



Egyliere

Corporate Responsible Business Report

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About us

Who we are

Egylière is a privately owned luxury travel, lifestyle management and concierge services company based in Cairo, Egypt. We provide a complete, tailor-made, travel experience to suit every need, want, and whim from leisure vacations and business trips to family holidays, romantic getaways and even pilgrimages, while raising cultural and environmental awareness along the way.

Recognizing that each individual is different, hence each individual's travel style would be different, Egylière works toward creating bespoke packages with the finest services in the industry for costumers.

We recognize that traveling is a way to kick back and rejuvenate. Whether you're a business traveller or a vacationer, you need someone that takes care of all the minute details. In this aspect, Egylière strives to give every customer a fuss-free experience.

- Find more in egyliere.com

Our aim is to create a flexible and responsive enterprise that contributes to and helps define the forces and major themes of the growing luxury travel industry and the sustainability goals of UNGC, both within and beyond Egypt's borders.

With our network of young travel experts at each destination, we endeavor to provide authentic local experience.

Our vision is based on a fundamental but essential principle:

***The respect of the interests of all stakeholders**

***A stance that reflects our global outlook and reach in our management.**

Our Heritage

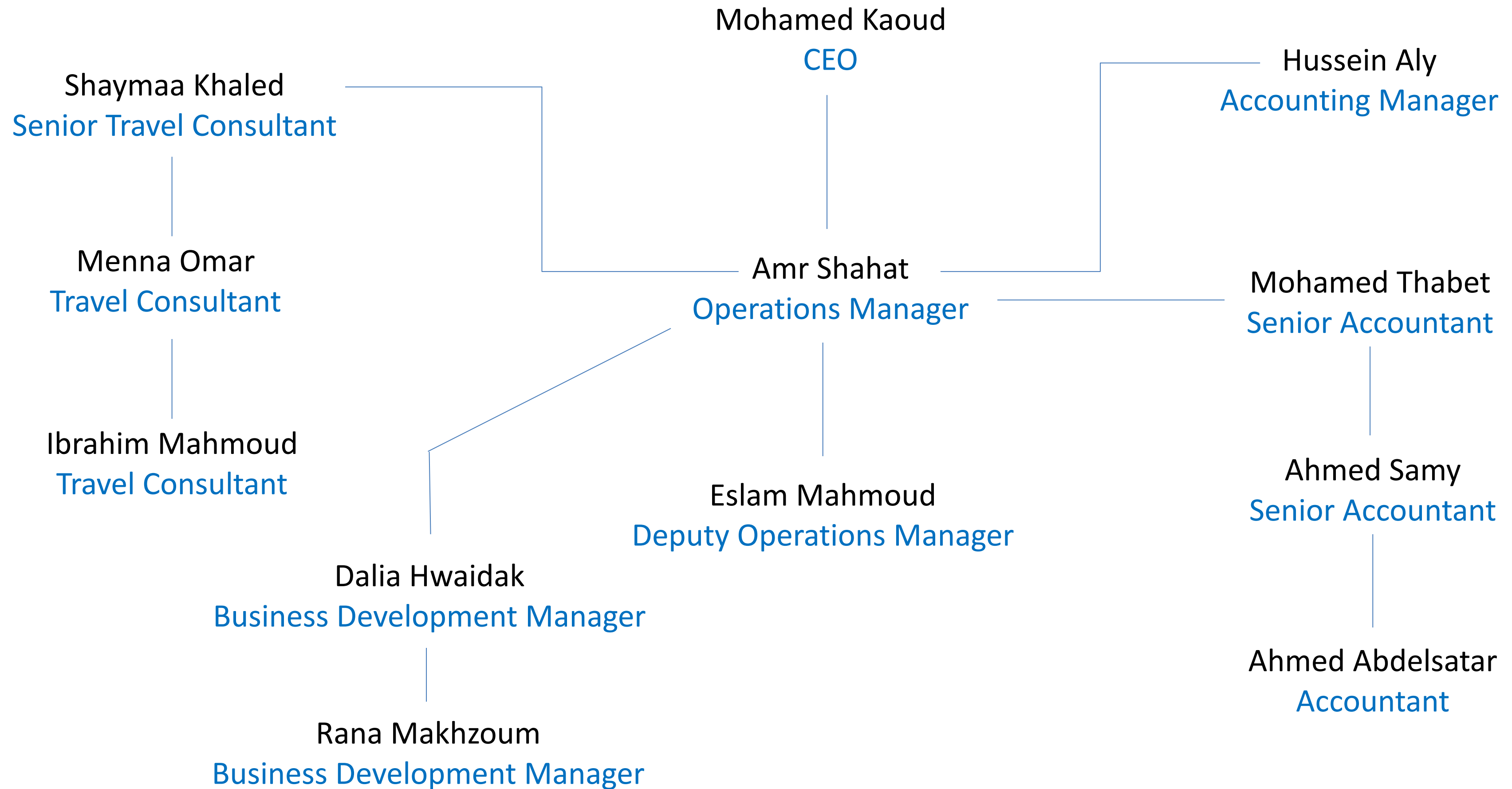
A dynamic diverse company bringing the priceless experience and integrity of a long-standing family business.

Our Vision

Our Value

- We aim to partner with environmentally minded companies, based on honesty, integrity and social consciousness.**
- We embrace community outreach and volunteering as a way to leave our footprint and help sustain the wellbeing of local people and the environment.**

Organization Structure



About the Report



From Egypt to the world!

Find us in: Suez Canal Tower,4 Ibn Katheer Street,Giza, 12311 Egypt

Scope and Data

In this edition of COP report, we take a comprehensive review on our performance from the start of 2015. To evaluate and keep track of our environment approaches, we collected water/electricity/paper use.etc data since early 2015. In the scope of human rights, we concentrate on our progress made in the months of 2016.

All of the information that we provide here are extracted from our bills, financial report ,inner-operation policies and official guide and resources from UN websites.

It can't be ignored that since we are an entrepreneur, policies and solutions are on their way to be put into practice and some part of statistics are lacked because they are unmeasurable and some of them can't be collected at present.

But we have tried our best efforts to make this report a comprehensive and objective representation of what we have done and what we have planned for business development in the future to make us an active participant of UNGC.

Level Requirement

This year, we are striving for an **advanced** level report, which requires a thorough and detailed collection of all the required information and a clear and lasting accordance with UNGC principles.

All the contents presented in the report are related to at least one aspect of the four main categories: **human rights, labour, environment and anti- corruption.**

The summary of this annual report is included at the end in the form of a self-assessment based on guidance provided by UN.

Reinforce Statement

As the CEO of the Egyliere, I am pleased to confirm that we support the 10 principles of the Global Compact on human rights, labour, environment and anti-corruption.

With this communication, we express our intent to implement those principles.

We believe that in this fast changing age, engagement in the UNGC principles is a way to convey important

messages to our consumers and clients and shouldering social responsibility is a crucial part of the core value of our company.

As a company, we've experienced many significant changes since inception:

We've greatly increased our workforce, and have embraced international diversity and gender balance.

We have become one of the leading providers of leisure and corporate travel solutions in the MENA region.

We continue being committed to serving our clients with utmost dedication, along with promoting responsible travel.

We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly SDGs.

We are dedicated to taking a more engaged role in issues such as multipolarity, climate change, water conservation, energy security and public-private partnerships.

We support public accountability and transparency, and therefore commit to report on progress within one year of joining the Global Compact.



**Mohamed Kaoud
Founder and CEO**

Human Resources & Development





Freedom of association enables workers and employers to join together to protect their own economic interests and their civil freedoms better, such as the right to life, to security, to integrity, and to personal and collective freedom.

As an employer, Egyliere takes great pride in our employees and have a strong belief in their expertise.



*We believe in you.
We respect each other.
We build our future together.
We aspire to diversity.
We care.*

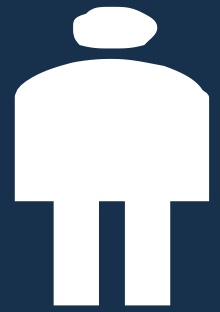


Team Motto



- Egyliere believes that respecting every member is necessary for our business development. People are always at the center of the Company's corporate culture. We spare no efforts to realize the SDGs in a constructed manner.
- We understand that we ought to provide an equal and free working environment to our staff. By establishing a scientific and integrated performance management system and a bunch of training packages, we aim to make interns and staff fit into our company quickly and have a clear understanding of their responsibilities.
- What's more importantly is, we are trying our best to communicate these policies and steps with our staff progressively and are holding internal trainings to raise awareness among staff to put these actions into effect.

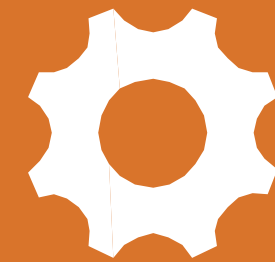
Hiring



Training



Performance Management



Customer Relationship



Team Building



Hiring

Egyliere is composed of talented employees from various countries in the world and we carefully evaluate every applicator's quality for the occupation they are searching for.

Through a transparent and reasonable set of standards, we guarantee the whole hiring process is subjective and just.



Our People

**How we select
employee?**



Our People

Through our innovative and flexible recruitment system, Egyliere attracts global talents in the past year. More than 10 EPs are hired and worked for Egyliere Travel via AIESEC and over 5 interns are absorbed by traditional means in our talent pool.

As a participant of UNGC and Women Empowerment Principles, Egyliere Travel pays attention to improve gender quality by raising proportion of female employee. We enjoys an equal share of Man and Women on the whole. We dedicate to treating all women and men fairly at work and respect non-discrimination.

Our Staff

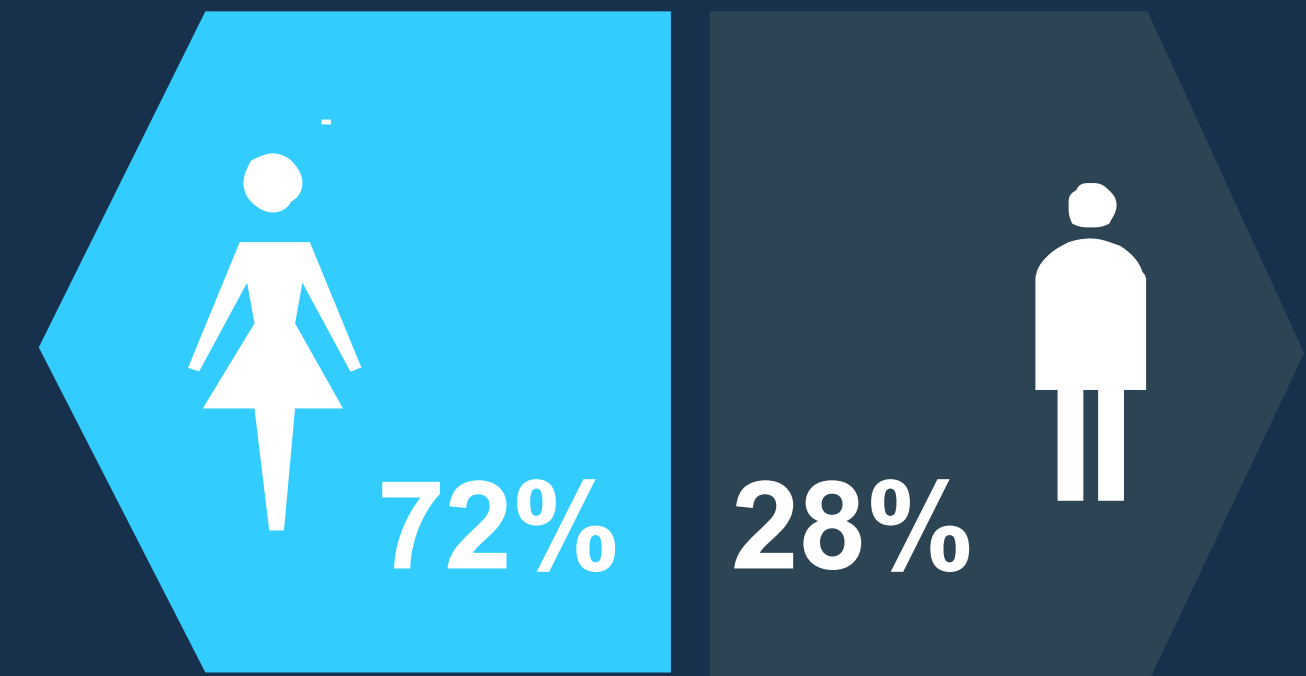


8 (33%)



