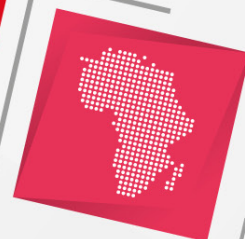
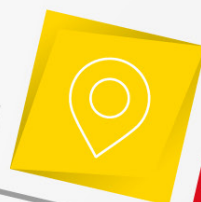
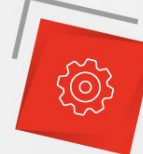




Communication on Progress



2020



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CEO Statement



*“**Hope** is a choice to believe in what is **possible** and a brave **commitment** to **achieving** it”*

To our stakeholders: I reaffirm Alfa’s support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption and of the UN Agenda 2030, with its 17 Goals.

This annual Communication on Progress describes our actions taken during the year 2020 that was extremely harsh on our beloved country Lebanon hit by one of the three most severe financial and economic crisis in History and the third most devastating urban explosions of all time after the Hiroshima and Nagasaki; all this amidst a global pandemic.

2020 has put our resilience as people, organization and country at large under a tough test. We had a huge responsibility on our shoulders. While most of the businesses have shifted to “work from home” model and university and school students to online, ensuring the continuity of a smooth and reliable network was our top priority, while at the same time preserving the Health and Safety of our staff.

Against the odds, Alfa has registered remarkable results for 2020; results that wouldn’t have been possible without the relentless efforts of the dedicated Alfa team. While navigating through unprecedented times requiring from each one of us exceptional measures on the personal and organizational level, we have succeeded into turning every challenge into an opportunity with clear objectives set for **Q4 2020** and **2021**.

Steadily, these objectives have started to materialize in **Sep-Dec 2020**, and they were the roadmap for 2021: **increase revenues, decrease cost, build a lean organization, while maintaining our Quality of Service and improving our Customer Experience.**

Indeed, in 2020, Alfa transferred **11% more money** to MoT/MoF than what was transferred in 2019, despite 8.3% decrease in collected revenues. This was due to better revenues in the last quarter, cost cutting and tight cash-flow management.

Yet, the **increase in our subscriber base by 5.9%** in 2020 remains our biggest source of pride. Customers are the key drive to our success and building on their loyalty and satisfaction remains our ultimate objective which makes all other objectives cascade.

“Hope is a choice to believe in what is possible and a brave commitment to achieving it” quoting one of our colleagues. At Alfa, we made a brave commitment to achieve, and remain faithful to our mission to cater for the connectivity needs of our community.

Keep Hoping,
Jad Nassif

Our Identity



MIC 1 S.A.L, -brand name- Alfa is a mobile network operator that provides mobile lines and related services in Lebanon. The headquarters are located in Parallel towers, Dekwaneh, Lebanon.

It is the first Lebanese mobile network owned by the republic of Lebanon. Alfa only operates in Lebanon, delivering quality and professional solutions for the mobile sector in Lebanon. Alfa currently serves more than 2 million subscribers (75% of them are data users), through a state-of-the-art network (2G, 3G+, 4G and 4G+/LTE-A) that covers 99% of Lebanon.

On October 25, 2011, Alfa became the first mobile operator to launch 3G+ mobile broadband services in Lebanon. In another major technological achievement, the company was the first to commercially launch 4G-LTE services in the country on May 15, 2013; and the first 4G+ live sites in Lebanon in Q3 2015 and Q2 2016. In 2018, Alfa was the first to accomplish the 1st 5G trial in Lebanon with speeds reaching 25 Gigabits/sec for the first time in Lebanon's history.

Who We Are

We are the citizens of our community, proud of our belonging, We provide competitive telecommunications services while maintaining the highest quality of service by upholding our sustainable commitments year after year.

Alfa's Inspirations

We aspire to lead the change in the Telecommunications Industry by employing advanced technologies and adaptable mobile solutions to the Lebanese Market, creating an innovative model of social responsibility and fostering our stakeholder engagement through an agile value creation system.

Alfa's Beliefs

We believe in the potential of our PEOPLE by building on talents through the development of the right knowledge and skills, enabling our Talented and Engaged PEOPLE to lead the way and secure sustainable growth.

