



GROWING TOGETHER

**CORPORATE SOCIAL RESPONSIBILITY**  
Impact Report 2019



# GROWING TOGETHER CONTENTS

**CORPORATE SOCIAL RESPONSIBILITY REPORT**  
2019



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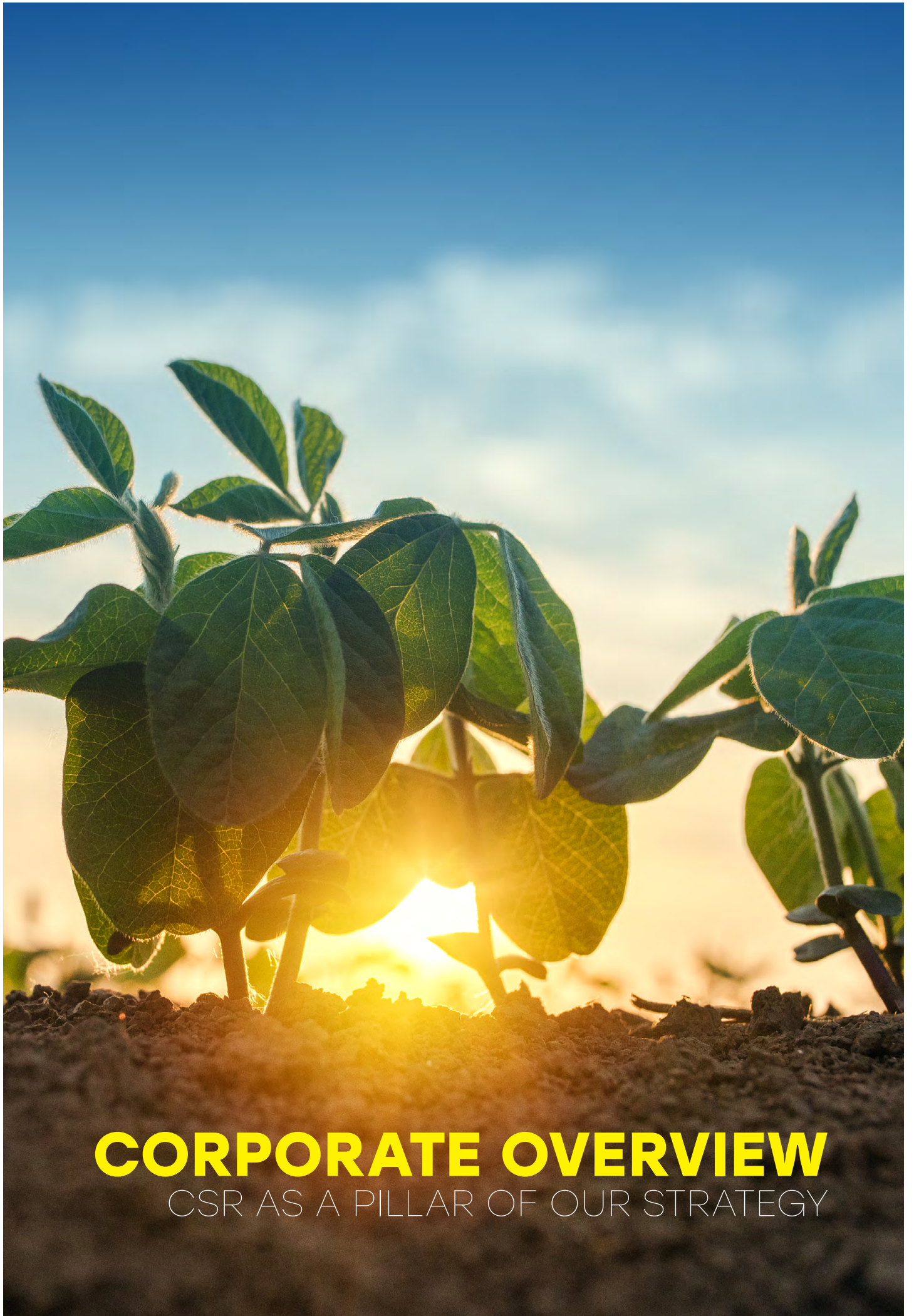
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# EVENTS 2019



# CORPORATE OVERVIEW

CSR AS A PILLAR OF OUR STRATEGY

# CEO'S MESSAGE



Webcor Group's corporate social responsibility efforts bring to life the company values. We believe it is our social responsibility to enhance our corporate value through innovation and good business practices that contribute to developing a sustainable society. We highly appreciate all our stakeholders for their continuous support: our customers, our shareholders, our employees, our business partners, as well as the communities in which we operate.

We at Webcor, are proud of our people, positive about the work we do, and the impact we have on our communities. This is a special time at Webcor, where years of hard work and strategic choices have positioned our company to thrive, grow, and lead. In 2019, we continued to grow our business and in parallel, work to support all stakeholders impacted by our business. We also started the process of redesigning our company to match our strategic intentions, which will continue into 2020, to be fully realized by 2021. In 2020, we will update our Corporate Social Responsibility (CSR) strategy to allow us to minimize the risks further and seize opportunities to create value for all our stakeholders.

In this report, we provide details on how we continue to create a positive impact on our communities and minimize our footprint. Our focus remains on the eight goals of the United Nations Global Compact Goals (UNGC) and our three main pillars: our people, our communities, and our environment.

In 2018, we initiated various internal programs; we invested significantly in UNGC goal number 4 on quality education with particular attention to indicators 4.A, we also focused on effective and regular engagement of our people in issues affecting their communities and we continued to invest in environmentally friendly technologies to minimize our environmental footprint.

In 2020, Webcor Group will continue to support the UNGC and its ten principles relating to human rights, labor, the environment and anti-corruption. We will further invest on our commitment to ending hunger and malnutrition and to minimizing our environmental footprint.

I am honored to drive Webcor into the next decade and I am fully confident to ensure that we remain committed to conducting our business responsibly, forging a culture of transformational growth and continuous improvement with social responsibility remaining at the top of our agenda.

We believe we can only grow together. We grow through the hard work and commitment of our people. We also grow through living our core values and embracing our family spirit, which have guided our behavior and ways of working for over 40 years, and which will continue to guide us through the next decade.

A handwritten signature in black ink that reads "Wissam Nesi".

**Wissam Nesi**  
CHIEF EXECUTIVE OFFICER

# WHO WE ARE AS A BUSINESS

## COMPANY PROFILE

Webcor is an Agro-Industrial food production and distribution company, specializing in the sourcing, manufacturing, distributing and trading of soft commodities and Fast-Moving Consumer Goods (FMCG). Over the past 40 years we have built a strong reputation and developed valuable long-term relationships with suppliers, manufacturers and customers across the globe. Our experienced team and our commitment to industry best practices, allows us to meet the demands and consolidate our presence in Africa.

We develop our own brands and partner up with multinationals in the same sector to provide a comprehensive product portfolio to our customers. One of our main strengths is our deep understanding of the markets in which we operate. Our competitive advantage relies heavily on the synergies generated by our operating model: driving innovation, cost reduction throughout the supply chain, reduction of time to market, and the agility to respond to sudden changes.



**3,200+**

Employees Worldwide



**110+**

Points of sales in Africa



**300+**

Products imported and exclusively distributed in Angola



## OUR VISION

To be recognized as the leading branded food company in Africa.

## OUR MISSION

Creating sustainable access to food by offering a comprehensive range of high-quality products that are affordable and accessible through a wide distribution network, while enhancing the local agriculture and manufacturing industries, and enabling our people, consumers, and communities to flourish.

## OUR VALUES

Our values are the essence of our identity and the compass for our actions. They serve as the guiding principles for our company; how we think, how we address our employees, our customers, our business partners and the communities in which we operate. In a market that is constantly evolving and changing, our values are the timeless principles that guide us, each step of the way.