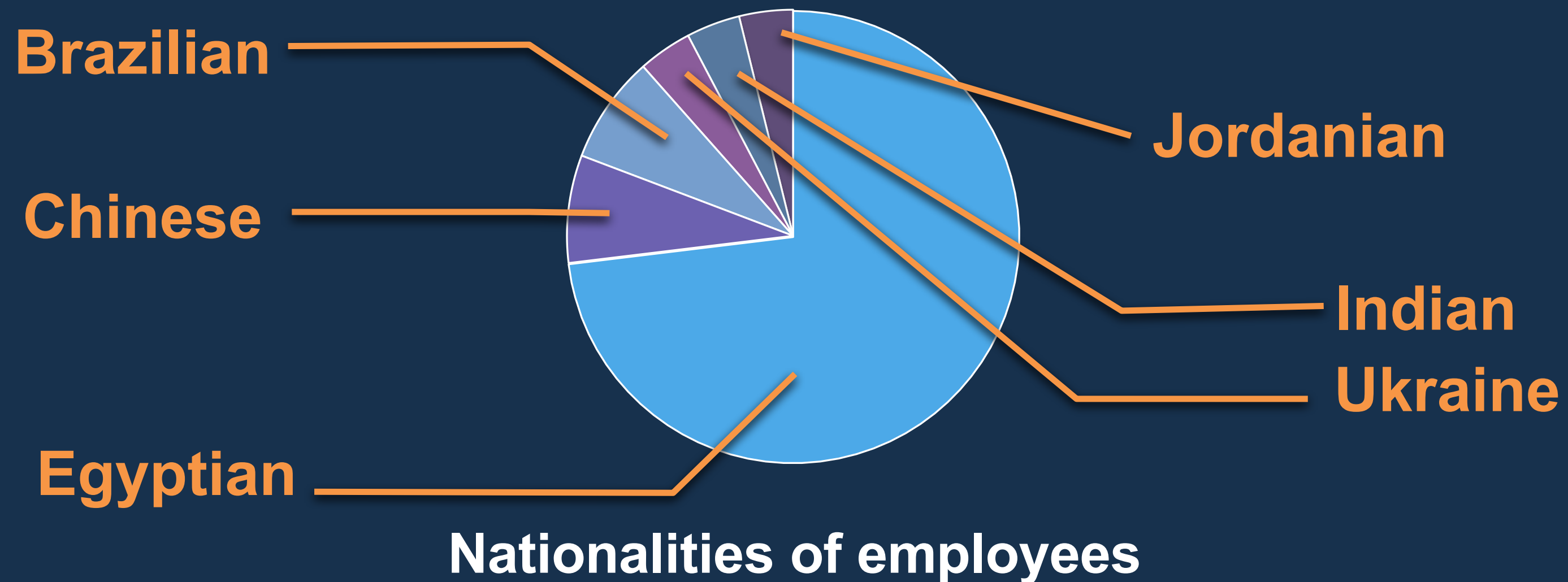
16 (66%)

Our Intern



Another aspect of our employees' composition is **nationality**. Qualified and enthusiastic employees from different culture background enrich the ways we approach our goals and it has a significant meaning in this globalized age.

Though dominated by Egyptian at first sight, Egyliere Travel has a nationality diversity covers employees from over 4 countries. In the past, we had employees from a wider range of countries and we will keep this tradition in mind.



How we select employees?

Egyliere has established official account in LinkedIn, Facebook and other widely used social websites and job hunting platforms, which all make our company approachable for competitive applicators as much as possible.

Through a partnership with AIESEC, one of the largest youth development organizations in the world, we have created a new channel to import global talents. In the summer of 2016, there are approximate 9 interns from 4 different countries who joined our team and share their wisdom with us. Not only they inject new elements into our company but also advance our business development in various perspectives.

For Egyliere we appreciate job hunters that are innovative, communicative, highly-engaged, capable for specific occupation, particularly, has recognition of 10 principles of UNGC. These make them qualified for achieving sustainability goals through teamwork and individual development.

A case

Attachment 1



Here goes for a sample for our job description of Business Development Manager:

General Summary:

Achieves maximum sales profitability, growth and account penetration within an assigned market segment by effectively selling the company's services.

When it comes to "Qualifications" part, besides of education requirement, we listed following items:

- **Analytical person and excellent with numbers**
- **Team player attitude and efforts**
- **Proven ability to effectively sell to manager and " C-level" decision makers**

These all represent our value and our client-centered corporate culture and we are aligned with them in the whole hiring process.

"The illicit use of child labour and forced labour are never tolerated in Egyliere Travel and we believe human rights is not simply meaningful for individuals."

Working hours and wages



Staff Story

—Nancy Cai

Nancy is an intelligent intern from AIESEC. This Chinese girl was at lost at the beginning of her internship. Social media, just as everybody can imagine, is a complicated work and not clear enough. She decided to have a deep talk with her manager(also mentor) to express all her feelings and questions. And doubts have been cleared after communication.

She is surprised about the freedom of choosing working time by herself. “There was a day that I really felt bad because of fever. My boss let me have a rest in my dormitory and sent me messages, caring about my health. I even don’t need to ask for permitting my absence.”

Egyliere believes that it’s not the amount of time that really matters but working efficiency that brings the ideal outputs and maximum profits.

Every day, our employee will decide when to work by themselves and the working time is flexible. In case of emergencies and special circumstances, what staff need to do is sending message to the leader of their team.

Liberty stands for trust and in this way, all of our employees feel they are respected instead of being restricted by strict terms and policies. We do this according to one category of labour principles of UNGC——**The elimination of all forms of forced or compulsory labour.**



As a start-up, Egyliere strictly commit to Salary and Labour regulations , laws and the adoption of a minimum wage policy under the supervision of government authorities and the framework of UNGC.

A decent wage is necessary to protect staff from living a dis-privileged life and to support their self-development . With respect to pay, we mainly set the salary standard based on the average level of travel industry and the economic condition of Egypt by HR management team. And final decisions are made through collective bargaining.

Given that Egypt doesn't apply a strict minimum wage, Egyliere went on to adopt a minimum wage of _____EGP and offered employees bonuses according to their performance.

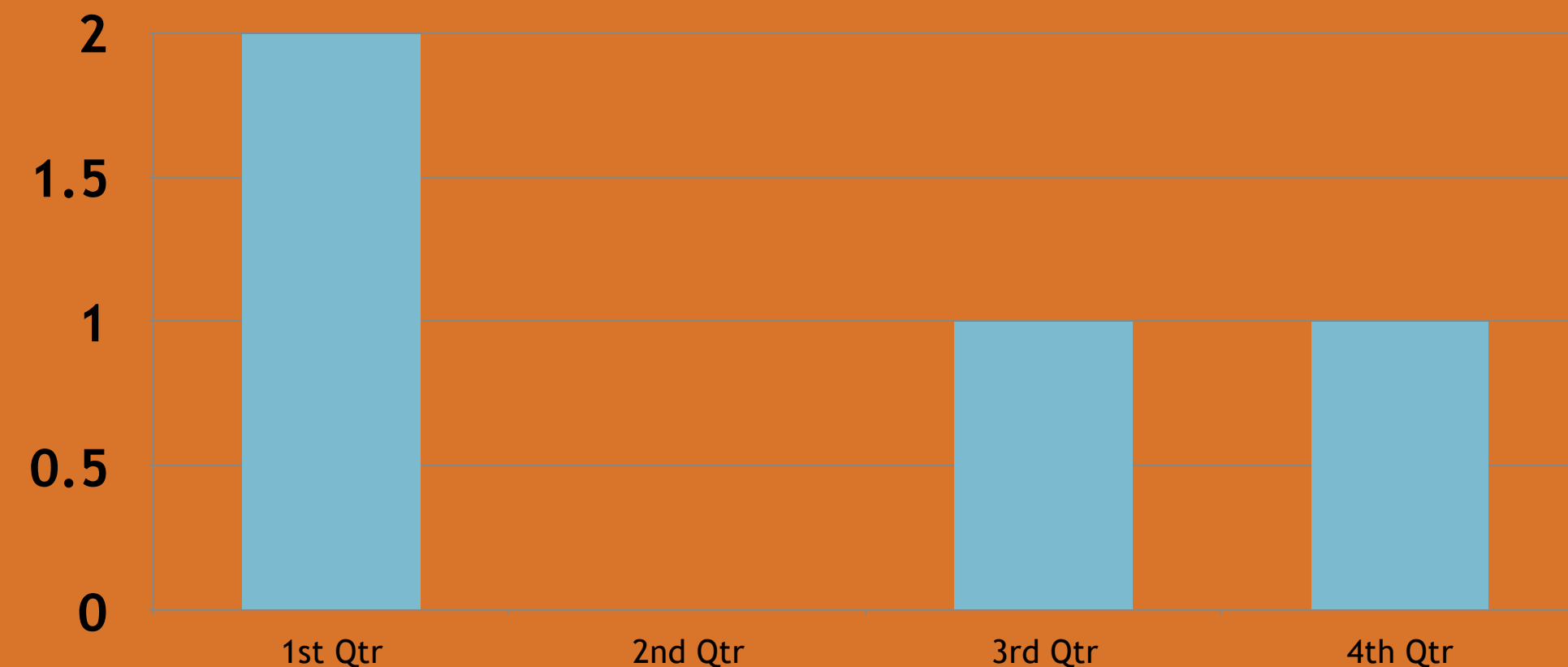


Culture of Collective Bargaining

The direct influence of our management system is a fairly stable number of staff and a very low turnover rate in Egyliere. Since October 2015, only 4 members left.

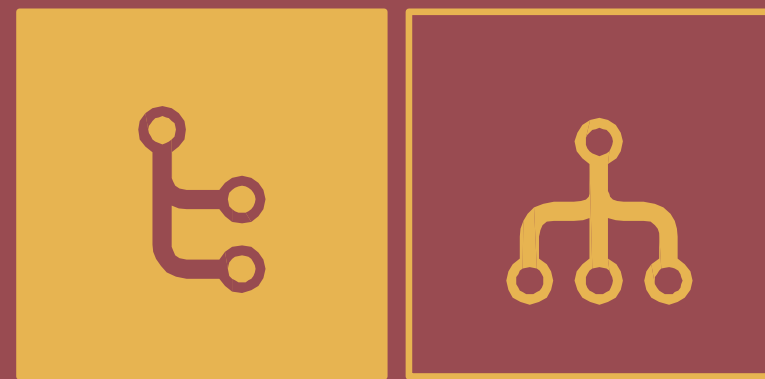
It proves Egyliere is a community, which is attractive and ideal for people to realize their dreams and value.