We believe in building a Sustainable Business Model by investing our talents and engaging our stakeholders for the benefit of our Society, our People and our Environment through pioneering Responsible operations and initiatives. Alfa's Beliefs

We believe in the Power of AGILITY by constantly enhancing our Business Processes, Talent Management and Technologies, stimulating thus, Competitive Advantage and Strategic Differentiation.

We believe in delivering an Outstanding Customer Experience by striving for Excellence and anticipating our customers' needs, thus, turning them into our Brand Ambassadors.

Our Approach to the SDGs

The 17 Sustainable Development goals that were adopted by the UN, in 2015, constitute for Alfa a business map and model. Our energy and drive are mobilized to improve the quality of life of the Lebanese community. As agent of change being the main provider of connectivity amongst citizens, we have engineered our sustainability journey around a vision to transform all of our social beliefs into tangible actions, and to fully integrate sustainable development principles in all of our operations. Thus we've been championing our three primary SDGs, #3: Good Health and Well Being, #9 Industry, Innovation and Infrastructure and #10 Reduced Inequalities.



In addition, Alfa has committed to a number of secondary SDGs as showcased in the picture: #4, #5, #6, #8, #11, #13, #14, #15 and 17.

The below chart summarizes some of the key main milestones in relation to the SDGs for the year 2020:



Highlights of Progress Towards SDG3

- Alfa embraces the culture of Road Safety and was the first telecom operator in the MENA region to be awarded ISO 39001:2012 certification on Road Traffic Safety, working internally and externally on spreading awareness through targeted community awareness campaigns and external initiatives.
- Another major milestone in the course of Alfa's development is to be the first telecom operator in the MENA to be awarded ISO 45001 for Occupational Health and Safety.



Highlights of Progress Towards SDG5

- Alfa was the first Lebanese company to organize "Girls in ICT" event every year since 2013 as per Lebanon's ITU directive to teach young ladies about the telecom sector and the opportunities available to them and encourage them to pursue careers in the field
- In 2020, our team comprised around 40% of women



Highlights of Progress Towards SDG9

- Alfa provides the fastest internet innovations in the world to the Lebanese market.
- Alfa has nationwide 4G+ deployment covering 100% of its subscribers with LTE Advanced sites
- By end of 2020, Alfa Network consisted of 1,138 2G sites, 1,406 3G sites and 1,377 4G sites.



Highlights of Progress Towards SDG10

- Alfa champions the cause of people with "Iron Will" by partnering with NGOs to support their inclusion and improve their productivity and financial independence
- Employees with "Iron Will" constitute more than 3% of Alfa's Total Employee Population exceeding the 3% quota stipulated by the Law 220/2000 and ratified by Parliament in December -1999 to promote the rights of the disabled



Highlights of Progress Towards SDG11

- Alfa family is continuously trained and reminded about sound driving rules as part of its Road Traffic Safety management certification ISO 39001:2012, and audited on a yearly basis



Highlights of Progress Towards SDG13

- Alfa has a well-established Waste Recycling program in all Alfa premises (papers, cardboard, plastic and metal)
- Alfa provides Green Tips to colleagues on a monthly basis
- Alfa has shifted entirely to e-Bill instead of paper
- Alfa was awarded ISO 14001 for Environmental Management, by the certification body "Groupe AFNOR" accredited by COFRAC, putting the Environment at the heart of Alfa's business, by reducing our environmental footprint, optimizing waste management, reducing energy consumption, and cutting down on carbon emissions.



Highlights of Progress Towards SDG17

- Alfa is a member of the UNGC and the GCNL which is continuously seeking to develop partnerships that create impact in the community

Awards

Alfa's Records of Excellence in ISO Compliance and Certifications

With therisk based thinking concept introduced in 2015 to Management System Standards in ISO, Alfa was able to leverage on the maturity of the risk management framework to ensure the governance of the HSE system (ISO14001 and ISO45001) as an integral part of its risk and business continuity entity.



2018

1st telecom operator in MENA to be awarded ISO 45001 for Occupational health and Safety.

1st operator to be awarded at the same time 2 ISO certifications ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety.



2019

Alfa was the recipient of ISO 31000 attestation of compliance for Risk Management.



Our Strategy

Throughout this report, we illustrate how our business performance spills over on all core competencies namely our People and the Planet.