**E**

### ENGAGE

We are engaged in forging sustainable relationships with all our stakeholders. We are fully committed to our team, customers, business partners and community.

**A**

### ACCELERATE

We demonstrate remarkable flexibility in adapting to diverse and rapidly changing environments. We are quick in implementing innovative solutions that meet market challenges.

**G**

### GLOW

Our organization is governed by ethics and integrity and our values radiate through all our activities. These are the pillars of our success.

**L**

### LEAD

We strive to be pioneers in the emerging markets in which we operate.

**E**

### EMPOWER

We value our human capital. We find it imperative to build the capabilities of our people.

# OUR PRODUCTS

IMPROVING NUTRITION BY MAKING BETTER PRODUCTS

## MAKING BETTER PRODUCTS

Our product range includes a wide variety of staple food such as flour, grains, rice, pasta, dairy products, and poultry. Those products are consumed routinely and constitute a dominant portion of a standard diet for our consumers, thus supplying a large fraction of energy needs that generally forming a significant proportion of the intake of other nutrients such as dietary proteins, carbohydrates, vitamins and minerals.



### Nutrients and Ingredients

Including positive nutrients like calcium, fibre, vitamins, and omega-3



### Wellness Attributes

Offer healthier choices



### Food safety

Ensure continuous monitoring of food quality and safety across our supply chain



### Transparency and Labeling

Ensure our consumers make informed choices by making our nutrition information accurate and easy to find

## NUTRITION AND HEALTH

We aim to contribute positively to the health of the countries where we operate. We ensure that our customers have access to nutritious and affordable food through advancing healthier ingredients and fortification of essential minerals and vitamins. In this regard, some of our products (Milk Powder, Edible Oils, Margarine, are fortified with Vitamins A & D. Biba fat-filled milk powder, which is a substitute to whole milk powder, is enriched with Vitamins (A, D and C) and Minerals (Iron and Zinc).



## TARGET 2020

- Emphasis will be given on nutritional information (low saturates, low sugars, vitamins, and minerals) to make healthier products.

- Seek to fortify more of our products with essential minerals and vitamins.



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING





# ENSURING QUALITY AND SAFETY

At Webcor, the quality and safety of our products is a top priority. To ensure the safety of our products, we have rigorously implemented Quality & Food Safety management systems across the supply chain and operations. These include, Food Safety & Quality Culture, Food Safety Policies, Good Manufacturing Practices, and Good Laboratory Practices.

We monitor the quality at every stage of the production process, from sourcing raw materials, to production, to packaging, and transportation to warehousing, ensuring our products are preserved and delivered in optimum condition.



## GRANDES MOAGENS DE ANGOLA

Grandes Moagens de Angola, GMA, is the first mill in Africa to achieve the GMP+ certification. The GMP+ certification demonstrates the rigor of the overall production process and the quality of the final product. It also demonstrates the commitment of all the GMA staff in the search of operational and product excellence.



Aligned with:



## HOW DO WE ENSURE THAT OUR PRODUCTS CAN SERVE THE BASE OF THE ECONOMIC PYRAMID?

We generate most of our sales from emerging markets; we work to address the needs of the underprivileged people in the societies who face barriers to accessing basic services and benefits.

We source from competitive origins so that our products can be priced reasonably and in an affordable manner to allow access to our consumers. We produce single-serve packages to reach the vast majority of consumers who cannot afford the cost of large-pack milk powders.

# OUR CSR APPROACH

## GOALS AND COMMITMENTS

At Webcor, we believe that we can only “grow together”. To continue to grow as a successful business, we need to grow our people and our communities in parallel.

We recognize that community concerns are fundamental issues to our business, and we work diligently to incorporate sustainability into our best business practices.

We take into consideration the impacts of our business activities on the interests of all our stakeholders, shareholders, customers, employees, suppliers, business partners, local communities, and the global environment.

### THE UNITED NATIONS GLOBAL COMPACT RESPONSIBILITY

We recognize that the private sector has an important role to play on the global sustainable development stage. In 2015, we became signatories of the United Nations Global Compact and pledged to integrate the Sustainable Development Goals (SDGs) into our CSR strategy. Since then, we concentrate our efforts on the most relevant SDGs on which the company has the most significant impacts.

### CONTRIBUTING TO UNGC’S SUSTAINABLE DEVELOPMENT GOALS (SDGS)

The “Transforming Our World: 2030 Agenda for Sustainable Development” adopted by the United Nations’ General Assembly in September 2015 sets out 17 sustainable development goals as important guidelines for the international community to eliminate poverty and realize a sustainable society. The 17 goals are backed by 169 targets to be achieved by the year 2030.



## PRIORITY UNITED NATIONS SDGS

# THE GLOBAL GOALS

### For Sustainable Development

# OUR CSR PILLARS



#### OUR PEOPLE

Our employees are the key to our success. We depend on their tireless dedication and passionate commitment. We do our utmost to create a rewarding work environment that promotes the well-being of our people.



#### OUR COMMUNITIES

We strive to create positive impact on the communities where we operate. We invest in sustainable projects in partnership with non-profits to address community concerns. In our work we encourage our people to be actively engaged in their communities through volunteering and raising awareness.



#### OUR ENVIRONMENT

We are aware of our responsibility to protect our environment and minimize our negative impact. We work to reduce the environmental impact of our value chain through sustainable green initiatives.



# GOVERNANCE AND ETHICS

## GOVERNANCE AND BUSINESS PRACTICES

We are committed to earning the trust of all of our stakeholders by practicing principles of good corporate governance, ensuring strong assurance and internal controls, and implementing effective management reporting.

We respect and protect human rights, including internationally recognized rights and labor standards proclaimed in the universal declaration of human rights and the international labor organization's core conventions.

All employees are required to abide by the Webcor Code of Conduct in carrying out their duties and functions, so as to preserve public trust and to ensure the company's sustainable growth. The Speak Up Program ensures a protected avenue for concerns to be raised to senior levels of management.

### BOARD OF DIRECTORS

Our Board comprises six members, each appointed by our Annual General Meeting of Shareholders. In addition to our shareholders, there are three independent members serving on the Board, whose key roles are to bring strategic thinking and the vast breadth of their experience and provide independent oversight. The Board provides strategic direction over the design and implementation of corporate policies pursued by the executive management and oversees the general course of affairs and business of Webcor Group.

### COMMITTEES OF THE BOARD

The Board is assisted in its duties by two standing committees:

- **Audit Committee** – responsible for ensuring good governance and providing assurance to the Board and headed by a member of the Board.
- **Strategic Committee** – responsible for overall long-term group strategy and comprising only independent members of the Board.

### MANAGEMENT COMMITTEES

Management governance is characterized by empowered individual accountability; however, several management committees exist to promote collaborative information sharing and decision making. The Committees are either standing and operational, or short-term and project-based. These include:

- **Executive Committee** (standing) – responsible for the development, implementation, and oversight of Group strategy and headed by the Chief Executive Officer. The ExCom comprises senior members of the Executive Leadership Team and reports to the Board.
- **Investment Committee** (standing) – responsible for overseeing the mergers and acquisitions lifecycle within the Group
- **Financial Risk Committee** (standing) – responsible for overseeing Group Financial Risk
- **IT Steering Committee** (standing) – responsible for IT strategy and investment
- **Information Security Committee** (standing) – responsible for overseeing the implementation of the information security policies and strategy within the Group
- **Angola Operational Management Meeting** (standing) – responsible for oversight and decision making for major or critical Angola-wide operations
- **ELINK Committee** (project) – responsible for the Group ERP implementation
- **Data Analytics and Master Data Management Committee** (project) – responsible for the Data Analytics Program
- **GENEX Committee** (project) – responsible for general expenses optimization
- **Investment Committee** (standing)

### ETHICS & COMPLIANCE



## TARGET 2020

Webcor is the process of transforming its governance with better analytical and meaningful reporting and ensuring the requisite knowledge exists at all levels of governance. We are also working to ensure that our partners across the value chain abide by the same codes of conduct and ethical fair practices in respecting human rights that we do.