Turn over Number



Training

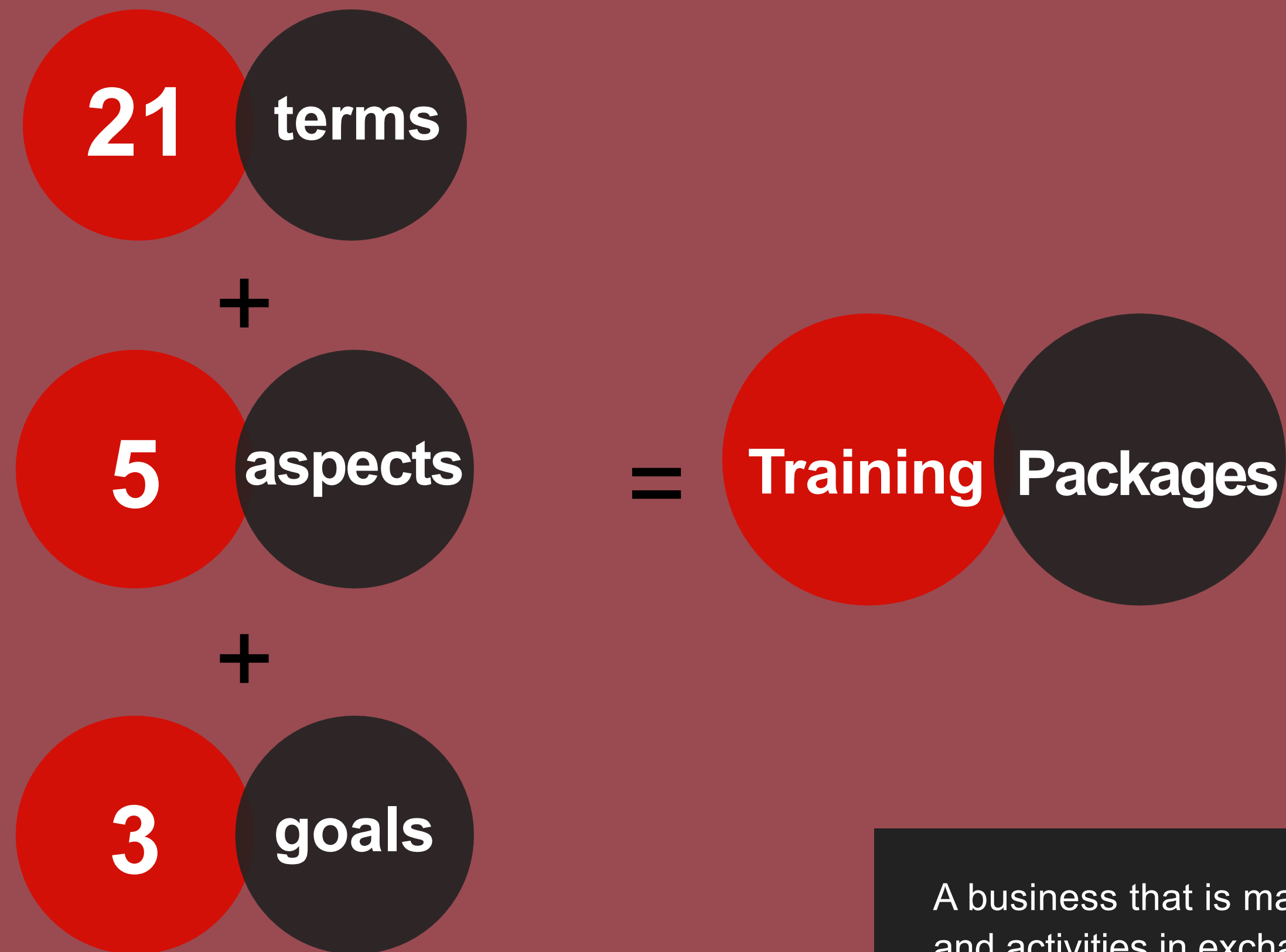
Employee



Intern

After the hiring process, Egyliere gives every new member with careful, high-quality, personally-designed training packages. This has been frequently mentioned as one of the most impressive experience in job careers according to feedbacks from our staff.

The first thing they receive is a special welcoming checklist, which contains two categories —Employee and Intern.(Attachment 2)



A. Glossary

This part is meant for introducing a general picture of products and services provided by Egyliere Travel with brief explanations of some important terms. They effectively guide them into being familiar with travel industry. Here are some samples among them:

Amadeus

Global distribution system based in Europe. Its principal partners are Air France, Continental Airlines, Iberia Airlines and Lufthansa German Airlines.

Agent

A business that is mainly focused on reselling tours and activities in exchange for commission fees.

B. Checklist



This part is illustrated in form of charts and every employee is asked to check it one by one in the first week of their inauguration. The intern's version is the same with that of employee.

From business value to practical tools, after employees and interns get the answer for every instruction, they naturally establish a fair understanding of Egyliere Travel and how they are going to devote their talents and enthusiasm into our company.

-  **Business Related** _____ Company history, vision, mission, Who does what, Our marketing strategy.....
-  **Logistics & HR** _____ Phone list, Meeting room, Contracts, Mentor.....
-  **Tech Tools** _____ Google Drive, Google mail, Shared Calendar.....

C. Internship Goals(Interns only)

The internship is an opportunity for the student to be part of an SME and experience the work and business environment from both micro and macro levels as well. The goals of the CSR internship include:

- 1- **Get a 360 view of the Travel industry and SME work environment**
- 2- **Get exposed to corporate strategy, general management, company's departments, products, services, etc.**
- 3- **The intern should be an integral part of the company's CSR from both the strategy and implementation sides.**

D. Internship Projects

Social Media Guru



Digital marketing implementation posts and tasks to be assigned by the marketing executive based on the marketing needs and the intern's' interests.

Periodical Newsletter posts to reflect our CSR activities and other marketing activities to our customers as long as our target market.

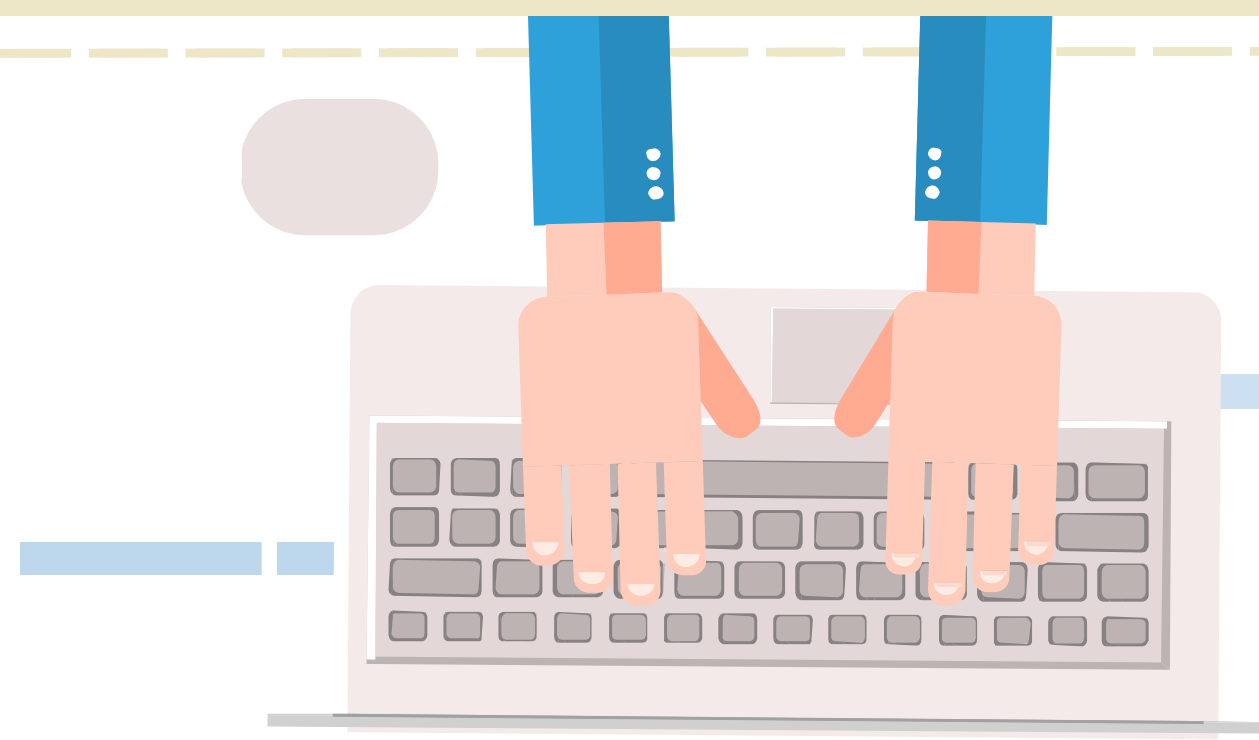
UNGC Compliance Officer



Developing a framework for the UNGC annual report; tasks include:

- a. Attend the UNGC reporting online workshop
- b. Attend "Introduction to UNGC Egypt's Local Network" webinar
- c. Researching the international reporting guidelines - resources shared on Google Drive-
- d. Drafting a preliminary and simple reporting framework with emphasis on consistent reporting (The report should be filled throughout the year and not in one setting)
- e. Meeting with the UNGC local network representatives and getting their feedback on the progress

.....



Performance Management

Egyliere treats every member with equal attitude regardless of their nationalities, ethnicities, gender, religious belief. etc.

1

4

All of the following documents are open to every staff in Google Drive as a convenient reminder.



2

We have set up a system to manage performance of staff in different departments.

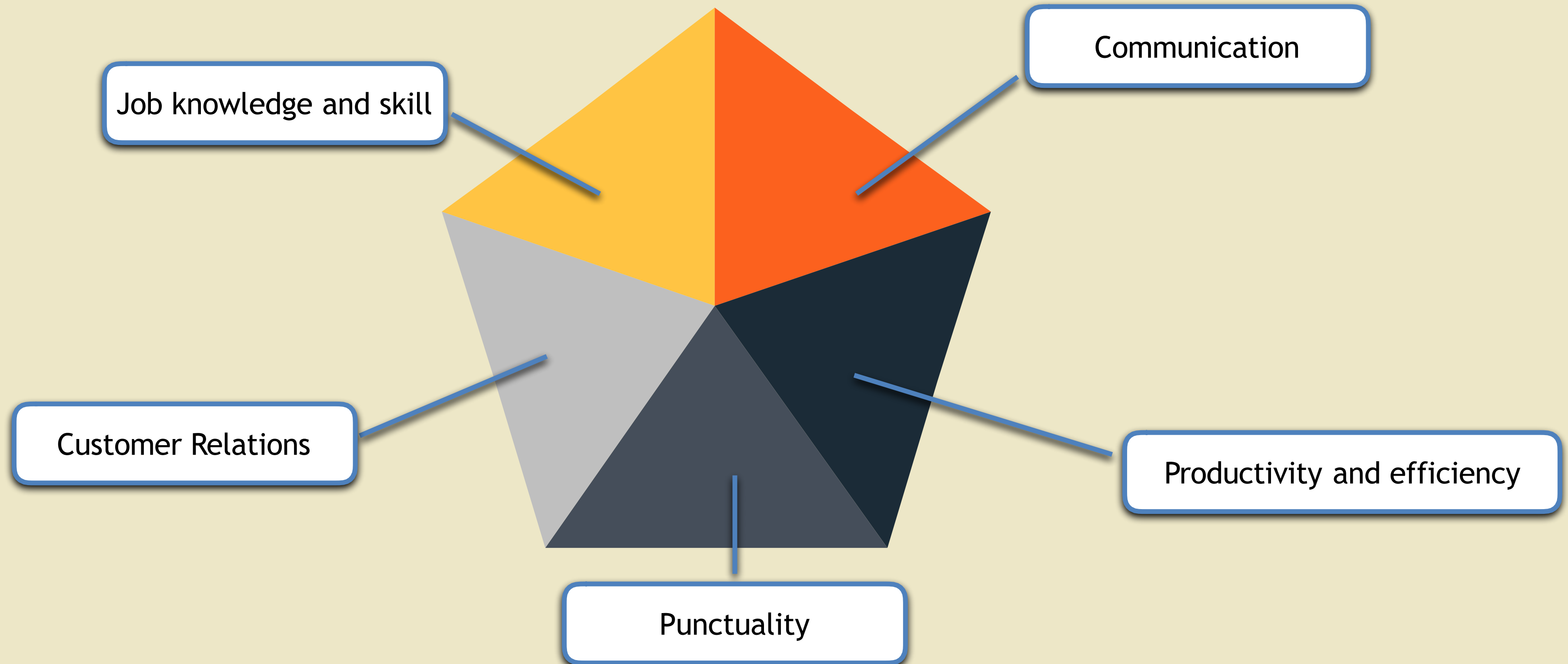
3

We carefully present the result of the evaluation to all the members in Egyliere The system is the main foundation of promotion and one of the most effective approaches for anti-corruption.

