purpose, we hold and promote awareness sessions on topics such as breast cancer, back pain prevention, blood/donation support, exercise benefits, etc.

**7** We offer our employees premium quality chairs to ensure they are seated comfortably and their back are protected.

# ENVIRONMENT



**Principle 7:** Businesses should support a precautionary approach to environmental challenges

**Principle 8:** Undertake initiatives to promote greater environmental responsibility

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies

- 1** We initiate ongoing efforts to stay green and reinforce our paper management program continuously. This is done through effective printing, shredding and recycling paper. In addition, awareness broadcasts of such methods are always shared with employees enforcing as well their wider benefit.
- 2** GMI is a promoter of Environmental Protection and contributes by taking related measures and using resources and energy economically and efficiently. All our activities have the smallest possible impact on the environment as we continuously encourage our employees to save water, turn off lights and ACs, shut down computers before leaving and apply the same in their personal practice as well.
- 3** We operate in a non-smoking environment.



# ANTI-CORRUPTION



**Principle 10:** Businesses should work against corruption in all its forms, including extortion & bribery

- 1** GMI has a fully developed Code of Ethics and Professional Conduct where Anti-Corruption policies are detailed.
- 2** We are very careful in taking all precautions required to guarantee that our operations are in compliance with related laws and our practices meet all regulatory requirements. We also take extreme measures in addressing any breach, or attempt of extortion/bribery or any action that directly opposes our Code of Ethics and Professional Conduct.
- 3** Our employees attend yearly training sessions related to Anti-Money Laundering and Combatting the Financing of Terrorism awareness.
- 4** We maintain clients confidentiality.

# THANK YOU