## CULTURE OF ETHICS AND INTEGRITY

Our Code of Ethics affirms the principles that guide the behavior of Webcor’s employees, its subsidiaries, and others who do business with us. The Code also defines our ethical approach to business across all our operations and with our business partners. It includes clauses regarding the respect of law, non-discrimination, health, safety and compliance with applicable laws and regulations.

## PROTECTION OF HUMAN RIGHTS

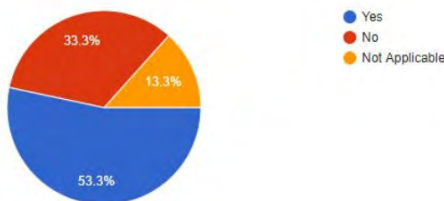
Respecting human rights means our business should treat all people affected by our operations, products, and services with respect for their human dignity and fundamental freedoms. We are committed to respect human rights and embed the commitment across our business.

In 2019 we engaged with members of staff through a questionnaire to identify their perspectives of risks to people across the company’s supply chain.

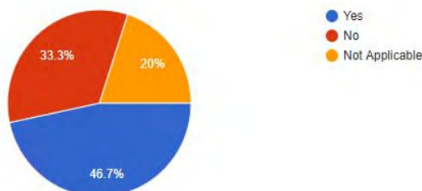
We identified three major areas that require more focus and diligence from our side:

- Public commitment to diversity;
- Fair and transparent promotion and career development;
- Human Rights in the supply chain.

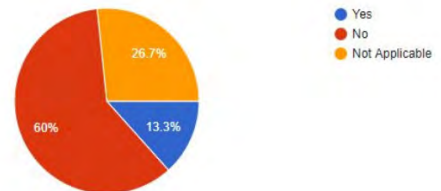
Do we make a public commitment regarding diversity?



Do we ensure fair and transparent promotion and career development opportunities?



Do we have a set procedure in place if we become aware that one of our suppliers is not respecting human rights?



## TARGET 2020

Supply Chain Responsibility Systematically assess and mitigate social, environmental, health & safety, and ethical risks in our extended supply chain.

We are also working to ensure that our partners across the value chain abide by the same codes of conduct and ethical fair practices in respecting human rights that we do. exists at all levels of governance. We are also working to ensure that our partners across the value chain abide by the same codes of conduct and ethical fair practices in respecting human rights that we do.

## GRIEVANCE MECHANISMS

Grievance procedures help us better identify grievances and allows them to be addressed as early as possible. These mechanisms can provide opportunities for affected people to receive remedy sooner and to address their concerns and help us resolve incidents before they escalate or lead to otherwise preventable harm.

### THE SPEAK UP PROGRAM

The Speak Up program is an internal grievance mechanism put in place for all employees who have a complaint about ethical breaches. The “Speak Up” program supports the proper implementation of our code. It is designed to foster a safe working environment by deterring malpractices and averting crises

It is managed by an Investigation Committee of 4 members. Any employee can report breaches orally or in writing. They can also choose to be anonymous. The Company applies the highest standard of confidentiality in the handling of all reports received and ensures that no employee who reports a concern in good faith suffers retaliation.

In 2017, we investigated 8 cases related to discrimination, miscommunication between employees and verbal violence. In 2018 we investigated 5 cases related to fraud and discrimination.

#### LIST OF CASES REPORTED - SPEAK UP 2019

No.	Company	Department	Incident Nature	Status
1	Angoalissar	Commercial	Discrimination	Solved
2	Angoalissar	Commercial	Discrimination	WIP

**“ GIVING ALL A SHARE OF VOICE ”**

### THE INCIDENT MANAGEMENT AND CRISIS RESOLUTION (IMCR)

The Incident Management and Crisis Resolution (IMCR) program is considered a tool to inform and communicate all unusual and serious incidents among the regions and the entities to the IMCR Committee in order to:

- Highlight and update the actions, corrective actions and the precaution measures adopted by the respective management to mitigate the risk and avoid future recurrence;
- Seek guidance from the IMCR Committee when needed;
- Serve as lessons learned and benchmarks for other regions / entities.

In 2018, 6 incidents were reported and solved.

#### LIST OF CASES REPORTED - IMCR 2019

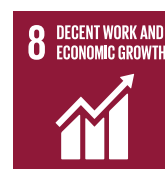
Incident Nature	No. Cases	
Fraud	Cyber Attack	3
	Employee Manipulation	3
	Customer Manipulation	1
	Non-compliance to the Company Policy	1
Robbery	4	
Security Company incident	1	
Miscommunication between the employees	1	
<b>Total</b>	<b>14</b>	

### TARGET 2020

Develop a communication plan to reach all our premises, to reinforce and remind all our employees with our grievance mechanisms.



Aligned with:



# STAKEHOLDERS' ENGAGEMENT

Our stakeholders are important for the productivity and efficiency of our company. They are the entities and individuals with whom we interact and are impacted by our operations.

We engage in an ongoing dialogue with our stakeholders such as shareholders, employees, customers, suppliers, members of communities, and many others, to seek feedback on performance and get input on future direction and priorities.

In 2020, we are opening new platforms for dialogue and active listening, as we understand that a more effective internal communication is crucial for our success while developing frameworks and competencies to continually understand stakeholders' needs.

We also actively seek to build business relationships with partners who share our values and ethical standards. We, therefore, employ engagement methods to maintain and nurture these valuable relationships.



# OUR PEOPLE

BUILDING A BETTER WORKPLACE TOGETHER

At Webcor, we value our people and recognize that they are key to our success. We aim to hire and retain the best talent and provide training and development opportunities as well as a healthy work environment, combined with the best benefits to assist our people in their personal and professional lives.



# PEOPLE CENTRIC APPROACH



## FAIR EVALUATION, COMPENSATION AND BENEFITS

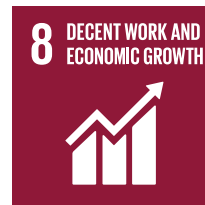
Webcor ensures that all employees receive fair compensation benefits and packages tailored to the local marketplace. We strive to offer our employees competitive benefits matching or exceeding local and industry standards.

Webcor applies a standard evaluation system. Our employees receive an annual performance evaluation, during which their performance is evaluated, and key strengths and challenges are identified. The performance reviews assess employees' potential for promotions and bonuses and help identify individual professional training and development needs. In 2019 all of Webcor's permanent employees received regular performance and career development reviews.

## HEALTH BENEFITS

We closely abide by local labor and social security laws, which govern employees' retirement benefits, disability and individuality coverage:

- Private health insurance to all our local employees in Angola (1,750 employees);
- Life and disability insurance to all our expats in Angola (247), Dubai employees (56), and employees in our Switzerland office (21);
- Besides national social security, employees in our Beirut office also benefit from life, personal, accident and health insurance ;
- Disability insurance that includes all our local employees in Angola .

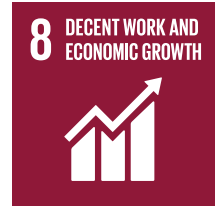




# DIVERSITY AND INCLUSION

As a business operating in a global market, we have a strong and enduring commitment to diversity and inclusion. We are committed to develop and ensure an inclusive environment where all people feel understood, valued, supported and respected as members of our community, corporate partners and employees in an inclusive and equitable society.

We believe that a culture focused on diversity and inclusion is the key driver of creativity and innovation. We strive to build products by including perspectives from all backgrounds. As such, we support the recruitment, retention, and advancement of all employees irrespective of age, marital status, ethnic origin, gender, sexual orientation, nationality, religion or disability.