Assessment Docs consists of four categories based on apartment:
Accounting, Aviation, General Manager, Travel(Attachment 3&5)

In every branch, we differentiate “member” and “manager” in order to specify their responsibilities.

The overall performance of employee is measured in 5 dimensions:



General feedback will be collected together after all the questions are finished by other staff.

In different branches, dimensions are the same but the proportion and share of each part is varied for occupations.

To offer necessary instructions about filling these charts, an overall brochure of the grading system is delivered to staff and trainings of how to use this system are also conducted by the project manager.

Before we landing on this project, Egyliere held several presentations and sessions to discuss it with different participation levels to make it an ideal model.

First of all, leader of the designing team introduced the system to members from marketing team. Then we discussed it with General Manager and Business Develop Manager. Lots of valuable advice have been raised and collected. A session covered more staff has been set on our agenda.



**Customer
Relationship**

Two Steps

Travel Consultant

Egyliere was established to meet the constantly growing demands of the travel industry in Egypt. The way we achieve our goal is customizing trip packages according to specific demands of consumers. Thus, an efficient and scientific channel to communicate with travelers is significant for us.

Once we reach a consumer, a travel consultant will shoulder the responsibility of designing routes, booking hotels and flight tickets and arranging tour guides. After weighing pros and cons based on preferences, customers can make a choice totally according to their preferences.



Customer Survey

Attachment 4

The intention of customer survey can be summarized in two aspects:

- 1) Improve transparency in business operation by asking for direct feedback from customers;
- 2) Collect useful suggestions from customers and improve our service quality according to these complaints and advice. Egyliere believes Great brands depend on reputation and this takes efforts to build.

In fact, this is an affiliated part of Egyliere's employee appraisal system because by hearing from customers, we can find the root of problems in an efficient way.



Sample Questions in Customer Survey

Rate your experience with Egyliere. (Quantitative)

Rate your experience with the Egyliere employee. (Quantitative)

What did we do really well?

What needs to be improved?

Any suggestions, feedback or complaints?

Would you recommend Egyliere to your family/friends/acquittances? If no, why?

For different kinds of services, we will provide our customer with a specialized survey form. Main services include: Ticket Booking, Transportation, Visa, Hotel, Local Guide and General.

By communicating with consumers via email and telephone, we build mutual trust between clients and us. But we know that there are a lot of space for improvements and we are dedicated to doing so.

(Find more in “plan for future”)

T

E

A

M

Building



A diversified staff nationality means it's comparatively difficult for the old and new, the local and the foreign members to get familiar with each other.

To tackle these problems, some conventional activities are held to enhance mutual understanding and relationships

between staff in Egyliere. This also grants staff freedom of associating and relaxing.



Sahara Desert Trip

After a drudgery week tied with work, if time permitted, staff of Egyliere will drive to a location located in the suburban area of Cairo. This is normally a trip with activities like singing, dancing, camp firing, etc. Ideas are shared and ices are melting, which all helps in shaping a more efficient team.



English Workshop

This is a 15-minute series sessions that moderated by international interns every other day. The session theme include "Chinese Food", "Stereotypes" and many other rich and fun topics.

The purposes of this exercise are to enhance the use of English and for all of participants to know more about different cultures in the world.

Birthday Party

The one who should be blessed will receive sincere wishes from all the staff in Egyliere Travel. A party with a delicious cake, beverages, snacks and birthday song is what makes employees feel that they are cared by others .

These really make a difference in the whole company and every individual and these are key elements of people management to inspire and motivate staff to be dedicated for working in Egyliere.



Staff Story

Eman Abu Sharkh Business Development Executive

We regard Eman's story as a good example of how culture diversity gives impetus to individual development and influences their career choices.

As an alumni of UCLA, one of the most prestigious university of the world, Eman once participated a summer course there. But she is now realizing her value in business world. When back to Egypt, just everybody can imagine, there were many problems to face.

At first, she felt confused about her work because of its little relation with her major. But "when our general manager Tamer and business developer Nahed came, I found that I was really a team member, who could seek for instructions and assistance at any time and everything began to be clearer for me. Whenever I have questions, everybody would help you out. Communication is very smooth."

Step by step, Eman got accustomed to the working environment and she finds her goals realized. The most striking improvement is communication skill. As a coordinator of different departments, she needs to communicate with partners of Egyliere. Also, acquaintances with clients, media and staff push her forward and benefit her a lot.

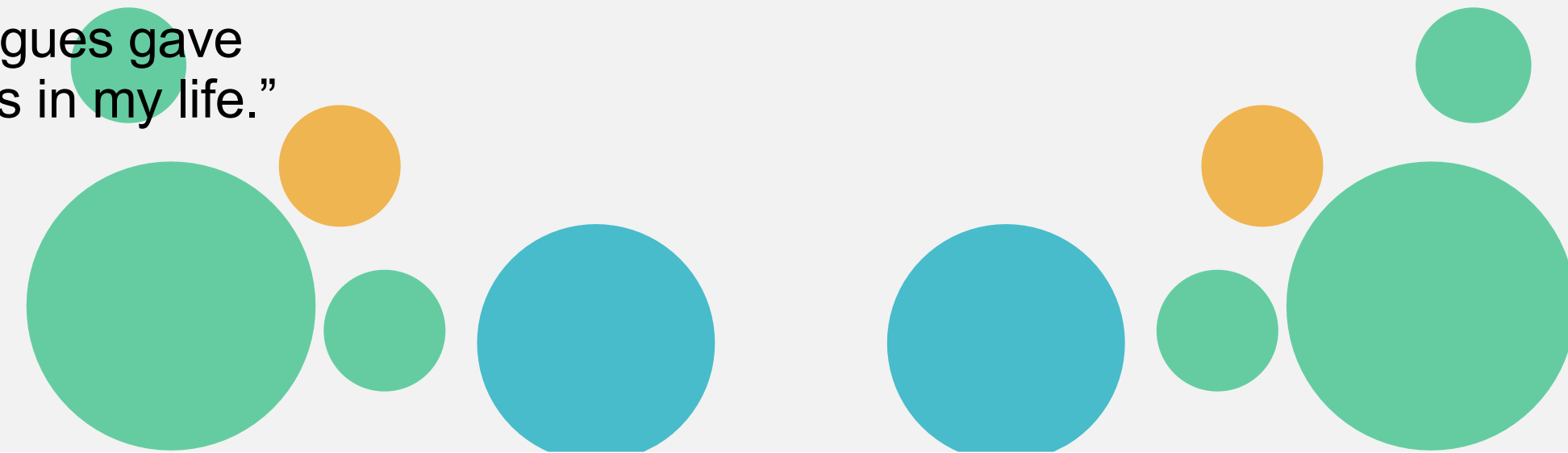
When asked using 3 words to describe Egyliere, Eman said "**happiness, comfort and learning place**".

She has just turned 24 and the birthday party that secretly prepared by colleagues gave her great surprise and she said "it's one of the most unforgettable experiences in my life."

Eman is straightforward and she always comes up with new ideas. "Egyliere Travel is so good as it accepts all kinds of opinions. This really leads to a transparent and honest environment."



Though understands that Egyliere is not mature enough, Eman is destined to "devote herself to the development go Egyliere with all of her colleagues."





**Plan
for
Future**



A.Idea management

B.Employee Satisfaction Management

C.Health & Safety



Idea Management

To inspire more creative and instructive ideas from our intelligent employees, Egyliere Travel is to fulfill our idea management system.

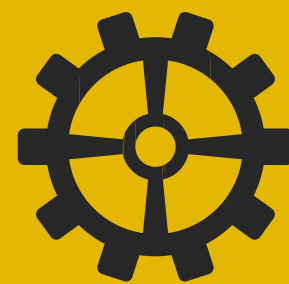
This is meaningful

because it lays foundation for sustainable development of Egyliere Travel and completely gather wisdom from the every member.



Shake the meeting!

To improve communication with different apartments, we plan to hold a meeting every Sunday which calls on full participation of staff. A basic outline of the meeting is every department is to their weekly goals and things to be done with others. As long as goals are announced, different departments can work collectively in certain issues.



Magic Box

A paper box will be put in the front desk of office. Every staff can write down their ideas, complaints, suggestions even jokes and deliver them on the box. Writing down name is optional and totally depends on their willingness. At the end of every month, a check of the box will be presented to our staff. If an idea is adopted, a special award will be given to the initiator.



Brainstorming

staff might come across a tough problem. Then, it's time for them to send an invitation to certain members in Egyliere and brainstorm together. Solutions will be provided in the session and most ideal answer rated by the sponsor will be awarded.



Employee



Net



Promoter



Score

Listening to our staff is equally important to gathering feedback from customers. This is a simple tool for measuring employee satisfaction and loyalty and we regard it as an instant channel to bridge employers and employees.

It is delivered as a survey and consists of 2 kinds of questions:

- quantitative**
- qualitative**

Surveys are conducted quarterly every 3 months anonymously. So we can track employee satisfaction changing in time and understand reasons for current mark or change.

After results are processed, feedback on survey will be given to employees.



Q1

How are we going to send the survey?

This survey is send via email, inserting shortened link from Google-form. We don't collect data on identity of respondents, so we leave checkbox in settings "***Automatically collect respondents Egyliere Travel's username***" empty.

Q2

How we measure?

Respondents answer with a score ranging from 0 (not at all likely) to 10 (extremely likely), and fall into three categories based on their ratings: 9-10 – Promoters 7-8 – Neutral 0-6 – Detractors

eNPS = % Promoters – % Detractors

Q3

How will we work with data?

Process quantitative data and store it for long-term tracking, collect qualitative data, prepare suggestions for change and action, discuss suggestions with participants

Q4

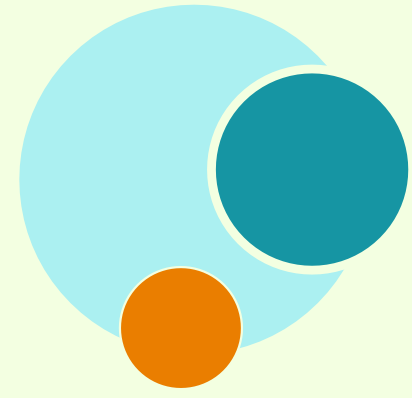
How will we give feedback?

Egyliere Travel believes that feedback on the results of the survey is the most critical step of the entire process because it illustrates to the entire employee base that management has listened to what they had to say and what they are going to do about the final results.

Health and Safety



- Health Insurance
- Risk Management



Health Insurance



In the contracts with every staff and interns, Egyliere equips the with health insurance covers the whole working process. This simple while significant guarantee will be a strong shield, protecting staff from diseases and accidents.

What's more, there are water, milk,tea(green & red), coffee in supply in the break room of our office. Employees are free to fetch items they need or inquired the office boy. And lunch is often jointly ordered by means of the whole company.

Additionally, we plan to promote some small practices like **aerobic exercise and eye exercise** to help our staff on relieving body pressure in working hours. Sitting still in front of computer is harmful and these will be really advantageous for leading a healthy lifestyle.

Risk Management

Since 2015, Egypt are faced with many internal and external challenges and they are closely related to Egyliere's products and services. These risks not only concerned with safety problem of our staff but also cause a declined attractiveness of taking a trip in Egypt and surrounding areas. Challenges include but not limit in:

- ✓ Cumbersome investment procedures, hindering more business cooperation with international companies settled.
- ✓ An unstable political situation, especially the penetration of terrorist force.
- ✓ Lack of educated workforce.



