**COMMUNICATION ON PROGRESS (COP)**

The Nutrition & Diet Center

Period covered by your Communication on Progress (COP)

From: March 2019 To: March 2020

# STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

23/3/2020

To our stakeholders,

After three years, we are proud to state that the Nutrition & Diet Center is still being able to support the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption especially amid the corona virus outbreak.

We hope to shed light on our current progress in incorporating the Global compact and its principles into our business strategy, culture, and daily operations. In this annual communication of progress we commit to sharing this information with our stakeholders using our primary channels of communication. We were hoping that the activities to increase but unfortunately due to the unrest in Lebanon, economic crisis and now the corona virus our resources were limited.

Sincerely Yours,

Sawsan Wazzan Jabri

CEO



# DESCRIPTION OF ACTIONS

**Human Rights**

* Providing a safe, suitable and sanitary workplace.
  + External auditing company (Boecker) does quarterly checks to make sure we have suitable standards for the kitchen.
  + Employees are present that insure the company is abiding by health standards set by the Ministry of Public Health.
  + Amid coronavirus outbreak all employee temperatures are being tested
* Protecting and preventing all possible harms for human life and health during manufacturing and product usage
  + Annual trainings are done for employees for food safety and health practices.
* Ensuring the protection of all the employees from all kinds of harassment (sexual, verbal, and physical)
  + Proper communication is ensured between employees and human resources.
  + A culture of tolerance and family like relationships is promoted within the center.
* Providing continuous education to employees
  + Social media representative was trained on photography workshops
  + Dietitians are sent to workshops relating to nutrition topics
  + Purchasing and chefs were sent for international workshops on the latest updates in the F&B industry.
* Providing health services
  + All employees are registered as per law in social security.
* Providing freedom of expression
  + All employees are free to express their political opinions outside work hours and are free to vote without any pressure.
  + Employees from different sects, political opinions, religions, and without any gender bias are recruited.
  + Recruitment is based solely on merit and adequacy to fill role required.

**Labor**

* Not taking a part of any form of forced and bounded labor
  + No minors work within the center
  + All employees work within their will
* Fair wages
  + The center abides by the law of minimum wages set in Lebanon
* Working hours
  + The center abides by the law for maximum working hours allowed and proper compensation
* Work responsibilities
  + All employees have clear job descriptions and tasks given are within the work of individuals and discussed thoroughly with them.

## Environment

* Environmental protection
  + Diet center aims in reducing water usage through trainings and supervision done with employees
  + Proper filtration systems are installed and maintained to provide proper and safe water treatment is being done.
  + Boxes foods sent out in are reused and recycled in a safe way
* Emergency procedures:
  + The center has proper guidelines and training in what to do in case of emergency.
  + Insurance is done to protect against fire, employee accident among others.
* Usage of chemical products
  + Diet center makes sure that all chemicals used are food safe and safe for cleaning by making sure proper MSDS is present and proper handling is done.
  + Chemical products are stored safely away from any contamination.
* Food safety
  + Random samples are tested for food safety.
  + Food receiving, storage, handling, and transporting are made within international food safety guidelines.

## Anti-Corruption

* The Nutrition & Diet Center performs a legal anti-corruption analysis according to the Lebanese law.
* The Center takes all cases and partners within an ethical behavior according to the “Code of Ethics” from “Eat Right”. All products promoted or sold by the center are backed up by scientific evidence and comprehensive research and not just invalid claims.
* The Center ensures that all procedures support the Lebanese anti-corruption law.

## Actions related to Development Goals

**Zero Hunger:**

* All leftover clean food is given to NGO’s responsible for delivering food for those in need

**Good health & wellbeing:**

* Provided educational videos, leaflets, and information for health and wellbeing through social media
* Added to our services physical activity training for children
* Assessed and gave nutritional recommendations for over 200 adults and children in Dar Al Aytam
* Gave a talk on mental health and nutrition at IRADA

**Quality education**

* Give tours to students at LAU & AUB to have a look at the operation and process Diet Center does

**Gender equality**

* Women at Diet Center hold key managerial positions
* Women are supported through their rightful maternity leave
* Women are encouraged to breastfeed through having a room specific for breastfeeding mothers.
* Women are supported in their continuing education, several employees have earned their masters & updated their licenses while working at the center

**Reduced inequality**

* A special department was created to train and monitor individuals with special needs
* More adults with special needs are being trained at Diet Center
* Several employees have special working needs which are taken care of at Diet Center

# MEASUREMENT OF OUTCOMES

* Percentage of employees harmed or injured during work hours
* Number of meetings held to discuss decision making procedures
* Rate of salaries
* Number of system check-ups / year
* Percentage of customers suffered from food-borne illnesses
* Percentage of recycled boxes
* Percentage of corruption