“As we aspire to grow and transform our business, we remain committed to building and fostering a diverse and inclusive culture, where every voice is heard and matters.”

**Hiba S. Nesr**  
 CSR Director, Webcor Group



**3,200+**

EMPLOYEES WORLDWIDE



**35**

WEBCOR IS HOME TO OVER 35 NATIONALITIES



**48%**

DIVERSE RACES AND ETHNIC BACKGROUNDS

# EMPLOYEE SUPPORT AND DEVELOPMENT

At Webcor we are committed to nurture and empower our employees by developing their talents, strengthening their skills, and providing a healthy and safe working environment. We invest in training and development to meet the future needs of our business, and the strengths and aspirations of our employees.

**Over 600 employees took part in a training or continuing education program = 8, 825 hours**



## ANGOALISSAR ACADEMY

February 2019, Luanda, Angola

One of the many courses at Angoalissar Academy – Document Management System course



## CENTRO DE FORMAÇÃO PROFISSIONAL ACADEMIA ANGOALISSAR

### THE ANGOALISSAR ACADEMY

The AngoAlissar Academy is a training project focused on developing the skills of employees through the provision of tailor-made training courses based on the professional level of the employee. AA Academy promotes a culture of learning and sharing of business know-how. Academy is continuing to grow and to pursue step by step the goals set at the time of its foundation.

In 2019, 629 employees took part in a training or continuing education program. Our employees received training in topics catered to their needs like: ISO90001:2015 – quality management, leadership skills, customer service, treasury fundamentals, finance, portuguese for expats, and other topics.

# ENSURING QUALITY EDUCATION

**4 QUALITY EDUCATION**

**8 DECENT WORK AND ECONOMIC GROWTH**

**In 2019 12 new students were accepted.  
2 new students graduated.  
32 students are benefitting from a 100% scholarship.  
39 scholarships granted since 2016.**

## ALI NESR EDUCATIONAL PROGRAM - ANEP

Webcor is proud to provide annual university scholarships for employees' children through Ali Nesr Educational program (ANEP), an association established by Mr. Ali Nehme Nesr, the founder and chairman of Webcor Group, to support the higher education of the distinguished children of our employees.

The program offers high academic performers among the sons and daughters of Webcor's employees a chance to pursue an undergraduate degree at prestigious institutions, by providing them with full scholarships to support their goals.

We also provide guidance and support to our students throughout their 4-year scholarship program by assigning mentors and advisors to help them successfully navigate and make the most of their college experience.

Our scholarships are granted annually, and candidates are selected by the ANEP committee. The committee oversees the performance of the students and reassesses the grant for the following years according to the academic performance of students.

All students undertake a yearly summer internship program to allow them to develop their technical skills. During their internship, students are mentored and trained by Webcor employees.

# EMPLOYEE HEALTH AND WELLBEING

By promoting employee good health and wellbeing, we can help our people live longer and happier lives.



**3 GOOD HEALTH AND WELL-BEING**

**4 QUALITY EDUCATION**

**8 DECENT WORK AND ECONOMIC GROWTH**

**17 PARTNERSHIPS FOR THE GOALS**

## HEALTH AWARENESS CAMPAIGN

In 2019, we joined forces with PSI Angola (People Services International), a global nonprofit organization operating in Angola in partnership with the Ministry of Health. As part of a global program “Health for All,” PSI provided health education sessions to our employees, reaching 420 team-members, on Malaria, birth control and HIV prevention. Additionally, employees received insecticide-treated bed nets (ITNs), a form of protection to avoid malaria transmission.

We also partnered with the Cancer Association of Angola, to raise awareness on the early signs of breast cancer in females and prostate cancer in males.

## HEALTHY EATING SEMINAR

In May 2019, we conducted a “Healthy eating at work” session at our Geneva office. Employees were guided and advised by a certified nutritionist on healthy lifestyle habits and food choices, emphasizing the importance of sleep, exercise and hydration for leading healthy lifestyles.



### HEALTH AND PREVENTION CAMPAIGN

Marimba Warehouse 2019, Luanda, Angola  
Awareness session about HIV prevention, breast and prostate cancer

## ENGAGE TO EMPOWER

We actively encourage a culture of social engagement among our employees and offer them the opportunities to engage directly in their environment and communities.

During 2019, we held a series of team-building activities aimed at improving communication skills and fostering connections across different departments. Events were held at three different locations, Beirut, Dubai and Geneva. All our events were tailor-made to help our people connect to nature and better understand their surrounding environments.



### TEAM BUILDING ACTIVITY

April 2019, Dubai, United Arab Emirates



### TEAM BUILDING ACTIVITY

April 2019, Geneva, Switzerland



### TEAM BUILDING ACTIVITY

April 2019, Beirut, Lebanon  
Drone footage

“The Team building event was a huge success! We thoroughly enjoyed the activities and it was a fruitful day filled with lots of fun for everyone. An excellent and rewarding experience. Looking forward to the next event ...”

**Jad Samaha**  
Creative Manager

“A phenomenal workshop! Expectations were exceeded, and the desired outcome was achieved. Looking forward to the next one. A big thank you.”

**Seto Kusbekian**  
Treasury Analyst



**At Webcor , we regard good management of work health and safety as an essential part of doing business. We are committed to implement all measures necessary for the continuous improvement of our health , safety and workplace conditions.**

## **HEALTH AND OPERATIONAL SAFETY**

Webcor provides comprehensive Health, Safety and Occupational Hygiene services to effectively protect employees from hazards at the workplace.

**Each company and department has the responsibility to:**

- Identify and evaluate health and safety risks;
- Implement controls that eliminate or reduce risks;
- Report all incidents and investigate serious incidents;
- Maintain a risk-based emergency management program;
- Set improvement targets and track performance;
- Ensure the workforce has the appropriate level of competency and adequate resources;
- Undertake periodic checks and audits that test the effectiveness of these measures.

**We take the following measures across our offices:**

- Monthly checks on the status of fire extinguishers;
- Installed first aid boxes and regular replenishment when needed;
- Clearly communicate and reinforce the need for the use of PEEs ( Protective Personal Equipment) for all employees;
- Conduct regular safety committee meetings to discuss potential safety issues and concerns.

# HEALTH AND SAFETY MEASURES 2019

COMPANY	ACTIONS TAKEN
	<ul style="list-style-type: none"> <li>• Monthly Health and Safety committee meetings.</li> <li>• Appointment of Health &amp; Safety Representatives.</li> <li>• Safety awareness training (presentation format) to all employees.</li> <li>• Auditing of PPE and introduction of Safety-First slogan on all shirts.</li> <li>• Performing of HIRA (Hazards Identification and Risk Assessment) throughout all Plant Equipment.</li> <li>• Site/Divisional 5S implementation.</li> <li>• In house Continuous Improvement (Best Practice Initiatives) training modules.</li> <li>• Developed Emergency Evacuation Procedure and conducted the first Emergency Evacuation Drill on site.</li> <li>• Conduct of Annual Medical Examination for all workers.</li> <li>• Implementation of Pest Control in all divisions.</li> </ul>
	<ul style="list-style-type: none"> <li>• Monthly Health &amp; Safety committee meetings.</li> <li>• First Aid Team/ First Response and Evacuation.</li> <li>• Performing of HIRA (Hazards Identification and Risk Assessment) throughout all Plant Equipment.</li> <li>• Emergency Evacuation Procedure and first Emergency Evacuation Drill (every quarter)</li> <li>• Conduct Annual Medical Examination for all workers.</li> <li>• Implementation of Pest Control in all divisions.</li> </ul>
	<ul style="list-style-type: none"> <li>• A Safety and Risk Committee was established</li> <li>• Risk assessment study is ongoing and status report will be issued in the first quarter of 2020.</li> <li>• Performing of HIRA (Hazards Identification and Risk Assessment) throughout all Plant Equipment.</li> <li>• Health and safety workshops to all staff members throughout the year</li> <li>• Periodic audits to inspect if workers are using protection gear in the facilities</li> <li>• A water treatment station to recover water waste to be launched in 2021</li> </ul>
	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Training</li> <li>• Health awareness sessions</li> <li>• Periodic audits to inspect if workers are using Personnel Protective Equipment</li> </ul>