Egyliere is actively engaged with other stakeholders to take a leadership role in advancing, advocating for, and contributing to resolving tough issues with business operations. We believes that private sectors can make a meaningful contribution to stability and security in conflict-affected and high-risk areas by cooperating with government, NGOs and counterparts.

Three Parts of RM

For staff

For every female staff, Egyliere gives them traffic allowance on occasions when they aren't off work until 6 pm to guarantee their safety.

Lectures with a bunch of topics including first-aid knowledge, AIDS

health education, fire control knowledge are going to put on out training agenda. Egyliere will invite professionals and staff of our company to be the speaker of these lectures and present them in an interactive and informative way.

Before the departure of tourists, Egyliere will provide them with a brochure with important information: important provisions and customs of their destinations, security hedging measures, tip standards, foreign exchange regulations, emergency contact information (including embassies and consulates abroad and emergency contacts).

Egyliere promises to buy Travel Liability Insurance and Personal safety Insurance for every tourist and the detailed terms will all be included with business contracts with suppliers, agencies and platforms.

For Tourists



For Business Cooperation

Egyliere carefully examines and monitors existing and newly established business relations and transactions to verify that they do not supply funding or other resources to armed groups and public relations of our partnerships.

This is confined to the social trend of Peace and Development and how we are advancing for a sustainable development of our company.



Environment

Egyliere supports International declaration on Cleaner Production of UNGC and the Rio Declaration on Environment and Development ,which outline a precautionary approach to environmental issues and corporate environmental responsibility.

To maintain the highest quality of adventure travel, and to ensure a sustainable future for the people of Egypt and its natural resources, Egyliere Travel is dedicated to environmentally responsible travel.

We start from tracking and reporting on our resources consumption and search for ways to optimize it. You can find more details in our Environmental policy. We carefully measure major environmental impacts brought by our business expansion and operation. At the same time, Egyliere confirms our positive collaborative relationships with the proactive companies based on mutual consultation for environmental preservation.

Green Policy&Action

General Environment Policy Statement

01

Egyliere bears requires instant though fundamental steps

in mind that environmental protection right from the start.

Paper Use Policy

02

To put it more specifically, we set 13 specific paper use principles. The reason why we chose more practical to conduct and then insert environmental awareness into every staff's recognition.

Small actions VS huge outcomes

03

What we have done in details of work and life and a general measurement of our actions.

General Environment Policy

A statement

- Measuring the company's impact on the environment and setting targets for ongoing improvement.
- Encourage our customers and suppliers through awareness to adopt similar environmentally responsible practices and policies.
- Promoting recycling within the company's premises.
- Conducting training sessions for its staff to raise awareness of environmental issues and engage employees in improving the Company-Environment relation.
- Minimizing natural resources consumption and introducing responsible consumption practices.



This year, CEO of Egyliere officially signed an Environmental Policy Statement and it is now a powerful general guidance for Egyliere Travel daily operation, business development and establishment of our supply chain.

Timeline

Training



Goal: training covers general information on environmental initiative in context of UNGC 10 principles; describes policy statements within procedures and detailed recommendations for practical implementation.



After training, Compliance Officer sends attendants a **survey** with questions on training to reinforce material and also to get their feedback on training conduction. Form is prepared by Compliance Officer and reconciled with Innovation Officer.

Internal awareness



Statements from policies customized by designer in creative and attractive way are located on pillars, walls of office and stairwell in form of plexus stands, hard posters, banners, scrabble letters, other POS materials catching attention.



Information on events and achievements concerning environmental initiative is delivered to employees via email or during meetings by the UNGC Compliance Officer.



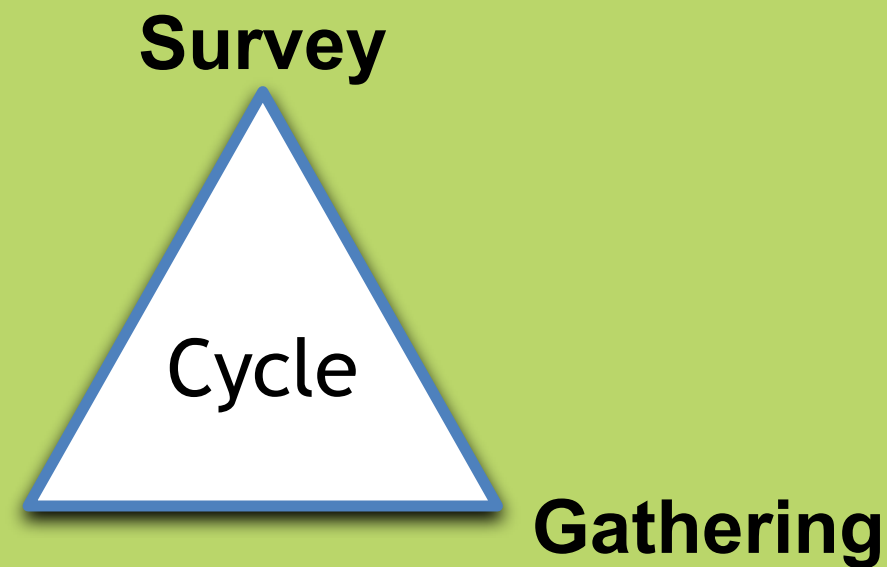
External awareness



To make external stakeholders actively engaged in the enactment of the policy, information is included into Egyliere's company profile and official website.

What's more, email includes information upon participation in UNGC, SDGs, 'Call-To-Action's (like 'Don't print this email - save a tree') in signatures.

Signature content plan that contains environment issues is also updated annually.



Paper Use Policy

Every department is asked to set a quota of A4 paper quantity at the first weekday of every month and they should keep track of their goal.



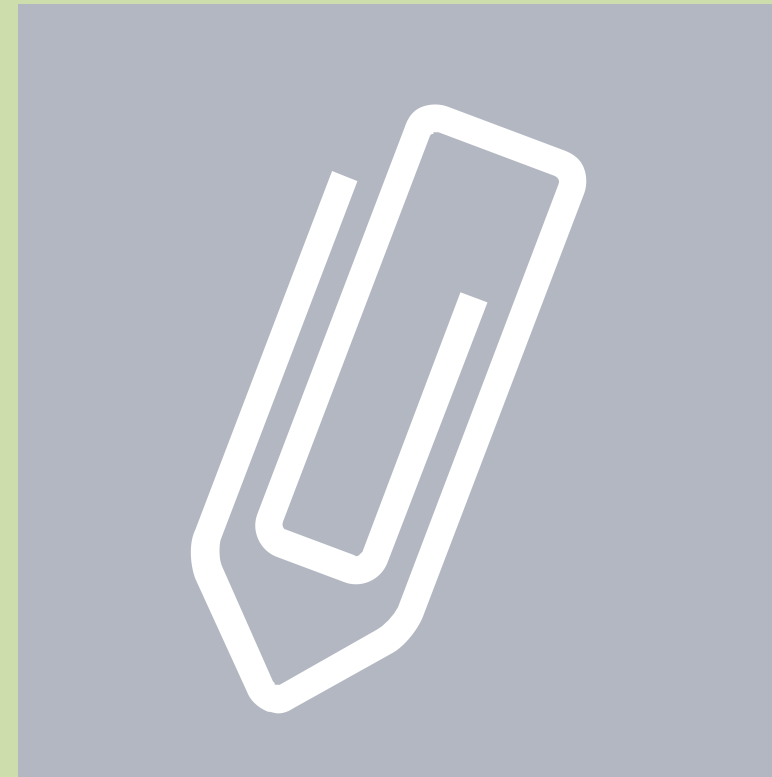
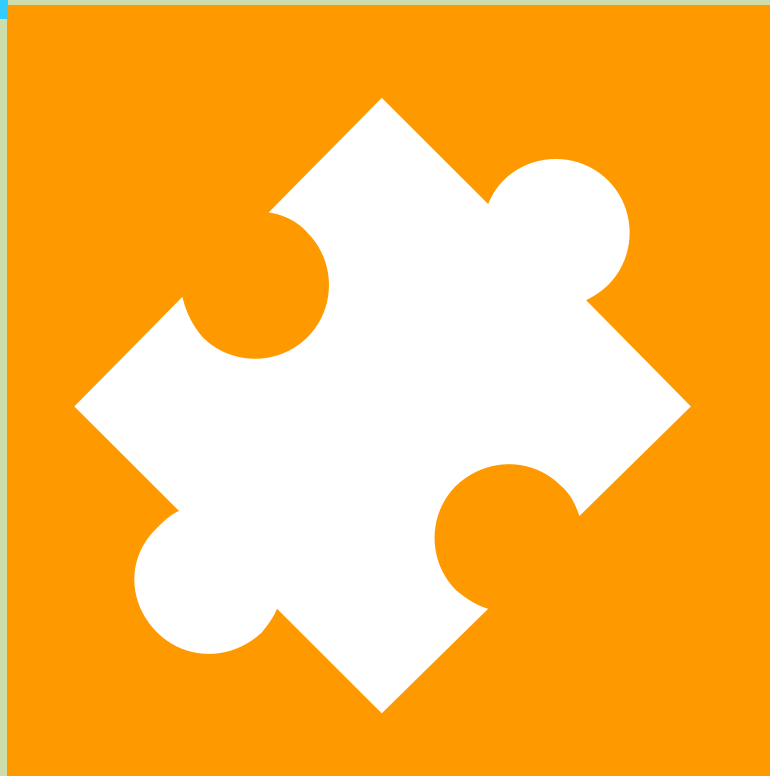
Cut out used paper as scratch paper or note paper, use the blank side to photocopy or bring them back to home to do laundries.

Purchase recyclable paper with low energy consumption and those consist of recyclable materials.

Choose “duplex” when printing documents

Narrow the gap between words ,paragraphs and pages.

Use email to connect with colleagues, eliminating the use of documents.



Use paper clips, staples, reduce the use of solvent benzene products such as glue, correction fluid, etc.

Bring your own cups or use glasses in pantry, reducing the use of paper cups.

Reuse your packaging materials. cardboard boxes can be used to ship things; plastic bags, plastic foam can be used to store and protect valuables.

Reduce the use of fax cover sheet



Small Actions VS Big Outcomes



In 2016, Egyliere changed the lighting system, replacing the former high-electricity-consumed light bulbs with LED lamps that are very environmental-friendly.



For an Egyptian company, electricity fee generated by air-conditioner takes up a large proportion in carbon emission, resulting from the weather. What we do is micro-change: promote “close the air-conditioner for 1 hour” campaign and chose products with a comparative low energy consumption.

