



**CORPORATE SOCIAL
RESPONSIBILITY
REPORT**
2019 - 2020



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01

A STATEMENT OF OUR CHAIRMAN & CEO

At a time of global instability, we believe that finding solutions, creating opportunities and implementing initiatives for our communities represent essential functions for the future of our business. The year 2020 was an extremely challenging period that enabled ITG (Holding) to accelerate its transformation and lay the foundations for a stronger and more resilient group. I am proud to present our annual report for 2020, which highlights how we have greatly advanced in our journey towards integrating CSR and sustainability into the heart of our organization.

Sincerely,

Claude J. Bahsali
Chairman & CEO



02

OUR CSR JOURNEY & COMMITMENT



We are conscious of our Corporate Social Responsibility (CSR) and use this report to communicate with our stakeholders how we are handling and assessing success towards our CSR objectives. We are proud of being a prosperous, growing organization and of the significant contributions we are making to society as a whole. As a committed participant in the United Nations Global Compact (UNGC), ITG's efforts are guided by the Ten principles and the UN Social Development Goals (SDGs). We are glad of our successes over the past year and recognize that we have more work to do for a future that is prosperous, socially responsible and sustainable.

03

SUPPORTING THE TEN PRINCIPLES AND THE SUSTAINABLE DEVELOPMENT GOALS



Through this fifth Communication on Progress report, we aim to demonstrate parts of our culture, activities and endeavours done to take part in the UNGC ten principles during all the difficulties thrown at us this past year, and uphold our commitment of sharing this information with our stakeholders using our primary channels of communication.

A- OUR PEOPLE & COMMUNITY

In the midst of COVID19- in addition to our local problems, a lot of efforts have been done to change our work habits and adapt to the new reality. We are working to ensure the safety and wellbeing of our employees by staying connected and providing information and resources to our customers remotely.

In those challenging times, ITG and its affiliates have undertaken the below actions to manage the current Covid19- crisis.

Our goal is threefold:

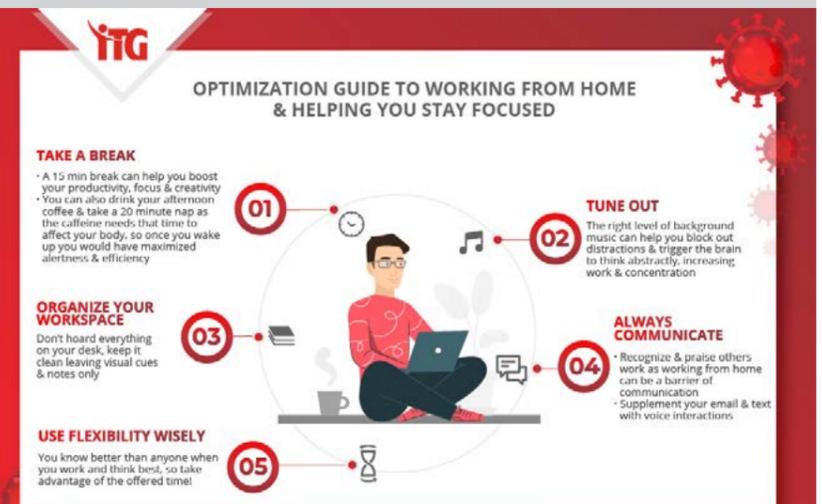
1. Protect the health of our staff, clients and partners
2. Continue to fully support our customers and their operations
3. Sustain our business with our suppliers and business partners

• KEEPING OUR EMPLOYEES HEALTHY & SUPPORTED

Our employees are at the heart of our business and we are all fighting together this significant global challenge with flexibility, resilience, and courage by:

- Putting in place strict hygiene & safety measures in our offices; in addition to establishing the working from home processes and practising social distancing at the office.

- Staying connected with our employees during lockdown was a priority so we have been sharing confinement tips on a weekly basis covering advices related to their general health, positivity, wellbeing... and how to get back to the office life.