## OPERATIONAL ACCIDENTS REPORTED IN 2019


Company	Number of cases	Nature of the accident
Lactiangol	4	Work accidents
Angoalissar	20	Work/Traffic Accidents
GMA	20	Work/Traffic Accidents
Ora	14	Work/Traffic Accidents
Imex	10	Work/Traffic Accidents
Skyland	1	Work accidents
<b>TOTAL</b>	<b>69</b>	

### TARGET 2020


ZERO fatalities  
Injury-free facilities = 75% (facilities with no recordable injuries)




**3** GOOD HEALTH AND WELL-BEING



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



# OUR COMMUNITIES

## IMPROVING THE LIVES OF LOCAL COMMUNITIES

At Webcor, we believe that strong communities and strong businesses go hand-in-hand. Our Group and our people are deeply committed to improving the health and well-being of the communities where we live and work. Our long-term success is linked directly to our ability to make a positive impact and help our communities thrive

## HIGHLIGHTS



**\$1,2 MILLION INVESTED**

SUPPORT INFRASTRUCTURES  
AND EDUCATION IN 2019



**\$100,000 DONATED**

FOOD AND CLOTHES TO  
LOCAL CHARITIES IN 2019



**4,000 HOURS**

OUR EMPLOYEES SHARED  
THEIR TIME AND EXPERTISE



**OVER 500 JOBS**

CREATED LOCALLY

# QUALITY EDUCATION

At Webcor we believe that education is at the heart of human development. Through good education, people transform not only their lives but also those of their communities and break the cycle of poverty.

In line with our commitment to SDG4, ensuring quality education for all, in 2019, we completed the renovation of a school facility in Cabinda, province of Angola. The school, Sagrada Esperança, hosts more than 900 children. For nine months, a dedicated design and construction team was allocated to complete the project. The school was refurbished from the inside and the outside including landscaping to create a safe and pleasant environment for students. During the renovation, wash-room facilities were installed and new classroom furniture was purchased.

The completed refurbishment has resulted in a much brighter environment which in turn has increased the energy in the classroom with many more children taking part. The children now have new learning aids to help them to excel and a landscaped area for recess with basketball nets and a cafeteria. We've witnessed that by making renovations that help to promote a clean and safe school environment, students will have the opportunity to better develop their skills and grow within a safe and clean school community.



BEFORE



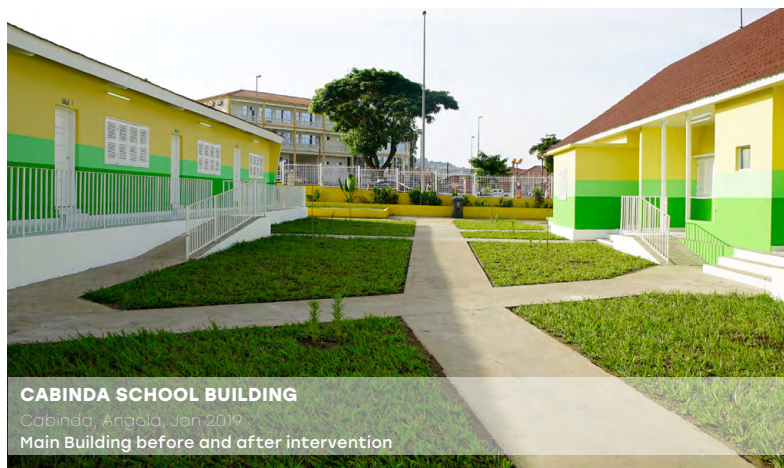
AFTER

**CABINDA SCHOOL BUILDING**  
Cabinda, Angola, Jan 2019  
Main Building before and after intervention



“Providing Angolan children with the quality education they will need to succeed is one of the biggest challenges we face. The way forward is to turn this challenge into an opportunity. We chose to partner with the local communities to improve existing educational facilities and create an environment which is more conducive. These Angolan students spend most of their youth in this school and in large part, their future will depend on it.”

**Hiba S. Nesr**  
CSR Director, Webcor Group



**CABINDA SCHOOL BUILDING**  
Cabinda, Angola, Jan 2019  
Main Building before and after intervention



## STRATEGIC PARTNERSHIPS

We are committed to promote economic opportunities for our communities and we rely on a network of nonprofit organizations who are dedicated to providing educational opportunities, food and shelter for those in need.



### FIGHTING HUNGER AND MALNUTRITION

Food is a fundamental need in life. The ability for people to feed themselves is a fundamental human right to which we are committed to.

## “ TOGETHER FIGHTING HUNGER ”

### LUZ BANCO ALIMENTAR

Continued our longtime partnership with LBA to support its mission to ending hunger in Angola. Luz Banco Alimentar (LBA) is a non-profit organization co-founded in 2016 by our CSR Manager and a group of people with the objective of fighting hunger in Angola through the establishment of partnerships with local entities. LBA aims to contribute to the eradication of hunger, by providing food for the needy who are unable to work; the promotion of capacity building for the needy; the prevention of food waste; and the development of nutritional awareness.

Sister company, AngoAlissar, is a strategic partner of LBA. It supports the NGO by donating a warehouse facility and ensuring the delivery of food boxes every month to several local NGOs. Webcor also supports LBA by providing volunteers and assistance.

Additionally, we support three local Angolan charities with monthly in-kind food donations:

- **ORGANIZAÇÃO RAIZES DE ESPERANÇA** which provides shelter and education for street kids.
- **ADPP** which provides support for those infected or affected by AIDS.
- **Centro Vivência Feliz** which protects the children from the dangers of the street (physical or psychological), and helps them recover their vital rhythms and the fundamental psychological references.



#### FOOD COLLECTION CAMPAIGN

Luanda, Angola, November 2019

Our team of volunteers at Intermarket supermarket in Luanda. LBA has raised about 315 kg of food that were donated to Centro Horizonte Sul Orphanage

## STRATEGIC PARTNERSHIPS

We are committed to creating opportunities for young people. Through our youth empowerment initiative, we provide youth with skills and education to prepare them for future opportunities.

### STITCHING FOR HOPE, LINHAS DE ESPERANÇA

In 2019 we launched a tailoring project for female orphans at Horizonte Azul orphanage. The program helps provide the graduating young women with an economic opportunity through developing their tailoring skills. Through this project, we renovated and refurbished a room at the orphanage center, provided them with all stitching equipment, materials and utensils. We hired a trainer to teach these young women the skill and help them with design creations and brand identity.



### STUDENT VOLUNTEERING

Volunteering programs are the ideal context for young women and men to develop their skills. In March 2019, we sponsored a volunteering project with four young volunteers from Dubai, who launched a collection campaign of pre-loved clothes from their school communities to donate to underprivileged children in Angola. In partnership with our long-term partner “Nile Dutch,” and association “Luz Banco Alimentar (LBA),” we helped ship all donated clothes to Angola. Furthermore, the volunteers were invited to Angola to participate in the clothes and food distribution to several orphanages. In this project, we deployed resources to enable the young volunteers to become more actively engaged in social and economic problems affecting developing communities.



### CLOTHES DONATION AT DOM BOSCO ORPHANAGE

Luanda, Angola, May 2019

Children received clothes and shoes, donated by students and employees. Bela Vida donated dairy goods and hats for all

### STUDENT INTERNSHIPS

All ANEP beneficiaries participate mandatory paid yearly internships. Interns work alongside Webcor's employees in the fields of human resources, legal services, sales, IT support, supply chain, and operations. Throughout the internship, students are guided and evaluated by Webcor's team-members.