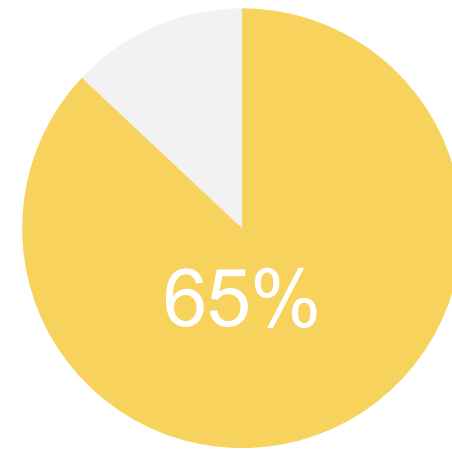
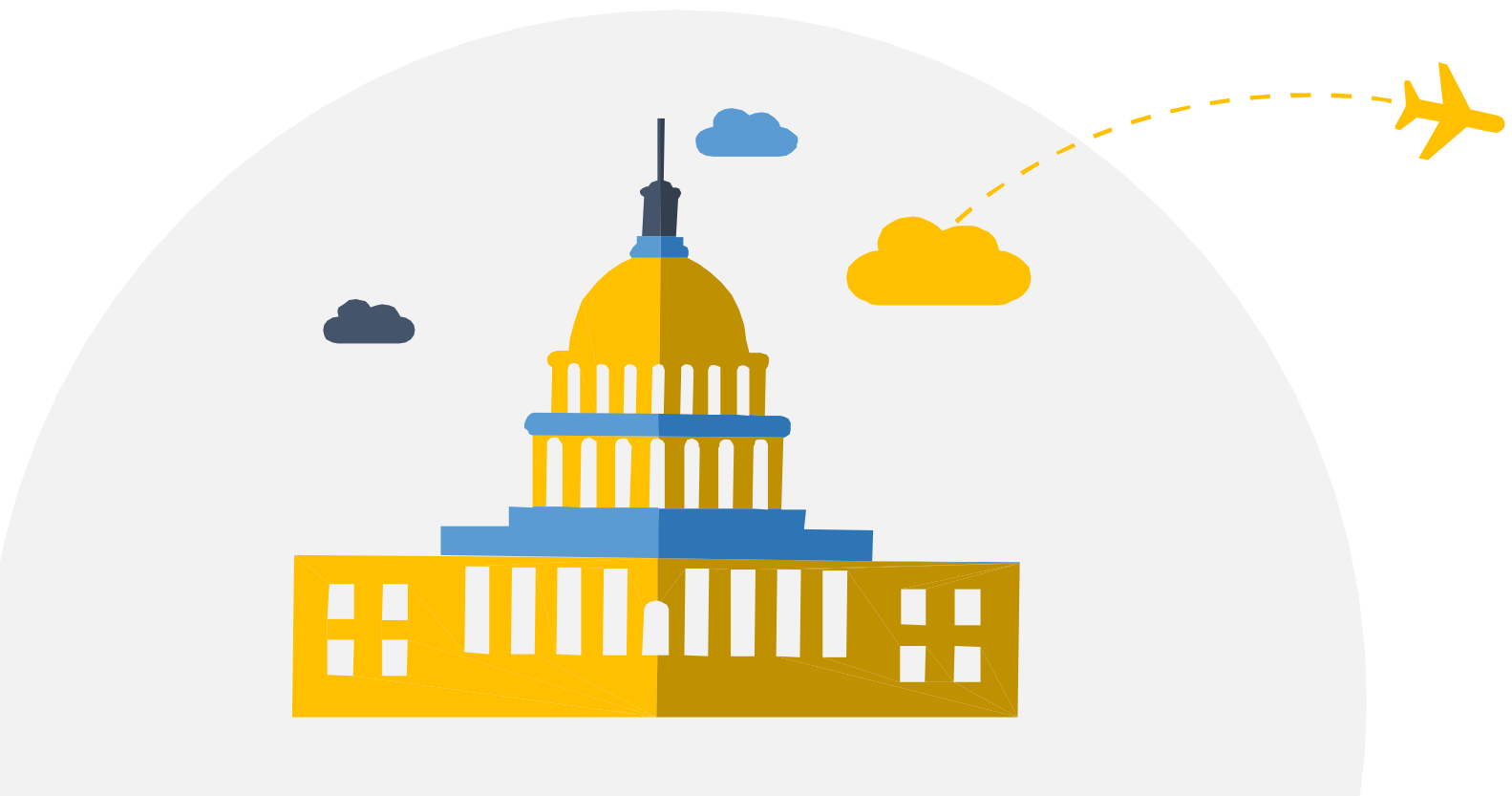


In the choice of transportation for commuting, over 65% of staff in Egyliere Travel choose public transportation like metro, mini-bus and only several managers drive private cars.

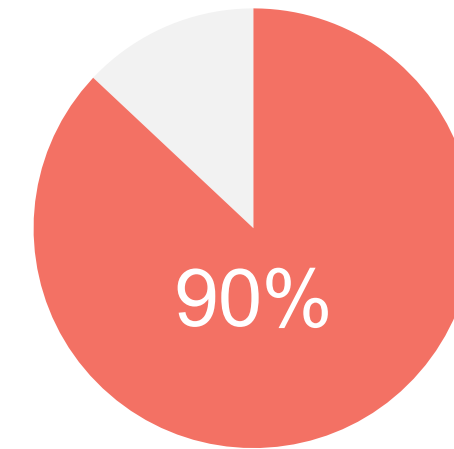


More and more staff are trying to go their destinations on foot especially when the distance is under 3km. According to international standard of calculating carbon footprint, staff of Egyliere effectively save **817.02kg** CO2 emission every month.

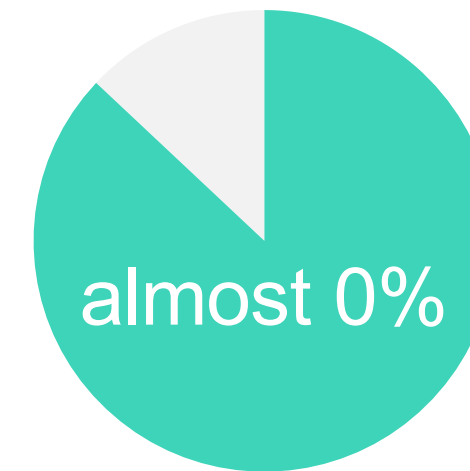
Carbon Footprint of Egyliere



65% of staff choose public transportation for commuting



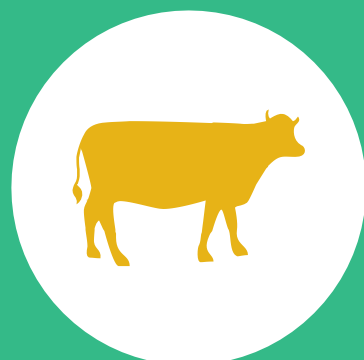
90% of staff choose to walk when distances are under 2km



almost 0% of business travel is taken by flight



Two staff are doing Car-Pooling action reducing 51.6 CO2 emission every month



Eating makes difference. Staff are adding more vegetables into their meals.



When you leave, turn off lights & pull out the plug

This helps us save a fair amount of electricity!

ETR Supervision

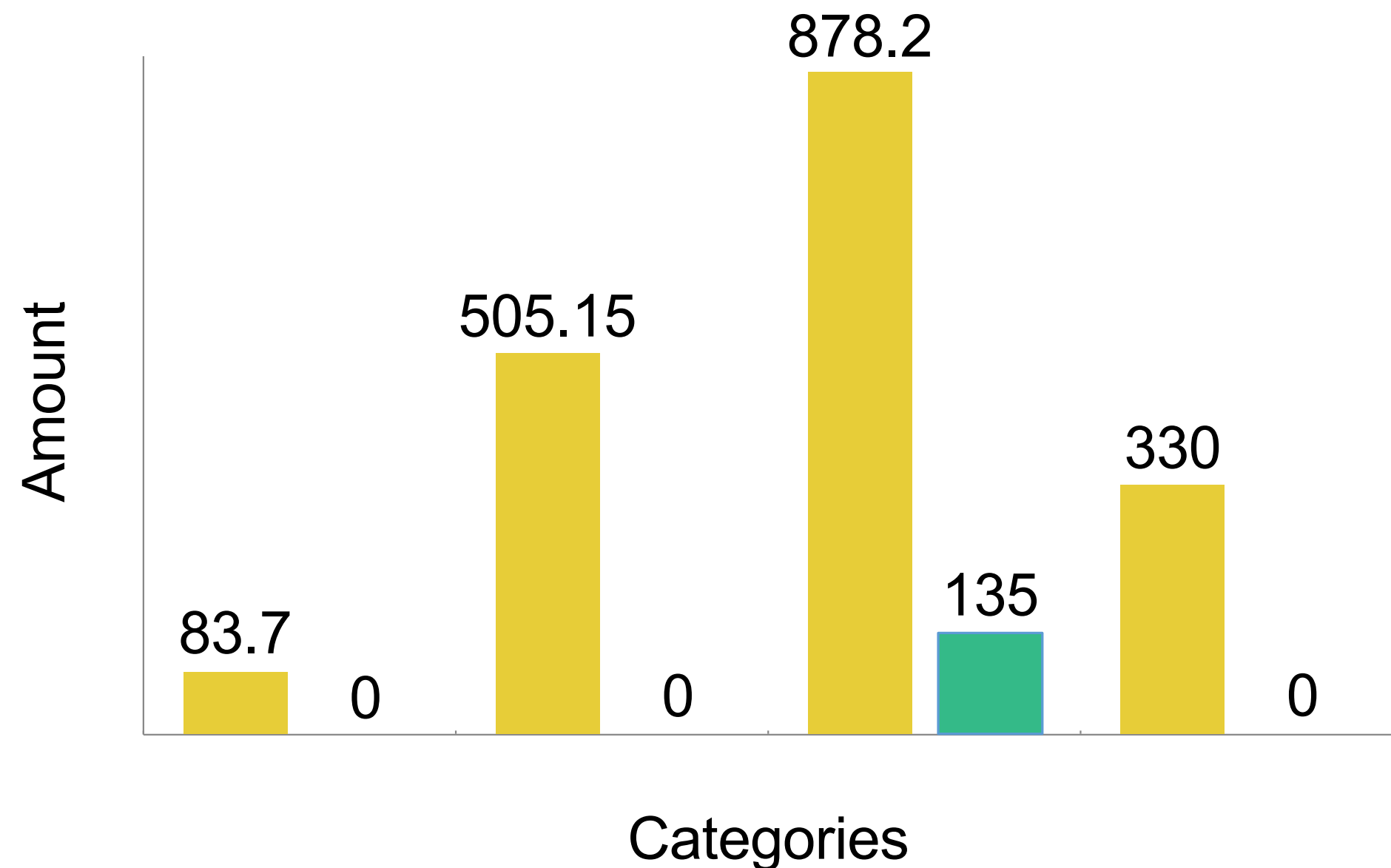
Under the supervision of UNGC Compliance Officer and a well-established accounting system, Financial Manager is required to fill all the data by 5th day of month. Egyliere keeps track of electricity/water/paper usage every month. In the past year, we have seen a clear reduction in energy use and waste generation by our office.

All the updated statistics are available for every staff and they are taking the roles of indicator and reminder of the environment foot of Egyliere Travel.

In Consumption block , we fill data on consumption of water/electricity/paper in 2 measurements:

- Money expenditures
- Units

Paper&Energy consumption in the 1st quarter of 2016



*Yellow bar stands for Energy
Green bar stands for Paper

External Relationship

1



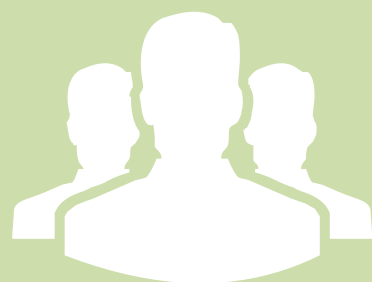
Government

2



Activities

3



Supplier Choices

Egyliere is always working diligently to come up with long-lasting programs that benefit local and regional communities and ensure that our social investment is strategically aligned with core business activities.

Besides of a recognized and powerful inner control system, we have made huge progress on external relationships.

We divide our public relationship into 3 main parts and Egyliere have specific plans for each part to insert our agreements on environmental protection.

Government

Egyliere keeps a close relationship with Egypt of Tourism and some Ministry of other Government

We strictly obey all the environment regulations and laws published by central and municipal governments. And in negotiation of officers on special occasions, Egyliere frankly present and raise our advice on how can government do more in protecting environment and establishing an ideal for integration between business and political issues.

As a pay-back, Egyliere finds practices engaged with environment are also helping us in gaining political support local communities for business



Activities

Social activities and campaigns are not merely beneficial for building public images. Egyliere thinks we can really make a difference through these practices.

Egyliere is connecting with more local NGOs, which concentrated on public awareness and environmental protection and we plan to donate a share of our flight tickets revenue to support their development .

More activities will be launched in social media pages and off-line by means of protecting environment. For example, Egyliere are going to hold a video competition with the theme of “How will you create a greener Egypt” .We would like to combine innovative ideas with green campaign in our reachable areas.