• LOCAL COMMUNITY RELIEF SUPPORT

Building on our previous CSR efforts, we are encouraging and supporting:

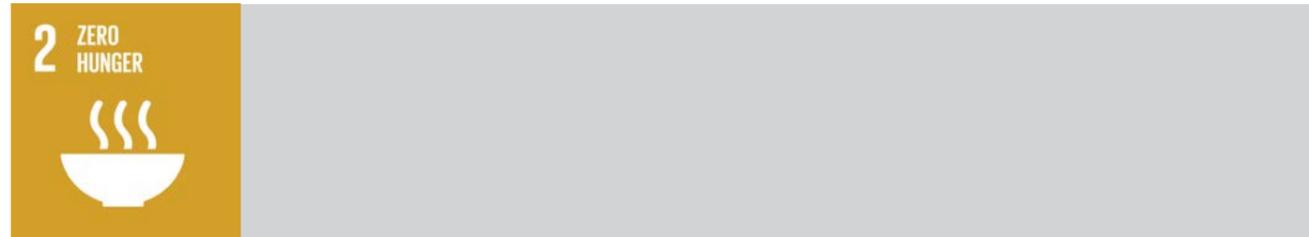
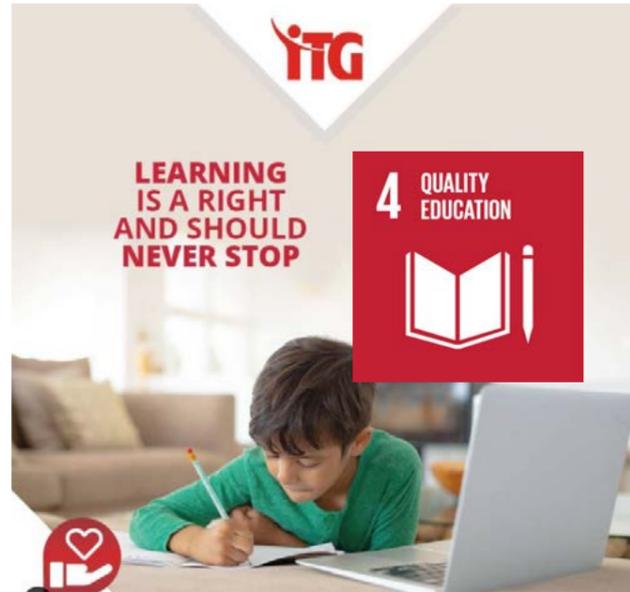
- Quality education by contributing and donating unused Laptop/Tablet to kids in need to maintain their schooling & online learning with Lebanon Learn

As we are facing this global pandemic, the education sector has taken measures to maintain the schooling through online portals, but many Lebanese students from struggling families cannot afford even basic devices to benefit from online learning.

This is why ITG launched an internal campaign to raise awareness about SDG4 – Quality Education, and as a result many of our employees have donated unused laptops to the kids in need.

- Campaigns that are fighting poverty and zero hunger Lira Wara Lira Betshabe3

Our employees have participated in the campaign to support the Crowd Funding campaign to Fight Poverty and Hunger.



- Christmas 2020, we have decided to bring more joy to kids as thousands of Lebanese children went without receiving a gift this holiday season. Our employees have donated toys & books to Shabebik Association who in return distributed them to families in need.



• TECHNICAL SUPPORT PROVIDED TO OUR CLIENTS



We are still picking up from where the Beirut explosion left us. Since then, we worked around the clock, with the tremendous support from our partners, to help our clients get back on track in the smoothest way possible extending our services and providing remote technical support for all requests by our agents and workforce.

But as a first call, we have encouraged all our staff members to donate blood to Donner Sang Compter and contribute with the blood types needed following the explosion. We also called for volunteers to help the Lebanese citizens on ground to clean and help rebuild Beirut in hope of a better future.