# VOLUNTEER WORK AND DONATIONS

Webcor continues to focus on its ambition of respecting and enhancing the lives of its people and its communities through volunteering, employee fundraiser matching and brand partnerships. In 2019, community engagement initiatives were widespread across our operations.

## FUNDRAISING AND AWARENESS CAMPAIGNS

### PINK OCTOBER

During the month of October, we launched #ProudinPink campaign, a global effort to raise awareness on breast cancer about early identification, signs and symptoms of this disease.

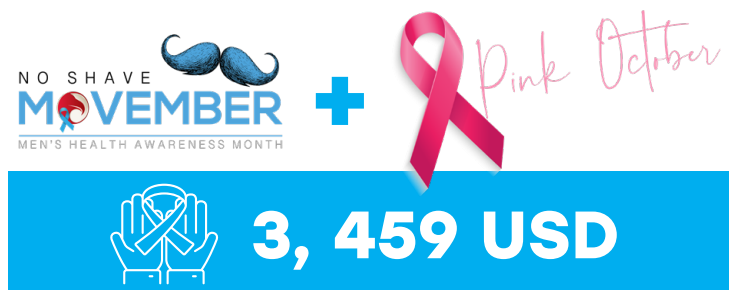
Webcor asked all employees to wear pink on the 18th of October and donate to the Cancer Association of Angola, to support their mission of prevention and early detection of breast cancer amongst underprivileged Angolan women. We doubled the impact of our employees' donation, by price matching a dollar-for-dollar.



### MOVEMBER CHALLENGE

The men of Webcor Group supported Movember by growing mustaches to help raise awareness and funds for men's health issues including prostate cancer, testicular cancer, and mental health and suicide prevention.

The group donated \$25 for each participant to the Cancer Association of Angola to support men's health. Over 40 participants took part in the challenge. Thank you for your efforts Webcor Men!



**FUNDRAISING**  
Luanda, Angola, February 2020  
Eduardo Barbosa (Country Manager) and Liliana Estrela (CSR Angola) delivered the cheque to the Cancer Association of Angola

# “ TOGETHER, GIVING BACK “

## GIVE A CHILD A SMILE FOR CHRISTMAS

For Christmas, we organized an in-kind collection campaign of pre-loved items. Thanks to our beloved employees at Angoalissar Luanda, we collected 32 boxes with clothes, school supplies and toys, that we distributed to two shelters that provide homes for orphaned and abandoned kids who were surviving on the street; Missão Evangélica do Espírito Santo and Centro Vivência Feliz.



### DONATIONS

Luanda, Angola, December 2019  
Collection of clothes, school items and toys at Angoalissar, that we delivered at two shelters for the most vulnerable children.



## SOLIDARITY SOUP

We responded to an appeal from one of our own team members to organize a solidarity soup for the homeless people in Luanda. A day devoted to solidarity was organized on this initiative, and several employees took the opportunity to sit, and chat with these vulnerable people. The confection of the soup was done by themselves and distributed to dozens of people.

## SHARE BLOOD, SHARE LIFE

Angola struggles to meet the required 3,450 ml of blood to respond to the hospitals' demands annually. With more than 26 million inhabitants, only ten thousand people donate blood regularly.

In collaboration with "The Angola Malayalee Association-AMA", the Embassy of India and The National Blood Bank of Angola, members of Webcor in Angola participated in the blood bank drive.



## BELA VIDA SOLIDARITY CAMPAIGN

Together, saving lives  
Juntos a salvar vidas



SHARE BLOOD, SHARE LIFE!  
DOA SANGUE, DOA VIDA!



### SOLIDARITY CAMPAIGN

Luanda, Angola, December 2019  
100 KG of Bela Vida were donated to the Oncology Centre in Luanda



In December, we launched a national campaign and asked participants to find a new slogan for Bela Vida. For each participant we committed ourselves to donate one glass of milk to the children in the care of the Angolan Cancer Institute. With this solidarity campaign, Angoalissar donated 100 KG of Powder Milk to the Oncology Centre in Luanda.



# OUR ENVIRONMENT

## CARING FOR EARTH AND ITS NATURAL RESOURCES

At Webcor, we recognise that global environmental protection and sustainable development is a major challenge faced by the world, and we all need to take action and move towards a lower-carbon future.

# OUR APPROACH TO ENVIRONMENTAL MANAGEMENT

We are committed to protecting the environment and respecting our planet.

We aim to manage and minimize our impact on the environment across all our operations in order to ensure that we grow sustainably and not at the expense of future generations. We communicate key environmental issues and solutions so that our team-members can make well-informed decisions about the environmental impact of all aspects of our business.

To reduce our carbon footprint, we modernize our facility with energy-efficient electronics, lighting systems and technologies wherever and whenever possible.



**CARBON CONSUMPTION:**

Setting strong goals to reduce our carbon footprint and drive positive environmental impacts



**A CLEANER SUPPLY CHAIN:**

We believe in a sustainable, global supply chain. We've taken significant steps to strengthen our policies and will emphasize continuous improvement in coming years.



**OUR OPERATIONS:**

Reducing the environmental impact of our facilities through improved energy efficiency, waste reduction, and water conservation.



**OUR PEOPLE:**

Engaging our people in our sustainability journey and working to improve the environmental health of our communities.

## TARGET 2020



**10%**

REDUCTION IN WATER



**5,1%**

REDUCTION IN CO2



**4,2%**

ENERGY REDUCTION



**6%**

REDUCTION IN WASTE-TO LANDFILL



**13%**

RECYCLING IMPROVEMENT



**THE 5 R'S**

**REFUSE**

Refuse everything we can substitute by reducing, reusing, or we have an eco-friendly option.

**REDUCE**

Reduce all forms of consumption and take a better care of our natural resources.

**REUSE**

Ensure that we give a prolonged life to all sorts of materials by reusing when possible.

**RECYCLE**

Recycle all sorts of materials in an efficient manner.

**RETHINK**

Promote innovative ideas to reuse materials and create other usage for them.



## REDUCTION OF CO2 EMISSIONS AND ENERGY

Energy consumption is a principal source of human-caused greenhouse gas emissions. To drive progress in reducing our energy use and greenhouse gas emissions, we will conduct an audit to all our premises and develop a plan to reduce all inefficiencies.



### Sustainable Technology

All our facilities favor day light integration to achieve energy savings, and our lamps are Light Emitting Diodes (LED). We also use cutting-edge technology with high energy efficiency both at our production lines and offices. Our investments in information and communication technologies (ITC), namely cloud computing solutions, have had a significant impact in energy reduction - energy savings on hardware aspects, and network. As a result of these implementations, communications across the Group, with the usage of online collaborative tools, improved without the need of travelling and meeting in person.

## TARGET

Conduct an audit of all Webcor's assets on water and energy CO2 consumption. Develop a strategy focused on the improvement of consumption efficiency based on data collection and monitor changes in consumption.

Energy (kW)	2018	2019
Corporate Offices	99,893,00	65,212,00
Angola (GMA)	----	15,293,367.00
Angola (Lactiangol*)	----	11,813.00
Angola (Imex Industria)	660,765.00	1,100,633.00

\*Data referring only to last quarter of 2019

CO2 EMISSIONS		
Year	2018	2019
Corporate Offices	339.76	171.5
Travel Emissions	1,542.89	2,930



## REDUCTION IN WATER

Water is essential at various lifecycle stages of our products. In our direct operations, water is used as a raw material for products, production and packaging, and equipment cleaning.

We are particularly focused on reducing consumption of water as raw materials (Lactiangol) and for cleaning production equipment and packaging lines in our Industry Units. We are determined to reduce water consumption to a minimum without affecting product quality and invest in technologically advanced equipment to achieve this goal.