Supplier Choices

Egyliere is always seeking partnerships with suppliers to develop and utilize environmentally friendly products and services.

In the paper recycling circle, we are approaching a prestigious paper-recycle company to establish cooperation just as mentioned in *Egyliere Paper Use Principle*. This can also give impetus to our enactment of green policies.

When considering suppliers of travel industry, there are much things Egyliere can do, from hotels to transportation. To put it more specific, we will add the measurement of supplier's environmental effects into consideration, based on the dimensions of value, products and inner consumptions. When offer the same conditions, we will chose a company that are more responsible in protecting environment and those devote more on sustainable development.

It's important for Egyliere to take this kind of approach that builds on shared common goals and involves the active participation and commitment of environment protection through business contracts and negotiations.

Tour Packages



Egyliere finds it necessary and indeed promising to combine environment protection into our products and tour packages.

Marketing team has raise many innovative ideas of our business development and we are pushing forward to make them realize.

Egyliere plans to launch a tour route named “Our future” which is totally environment oriented. Tourists are more

like volunteers, who will engage in monitor the water quality of Nile while at same time can enjoy the sceneries along the river bank. Activities can also include lecturing environment knowledge to local students, designing recyclable souvenir with local craftsmen.

We will try our best to monitor every tourist’s behavior in their journey and ensure they are also aligned with environment protection principles. This kind of supervision is thought to be effective and will exert profound influence.

Nile, Your previous



Anti-corruption



Honesty and transparency is the supreme principle of Egyliere's operation. In modern business world, Customers and stakeholders are increasingly expecting transparency and it gradually becomes the new operating standard.

Egyliere commit to UN Convention Against Corruption and related principles in UNGC and we hold zero-tolerance towards dishonesty, bribery and unethical behaviors done by employees, including property of company, business negotiation and job promotion.

Egyliere keeps in mind that we should create detailed policies on specific bribery issues and put in place robust management procedures such as risk assessment, training and whistle-blowing to prevent corruption. Such policies and procedures are applied to any third-party (i.e. governments, suppliers, partners, agents or mass media platforms) contracting with Egyliere Travel.

In the first part of our report, we introduce Egyliere Travel's Human Resource and Development system and it vividly show how Egyliere is achieved it's goal on improving transparency in hiring process , employee appraisal and gathering information from our customers and partners.

It has deciding effect on encouraging our staff to strive for excellence through down-to-earth efforts and eliminating the possibility of playing tricks and bribing managers. By introducing these policies through persistent presentations and trainings, we cultivate identification of anti-corruption among staff in different levels.



Contents

What
we did 

- a. KPIs evaluation system
- b. Accounting
- c. Welcome—UNGC Compliance Officer!

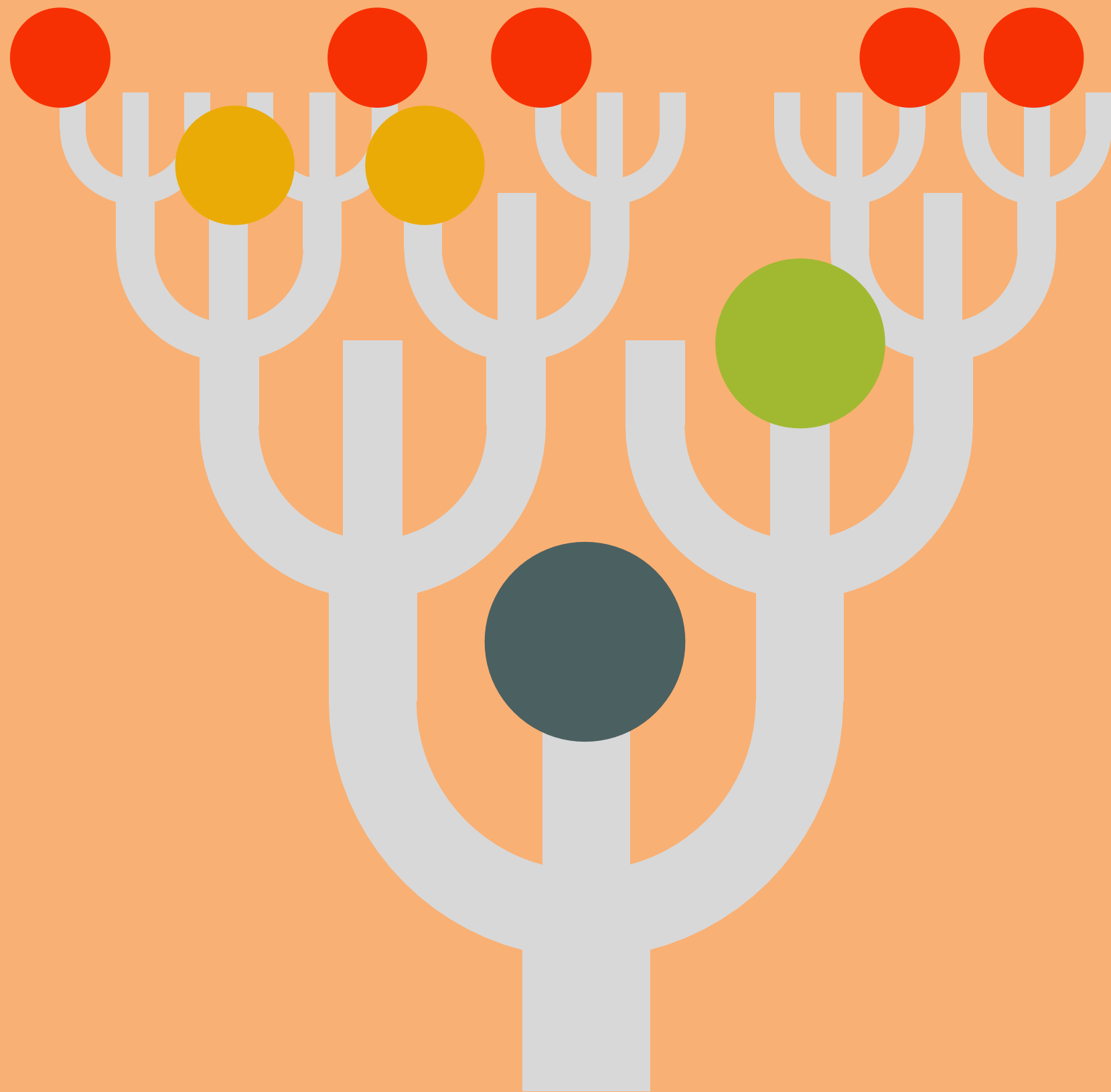
- a. Audit rules & Supervision
- b. From Participant to Leader

Plan for future



What we did

KPIs evaluation system



Attachment 6

The evaluation system divides main Key Performance Indexes into two categories: **Qualitative and Quantitative.**

This kind of segregation matters because qualitative KPIs draw a basic grand picture of responsibility and what makes each employee a qualified employee. But it's general and not specific enough.

The quantitative branch sets specific standard of every criteria and gives each staff a chance to do self-assessment.

All these sheets are per employee and will be filled by only the respective employee.

With a open system in Google Drive, every staff is access to these files.

Sample: For all managers

Qualitative



The manager could log also, free text, their motivational acts and to be verified through random interviews of their respective department so that the CEO would be able to determine and decide about this attribute.



Create logs to record contracts and negotiates with all suppliers to achieve best services at least possible costs Producing the most innovative, creative, attractive and price-worthy proposals for all client requests including banks, hotels.



Able to independently make work related decisions.
KPI: a log in which either CEO keeps track of the assistance the manager needed or manager keeps track of what he needed assistance in and take notes for future decisions.



Innovation and Initiative skills
KPI: create a log for managers and employees to record any initiatives or new ideas they introduced to the company.

Quantitative

Sample:Aviation Apartment

1.Ticket count

2.Sales/turnover

3.Requests response time

4. HINT: There are two separate columns:one for direct and the other for connection flights

5. ADM financial penalty: Record monthly/quarterly any financial penalties received for each employee to measure whether they are aware of refund and ratio rules.



6.Negotiated Savings: Record original prices by using booking.com as a reference/ source and money saved through negotiations/ contracts/ promotions per month.

****Customer Retention:** Create their own customer sheet and count the number of returning customers/ employee.

****Customer Complaints (based on surveys)**

****Net promoter score**

7. For the 3 above:** Create a google form to act as “post-service survey”.

8.Time it takes to prepare quotation files for the accountant department (communication)

9.Thanks Mails: Record of received thanks mails.

10.Punctuality : Record absences and late appearance.



Accounting

For every company, accounting is the most vital step of making their business more transparent and it's always believed as the most difficult part.

Egyliere never stops adopting stringent anti-corruption measures and regulations against financial misconduct. Our common practice is holding periodic workshops and opening discussions with staff to check out whether there are space for implementation.

Job Description

For Egyliere, we established an accounting team with 7 members and propose more strict requirements for accounting staff with detailed job descriptions:

1. Employees pay attention to details while reviewing quotation files of the travel and aviation departments including the accuracy of customer receipts.

KPI: create a login which employees keep track of the adjustments they made to customer receipts files after issuing the receipts.

2. Develops external relationship with appropriate contacts e.g auditors, bankers to manage budgets.

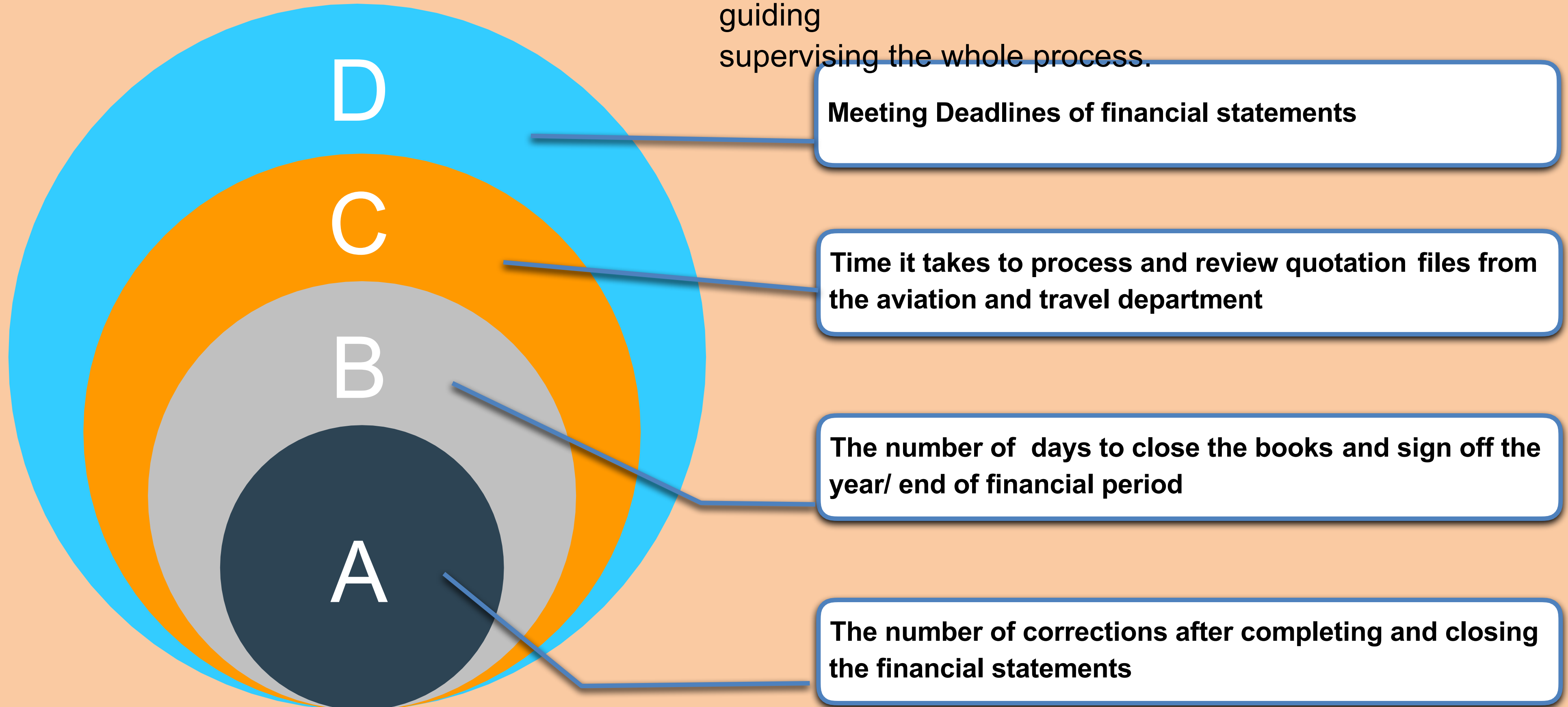
Logs for accountants to record external relationships with contacts.