To all those who responded to the call, and for those who are willing to donate, you are the heroes!
You can contact Donner Sang Compter on 03-314 868 or 01-390 320. You can also follow their social media accounts for their latest updates on all blood needs, centers and hospitals.



ITG is calling for volunteers to put our hands together and help our colleagues who were affected by August 4th blast.

If you wish to be part of ITG's volunteer team, please fill the form and we will get in contact with you to help support those in need of shelter. Together we stand!

REGISTER

Further details will be shared depending on your responses. Should you have any requests, please contact Ms. Tracy Bakhos t.bakhos@itg.com.lb

B- OUR WORKFORCE & GENDER EQUALITY

At ITG we believe in motivating and developing our workforce by allowing them to develop and upgrade their skills. ITG's Learning & Development section handles the internal/external training programs, career path planning/counselling, performance management and the identification of key resources across the group and its affiliates.



• AN OVERVIEW OF 2020:

PROMOTIONS:

- **Vertical promotion** (leading, managing a team): 17 (6 women; 11 men)
- **Horizontal promotion** (seniority, change of role...): 45 (17 women; 28 men)

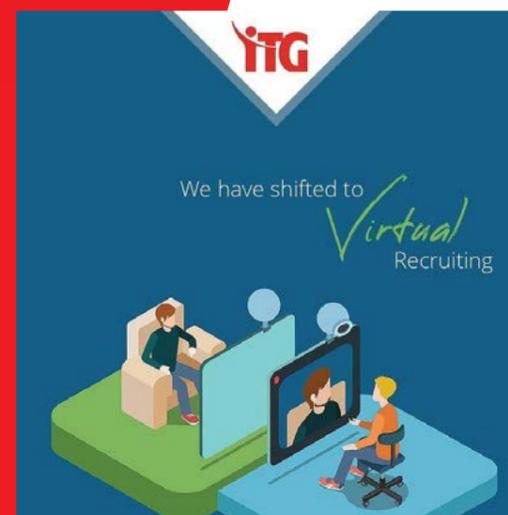
TRAININGS:

- **Internal Trainings:**
 - The Economic Impact of COVID-19 Teams Session: 30 members
- **Customized Workshops:**
 - Strategic Scenario Planning Session: 18 members
 - Communicate Virtually: 25 members
- **Public Courses:**
 - The problem with uncertainty in Lebanon and Beyond: 18 members
 - Resilience in business: 18 members

INTERNS & RECRUITMENT:

We have hosted 22 interns during our summer program and they were mostly working remotely with their assigned teams. Of course, whenever there was a need to attend, safety measures were applied (social distancing, masks and sanitizers).

We have recruited 71 new employees (24 women & 47 men), our recruitment team has adopted remote interviews for all candidates applying to the group which required them to spend even more time communicating with the candidates to be able to translate the company culture thus having more virtual meetings.



• **WOMEN EMPOWERMENT:**

As previously stated in our previous COP, we have focused and will keep our promise in supporting SDG #5 Gender Equality.

ITG encourages gender equality and has embarked in the Women Empowerment Principles program beginning of 2020, noting that our current workforce consists of 589 employees from which:

- 177 are women
- 62 are working moms

Throughout the year, we have showcased women empowerment on multiple occasions:

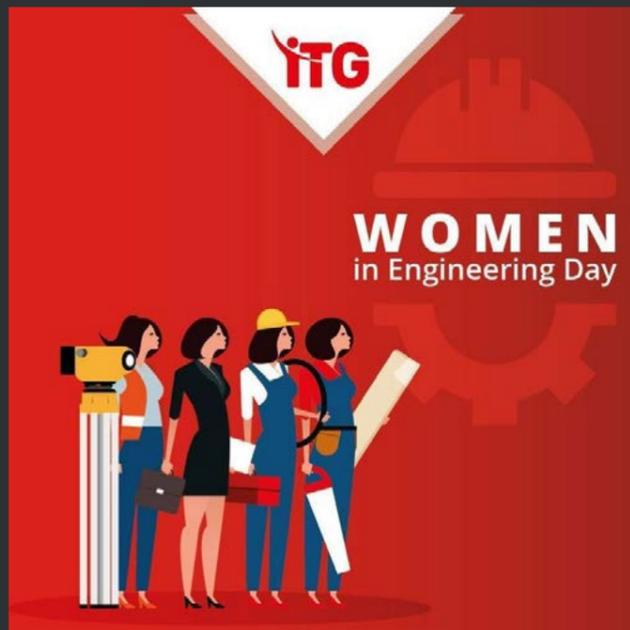
- We take pride in our amazing women who are working in a male-dominated industry like ours



- A tribute to all our beautiful super moms at ITG



- Women are making some huge impact in the Engineering sector



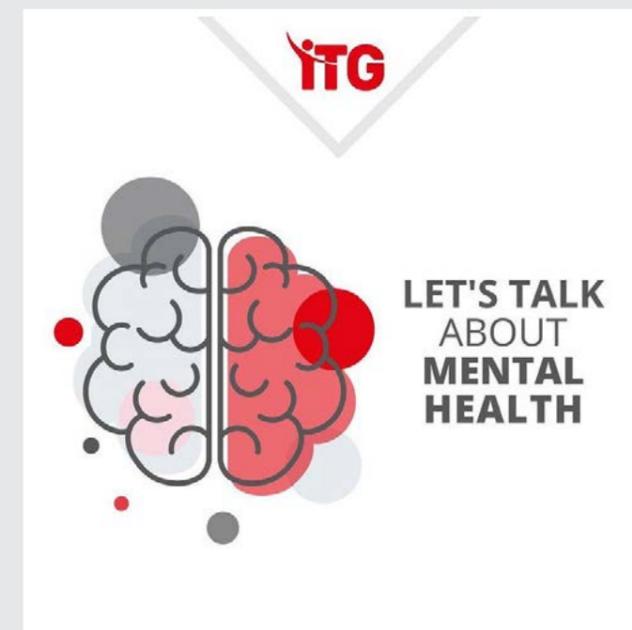
• **ADDITIONAL AWARENESS CAMPAIGNS**

Our social media accounts inspire our community to raise awareness for Human Rights, Anti-Corruption and Mental Health issues

- Compliance and transparency are key elements when dealing with public institutions. ITG complies with applicable laws and regulations and expects all its workforce to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.

- Corruption could be one of the biggest tragedies of mankind. We work on maintaining a high level of transparency and ITG takes disciplinary action if misconduct takes place. Values such as integrity, respect and trust, as well as adherence to high moral standards and business ethics, far from any discrimination, are part of our culture.

- Mental health awareness





ITG is resolved to promote a greener environment and maximize our impact through our recycling programs, awareness campaigns and integration of green technologies in our operations through our plan in supporting #SDG13 regarding Climate Action.



We aim to protect our environment by saving our resources the best we can, and try to identify responsible ways to act in our offices to fight against waste and massive consumption.

PAPER RECYCLING PROGRAM:

In collaboration with Terre Liban, we have collected 61,815 Kgs of PAPER in 9 years, equivalent to 1,053 TREES saved

ELECTRONIC WASTE PROGRAM:

Embarking with ECOSERV E-waste initiative will relate to our 'Go Green' strategic plan

ENVIRONMENTAL SUSTAINABILITY AWARENESS:

We have shared on our social media platforms multiple environmental posts to incentivise our followers on the impact of climate change



FOR MORE INFO ABOUT ITG

Information Technology Group (ITG) is a Lebanese holding company. We combine an array of autonomous affiliates dedicated to providing a large portfolio of solutions and services in the MENA region, in the area of hardware, system software, and application software, in addition to building automation and office solutions.

TO LEARN MORE, VISIT:

WWW.ITGHOLDING.COM