Water (m3)	2018	2019
Angola (GMA)	17,784.00	18,315.00
Angola (Imex Industria)	184.40	147.20
Lactiangol*	N/A	11,813

\*Data referring only to last quarter of 2019



## REDUCTION WASTE- TO- LANDFILL

### Cleaner Production

We keep waste out of landfills using a variety of different recycling and re-purposing measures. We reduce the emission of waste by boosting yield in our production process and increasing the recycling rate of our waste materials.

### Working with consumers and communities

We will use a more circular approach in designing packaging for our products that can be recycled and reused, since end-consumers have a big part to play in a circular economy management. We will also conduct campaigns to help with educating our communities about recycling, by partnering with local authorities and NGOs.

### Working with our colleagues

We are also improving recycling in our corporate offices, not only by numbers, but also by improving the items recycled - in our Dubai office we have now incorporated the recycling of batteries, electronics, metal and glass.

Waste to Landfill (kg)	2018	2019
Angola (Imex Industria)	18,900.00	20,250.00
Angola (Lactiangol)	-----	150,000.00



## REDUCING PAPER CONSUMPTION

Recent data shows us that paper production is the third energy consumer in the industrial sector and the fourth largest emitter of greenhouse gases.

Paper also represents one of the largest components of solid waste in landfills.

Taking these into consideration, part of our efforts have been communicating the usage of paper responsibly. To this end, we are implementing printing management systems in our offices and developing system based automated workflows to reduce paper consumption

### Group Consumptions - Corporate Offices

Paper	2017	2018	2019
USD	\$20,923.60	\$16,062.20	\$18,542.04
Weight (kg)	5,923.68	4,783.50	4,752.7

## TARGET

- Promoting recycling and on-site treatment of water that cannot be avoided or reused.
- Reduce our waste to landfill by making our production lines greener and working with consumers and communities
- Actively communicate with our colleagues to reduce their own footprint



## RECYCLING IMPROVEMENT

# THINK BEFORE YOU PRINT



- ♻️ Share documents electronically
- ♻️ Use double-sided printing
- ♻️ Use the blank paper sides already used for draft printing
- ♻️ Print more words on each page
- ♻️ Reduce the number of pages using small fonts in large documents



### CERTIFICATE OF APPRECIATION

Runwaste acknowledges that

**INCOSERV S.A.L**

Achieved during the year 2019 a validated saving of 10.9m<sup>3</sup> landfill space, 1,770kg CO2 emissions and 82 trees by recycling 4,800kg of paper waste.



Founder & Manager

Recycled Paper (kg)	2018	2019	GHG Emissions Saved
Beirut Office	552.00	3,360.00	1,770.00
Dubai Office	730	539	283.94
Geneva Office	641	495	260.76
<b>Total</b>			<b>2,314.70</b>

Plastic (kg)	2018	2019	GHG Emissions Saved
Angola (GMA)	33,950.00	18,200.00	9,587.50
Angola (Imex Industria)	27,423.00	28,723.00	15,130.87
<b>Total</b>			<b>24,718.37</b>

Metal (kg)	2018	2019	GHG Emissions Saved
Angola (Imex Industria)	19,428.00	6,930.00	3,650.63

## ADDED RECYCLING MATERIALS

In 2019, we reinforced our recycling efforts and we added the following materials in our Dubai office:





## ENGAGING OUR PEOPLE IN THE SUSTAINABILITY JOURNEY

We aspire to become a sustainable company through leadership commitment, multiple stakeholder engagement, and a greener value chain approach. Waste reduction is a prime example of an area where education is essential. The success of our composting and integrated waste programs relies on our employees' knowledge of how to appropriately sort their waste into the appropriate bin.

In December 2019, we understood that to provide tangible solutions for a successful sustainability journey we needed the expertise, commitment and passion of our employees.

The Green Team is a group of Webcor's employees that are joining forces to champion environmental issues in the workplace and ensure that these are included in everyone's agenda. Daily, the team works together to implement awareness schemes, open days and training to promote actions on how to save energy and resources.



# GREEN

- Generate less waste
- Recycle everything that cannot be reused
- Educate our people and community on eco-friendly solutions
- Evaluate the environmental impact of our actions
- Nourish our planet and promote actions to give back to nature

**We want to create powerful sustainability advocates and agents of change for our programs and initiatives, by harnessing the energy, passion, and talents of our employees.**

## TARGET 2020



PROVIDE TRAINING ACROSS THE GROUP TO ACHIEVE TARGET  
**IMPROVE RECYCLING BY 13%**



PARTNERING TO REFOREST LAND-SITES IN ANGOLA  
**ABLE TO COMPENSATE 30% OF OUR DIRECT EMISSIONS**



ENGAGE EMPLOYEES IN GREEN VOLUNTEERISM  
**SURPASS 10% ENGAGEMENT**



**Aligned with:**



# SUSTAINABLE DEVELOPMENT GOALS



## PERFORMANCE AND MILESTONES

OVERVIEW OF OUR PROGRESS AND GROUP  
COMMITMENTS

**2 ZERO HUNGER**



**TARGET / INDICATORS**

- End hunger and ensure access by all people, in particular the poor and people in vulnerable situations to safe, nutritious and sufficient food
- Agricultural productivity and incomes of small-scale food producers.

**Actions 2019**

- We launched single-serve milk packages to reach the vast majority of consumers who cannot afford the cost of large-pack milk powders.
- Supporting Food Bank of Angola in its mission of ending hunger with financial aid and food donations.

**Actions 2020**

- Emphasis in Nutrition Information
- Fortify more products with vitamins and minerals.
- Source more products locally whenever possible.

**3 GOOD HEALTH AND WELL-BEING**



**TARGET / INDICATORS**

- End the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, and other communicable diseases;
- Promote mental health and well-being; Reduce deaths and injuries from road traffic accidents;
- Coverage of essential health services

**Actions 2019**

- Health Awareness sessions in Angola to provide more education about Malaria, HIV and birth-control in which over 400 employees took part;
- Eating Healthy Seminar in Geneva Annual Medical Examination in Angola for all local employees – over 2000.
- Proud in Pink and Movember campaigns – raise awareness about breast cancer and prostate cancer. Fundraising for Cancer Association in Angola – 3 460 USD were donated
- Team Building activities – 1 per office

**Actions 2020**

- Reach 50% of our workers with Health Awareness workshops.
- Provide support to health institutions to raise awareness about preventable diseases, namely breast and prostate cancer

**4 QUALITY EDUCATION**



**TARGET / INDICATORS**

- Ensure equal access for all women and men to affordable and quality education, including university;
- Build and upgrade education facilities;
- Promote sustainable development through education for sustainable development and sustainable lifestyles, human rights, gender equality and appreciation of cultural diversity.
- Expand globally the number of scholarships available to developing countries

**Actions 2019**

- Over 600 employees took part in a training or continuing education program = 8, 825 hours
- 12 new students joined the ANEP scholarship program – currently 32 students are benefiting from a 100% scholarship.
- Rebuilt and refurbished a school in Cabinda, Angola, allowing over 900 children to attend school

**Actions 2020**

- Continue our scholarship programme with ANEP, ensuring more young people have access to quality education
- The Academy will work with external partners to conduct training needs and develop and deliver tailored training programs

**5 GENDER EQUALITY**



**TARGET / INDICATORS**

- End all forms of discrimination against all women
- Ensure that more women have an effective participation and equal opportunities in leadership positions
- Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality

**Actions 2019**

- In a partnership with LBA, we launched a tailoring project for female orphans at Horizonte Azul orphanages – Linhas de Esperança

**Actions 2020**

- Reinforce our communication efforts to end violence and discrimination against women.
- Continue our efforts in women empowerment programs
- More women in senior level positions so we can achieve 30% by 2022;

**6 CLEAN WATER AND SANITATION**



**TARGET / INDICATORS**

- Access to safe and affordable drinking water
- Improve water quality by reducing pollution and minimising the release of hazardous chemicals
- Increase water-use efficiency

**Actions 2019**

- We successfully reduced water consumption in Imex Industry by 20%.