SEPTEMBER 2016						
MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Quantitative Evaluation

Attachment 7

When it comes to Quantitative measurements, we not only pay attention to punctuality but also stress on accuracy of every data. The main indicators of accounting is playing the role of guiding and supervising the whole process.



Welcome

UNGC Compliance Officer

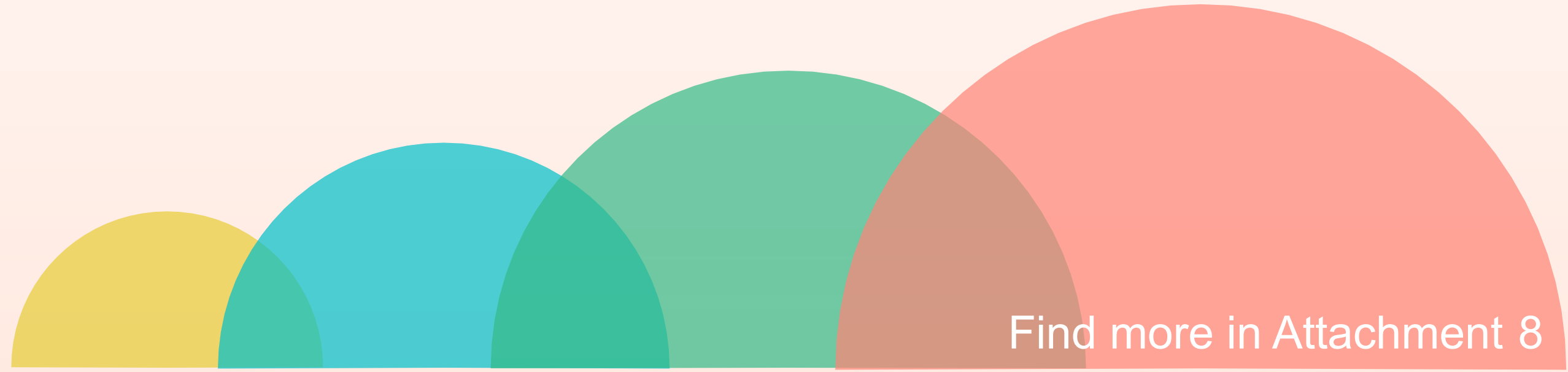


This year, Egyliere adds a new occupation to fully take on all the UNGC issues . The occupation is a relatively independent role like an “outsider” to monitor attributes and KPIs such as:

- Financial performance (GOP, LOB Revenue Vs. Target, LOB Expenses Vs. Budget)
- Employee Turnover Rate (ETR)
- Employees satisfaction
- Electricity bills/ water bills/ paper bills/ Air tickets emissions contribution Other attributes and KPIs

The officer, strictly speaking, belongs to no department and this is important to guarantee an external auditing and reduce interventions from stakeholders.

Job description



Find more in Attachment 8

After delivering the framework/tool, UNGC Compliance Officer will gather data and feed their tool with data and intelligence.

In terms of external relationship, the officer will attend many UNGC workshops and meetings as the delegate of Egyliere to get insights, set priorities, and contribute local business community. The officer will receive instant feedback from these conferences and output knowledge to other staff afterwards.

We treat the Global Compact Local Networks, convening business roundtables or multi-stakeholder conferences as our significant approaches to third parties.

This year, Egyliere attended an Anti-corruption conference in May, in which we spoke out and shared our opinions with other UNGC community members. Whats' more,we have already met with EJB to find common ground for cooperation.

Plan for future



Audit rules & Supervision System

Egyliere is working on a comprehensive audit rule that covers all terms of our company, including daily expenses, business operations and on-time financial report. With the assistance of data base and information technologies, Egyliere can amend our occasionally- happened information loss.

The supervision system is based on a wider spectacle and what Egyliere is going to do is making use of the social media. As long as our clients can get access to information they need conveniently under the premise of not violating business confidentiality , they are actually assisting in advancing anti-corruption campaigns.

More scientific and systematic evaluation tools will be imported into Egyliere. Many prestigious international consulting groups have developed tools and models and Egyliere is willing to embrace them and apply them into our supervision system.

Egyliere are to engage in efforts that support governance capacity and support international best practice in resource governance in an more active way.

Based on our business network in travel industry, we plan to sponsor more sessions to make the Anti-corruption mission more specific and business-oriented.

**From
Participant
to Leader**

2



Self-Assessment



The table below summarizes Egyliere's Materiality position in relation to each of the GRI 3.1 indicators and guidelines.

Level of reporting:

A: Fully reported(Egyliere has comprehensively reported our strategies, policies and steps to deal with the problem ,carefully measured results and effects of these approaches and represented them in the report.)

B: Partially reported(Egyliere has reported our willingness to take rational actions towards the issue and has drawn a general picture of how-to-do.)

C: Not reported(Egyliere has not stepped into these items already based on our situation or lack basic information to support our reporting.)



1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission
1.1	Statement from the most senior decision-maker of the organization.	A	P9		
1.2	Description of key impacts, risks, and opportunities.	B	P51-52,P43	Opportunities haven't been covered	



2. Organizational Profile

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission
2.1	Name of the organization.	A			
2.2	Primary brands, products, and/or services.	B			Not closely relate to report
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	A			
2.4	Location of organization's headquarters.	A			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	B	P4		Not closely relate to report
2.6	Nature of ownership and legal form.				
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	B	P4,P43		Not closely relate to report
2.8	Scale of the reporting organization.				
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	C			
2.10	Awards received in the reporting period.	C			Hasn't received

3. Report Parameters

Profile Disclosure	Disclosure	Level of reporting	Location of	For partially reported disclosures, indicate the part not reported	Reason for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	A	P7		
3.2	Date of most recent previous report (if any).	C			
3.3	Reporting cycle (annual, biennial, etc.).	C			Find in UNGC web
3.4	Contact point for questions regarding the report or its contents.	B			
3.5	Process for defining report content.	B			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	B	P7,P18		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	A	P7,P33		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	C			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, partially indicate the part not reported	Reason for omission
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge.	B	P50-52,P66		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	C			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	C			
3.12	Table identifying the location of the Standard Disclosures in the report.	A			
3.13	Policy and current practice with regard to seeking external assurance for the report.	C			



4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	Reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	B	P5		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	B	P5		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	C			We are a start-up
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	C			Not related to the report
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	C			Not related to the report
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	B	P69,67,39,30		
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	A	P16-17		
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	A	P4		

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, partially indicate the part not reported	Reason for omission
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	B	P19,20,44,45		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	C			Not material
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	A	P40,P39,P48,P59,P62		
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	A	P53-57,P73		
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	B	P54,P70,P18,P59		



Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	partially Reason for omission
4.14	List of stakeholder groups engaged by the organization.	C			
4.15	Basis for identification and selection of stakeholders with whom to engage.	C			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	B	P56,P70,P62		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	C			



STANDARD DISCLOSURES PART II: Performance

**Indicators
Economic**

Indicator	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, partially indicate the part not reported	Reason for omission
Economic performance					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	B	P45	Implications not included	
EC3	Coverage of the organization's defined benefit plan obligations.	C			
EC4	Significant financial assistance received from government.	C			None data
Market presence					
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	B	P21		
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	B	P56,P33		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	A	P14-19		



Environmental					
Indicator	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	partially Reason for omission
Materials					
EN1	Materials used by weight or volume.	C			Lack data
EN2	Percentage of materials used that are recycled input materials.	C			Hasn't start
Energy					
EN3	Direct energy consumption by primary energy source.	B	P50,P51		
EN4	Indirect energy consumption by primary source.	C			Lack data
EN5	Energy saved due to conservation and efficiency improvements.	B	P50,P51		
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	B	P49,P56		
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	A	P47,48,49		
Water					
EN8	Total water withdrawal by source.	B	P52		
EN9	Water sources significantly affected by withdrawal of water.	C			
EN10	Percentage and total volume of water recycled and reused.	B	P52	Don't have recycling water	



Indicator	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	partially Reason for omission
Products and services					
EN11	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	A	P45,53,54,55,56		
EN12	Percentage of products sold and their packaging materials that are reclaimed by category.	C			
Compliance					
EN13	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	C			
Transport					
EN14	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	B	P50,P51		
Overall					
EN15	Total environmental protection expenditures and investments by type.	C			



Social: Labor Practices and Decent

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission
Employment					
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	A	P16		
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	B	P16,17		
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	A	P20,21,35,42,44		
LA15	Return to work and retention rates after parental leave, by gender.	C			
Labor/management relations					
LA4	Percentage of employees covered by collective bargaining agreements.	B	P21		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	C			



Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission
Training and education					
LA10	Average hours of training per year per employee by gender, and by employee category.	B	P11-12		
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	A	p23-26		
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	B	P29,30,P23-26		
Diversity and equal opportunity					
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	B	P16,17		
Equal remuneration for women and men					
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	B	P21		



Social: Society					
Indicator	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	partially Reason for omission
Local communities					
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development	C			
SO9	Operations with significant potential or actual negative impacts on local communities.	C			
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	B	P55-57		
Corruption					
SO2	Percentage and total number of business units analyzed for risks related to corruption.	A	P59,62		
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	A	P62		
SO4	Actions taken in response to incidents of corruption.	B	P59		



Social: Product Responsibility					
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission
Customer health and safety					
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	B	P44		
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	C			
Product and service labelling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	B	P43,44		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	C			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	A	P31-33		



Indicator	Disclosure	Level of reporting	Location of disclosure	For reported disclosures, indicate the part not reported	Reason for omission
Marketing communications					
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	B	P54,P56-57		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	C			
Customer privacy					
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	C			
Compliance					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	B			Under revision



Attachments

1. https://docs.google.com/document/d/1YBkz23d-WWckyDR_hgvNBMjCvVRVBh2I1PFbQKgGzW8/edit
2. <https://drive.google.com/drive/u/1/folders/0B-bs3UU0tp4Bd0Qtbk5vR1Nvanc>
Employee&Intern Orientation Guideline
3. https://docs.google.com/document/d/1LC7epXOjPzeCKB-1MpNLF_cXHEUPdrrJ4uiQUEY4xhI/edit
4. ***Appraisal Guide***
https://docs.google.com/a/egylieretravel.com/forms/d/1vtth84QvBhEXM8sxoif9sQxyx6_iUd7uAVyarOqAsg8/edit
5. <https://drive.google.com/drive/u/1/folders/0B-bs3UU0tp4BY3htckJxMHB2Rm8>
Egyliere Customer Survey Assessment Documents for 4 branches
6. <https://drive.google.com/drive/u/1/folders/0B-bs3UU0tp4BY0JtLUYyUUNKNUk>
7. ***Qualitative and Quantitative documents of KPIs system***
[https://docs.google.com/document/d/1Kjy2hswd9eFH9Pw3PbzGcwhK8Ocj2zNIP67-K4cPS-](https://docs.google.com/document/d/1Kjy2hswd9eFH9Pw3PbzGcwhK8Ocj2zNIP67-K4cPS-A/edit)
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