**Actions 2020**

- Partner with NGO's to achieve capacity-building for water harvesting in Angola
- Invest in wastewater treatment plants
- Reduce water consumption in our industries by 10%.

**8 DECENT WORK AND ECONOMIC GROWTH**



**TARGET / INDICATORS**

- Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises;
- Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value;
- Protect labour rights and promote safe and secure working environments for all workers

**Actions 2019**

- Health and Safety workshops were conducted by all industries as part of our annual plan.
- Generated over 150 local jobs in the Angolan market

**Actions 2020**

- Decrease operational accidents by 20% and maintain Zero Fatalities at work

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**



**TARGET / INDICATORS**

- Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes.

**Actions 2019**

- All our facilities favor day light integration to achieve energy savings, and our lamps are Light Emitting Diodes (LED).
- We also use cutting-edge technology with high energy efficiency both at our production lines and offices.

**Actions 2020**

- Develop a sustainable development plan for the Group

**13 CLIMATE ACTION**



**TARGET / INDICATORS**

- Integrate climate change measures into policies, strategies and planning;
- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, and impact reduction.

**Actions 2019**

- Launched the Go Green Initiative, to communicate with employees and communities about reducing, reusing and recycling

**Actions 2020**

- Conduct an audit of all Webcor's assets on water and energy CO2 consumption.
- Develop a strategy focused on the improvement of consumption efficiency based on data collection and monitor changes in consumption.
- Promoting recycling and on-site treatment of water that cannot be avoided or reused.
- Reduce our waste to landfill by making our production lines greener and working with consumers and communities
- Actively communicate with our colleagues to reduce their own footprint

**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**



**TARGET / INDICATORS**

- Upholding the Universal Declaration of Human Rights and the core labour standards;
- Strong commitment to find any form of corruption and bribery;
- Combat cybercrime and electronic fraud;
- Ensure our supplier comply with local laws when it comes to protect their personell safety and well-being

**Actions 2019**

- Communication campaign to raise awareness about our Speak UP Program
- Launched the Supplier Code of Conduct

**Actions 2020**

- Develop a communication plan to reach all our premises, to reinforce and remind all our employees with our grievance mechanisms and our Code of Ethics

**17 PARTNERSHIPS FOR THE GOALS**



**TARGET / INDICATORS**

- Multi-stakeholder partnerships that mobilize and share knowledge and financial resources to achieve the SDG Goals in all markets we operate;
- Build strong partnerships with local authorities and NGOs to achieve hunger eradication, better education and clean water and sanitation in the developing countries in which we operate.

**Actions 2019**

- Communication campaign to raise awareness about our Speak UP Program
- Launched the Supplier Code of Conduct

**Actions 2020**

- Strengthen resource mobilization and build more partnerships with local authorities and institutions to help us achieve SDG 2: Zero Hunger, SDG 3: Good Health and Well-Being, SDG 4: Quality Education and SDG 6: Clean Water and Sanitation as our main priorities,

**COMMITMENTS**

Additionally, we also want to make a commitment and contribute to:

- SDG 1 "No Poverty" by focusing on the reduction of the poor and those living in vulnerable situations by charitable donations.
- SDG 12 "Responsible Consumption and Production", as it focuses on better management of waste and natural resources (SDG 12) and is in line with our sustainability efforts

In 2020, we will continue aligning our internal reporting to better measure and follow up our progress on our contributions to the SDGs



# EMPLOYEE DEMOGRAPHICS

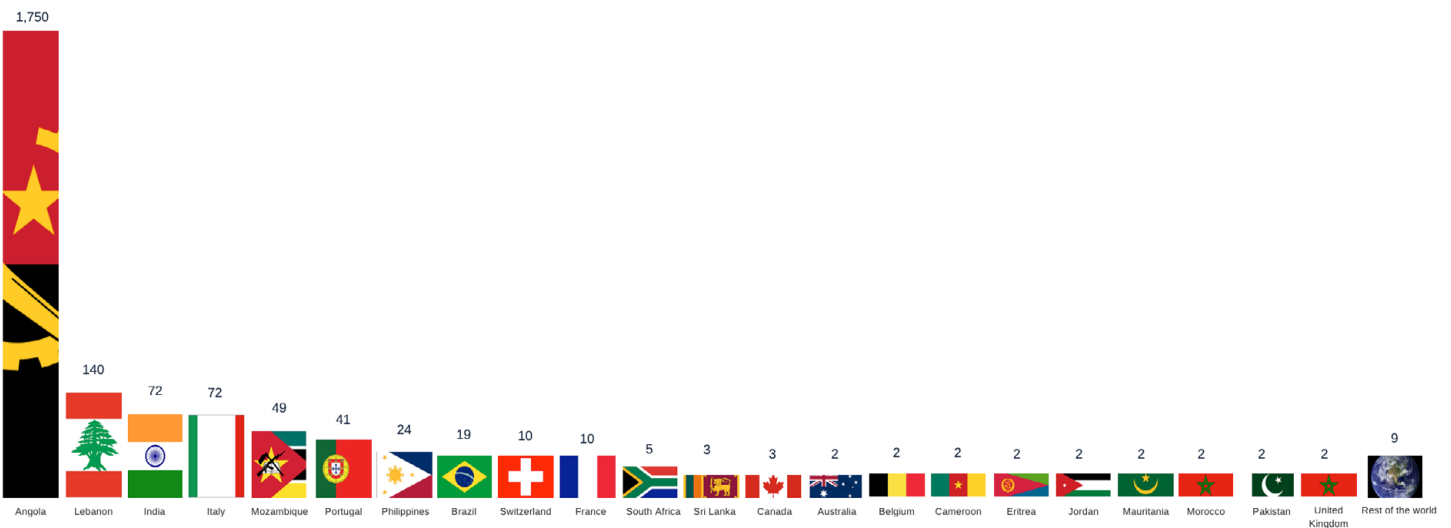
## EMPLOYEE DEMOGRAPHICS



## GENERAL COMPARISON – LAST 3 YEARS

Country	Number of Employees - November 2017	Number of Employees - December 2018	Number of Employees - December 2019	Workforce Increase Rate 2019	Left employees during 2019	Number of Male Employees	Number of Female Employees	Number of Male Employees (%)	Number of Female Employees (%)	Number of Expatriated Employees	Number of Nationals	Number of Expatriated Employees (%)	Number of Nationals (%)
Angola	2,799	3,403	3,023	-11.17%	533	2,133	890	70.56%	29.44%	247	2776	8.17%	91.83%
Mozambique	41	55	53	-3.64%	8	36	17	67.92%	32.08%	4	49	7.55%	92.45%
UAE	40	51	56	9.80%	9	44	12	78.57%	21.43%	56	-	100.00%	0.00%
Switzerland	23	24	21	9.24%	6	16	5	76.19%	23.81%	11	10	52.38%	47.62%
Lebanon	51	40	29	-27.50%	22	18	11	62.07%	37.93%	0	29	0.00%	100.00%
Italy	73	71	72	1.41%	9	42	30	58.33%	41.67%	0	72	0.00%	100.00%
TOTAL	3,027	3,644	3,254	-10.70%	587	2,289	965	70.34%	29.66%	318	2,936	9.77%	90.23%

## DIVERSITY – NATIONALITY DISTRIBUTION





# WEBCOR GROUP GROWING TOGETHER

2019 WEBCOR GROUP CSR IMPACT REPORT



*One Step Further...*

WWW.WEBCORGROUP.COM