Our strategy was toiled to foster a culture that transforms our business from our mindsets to our corporate structure, to our products and services. In fact, the digital transformation imposed by COVID-19 new lifestyle, requires smart thinking and planning as well as people, consumers and communities who think in a smart way and who are equipped with the needed digital tools and a reliable network, hence they need an operator like Alfa and we are committed to deliver them the services they need.



Acting for our Business

Amidst a Global pandemic that has imposed on all humans on this planet the adoption of a “New Normal”, no doubt that the digital adoption has taken a quantum leap at all levels with the new trends of remote work and online learning.

Businesses and Customers had to adapt in just a few months to the “New Normal” and this means more contactless interactions and reliance on digital platforms. At Alfa, we were highly agile to surf this new wave, detected the signals of change and proactively engaged with our subscribers through targeted campaigns guiding and pushing them to use and adopt our digital solutions rather than relying on face-to-face interactions.

This has translated into an increase in our Alfa App downloads and the use of our mobile app and website for online recharge and payment. With the agile use of the technology at hand, our brand is offered tremendous opportunities to innovate and mature in its ability to engage customers, answer their needs, and move forward in a new way.

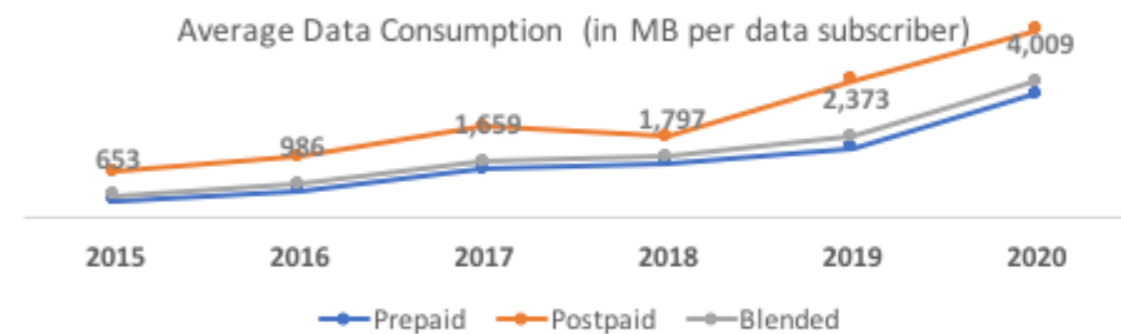
Financial and Technical Performance

- In 2020, Alfa transferred 11% more money to the Ministry of Telecommunications (MoT) than what was transferred in 2019, despite 8.3% decrease in collected revenues. This was due to better revenues in the last quarter, cost cutting and tight cash-flow management. Moreover, we managed to increase our market share by 5.9% in 2020.

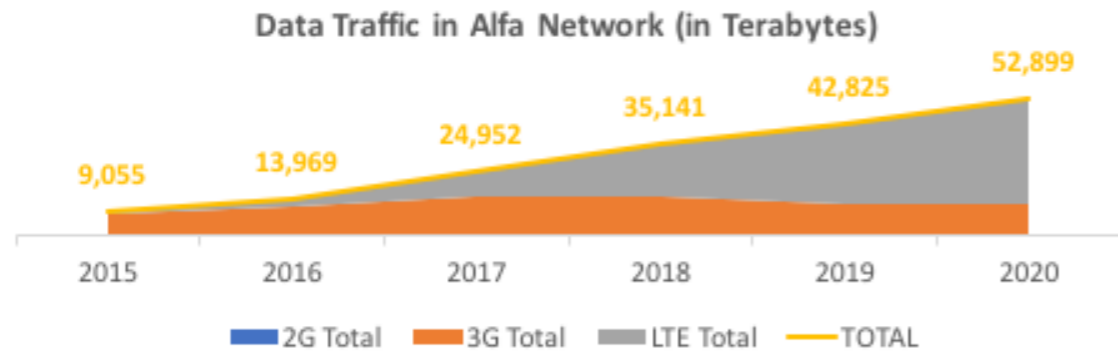
- Between 2018 and 2020, Alfa contributed to more than 1% of the national Lebanese economy. The contribution declined in 2020 following the hyperinflation and economic crisis.

- By end of 2020, Alfa Network consisted of 1,138 2G sites, 1,406 3G sites and 1,377 4G sites.

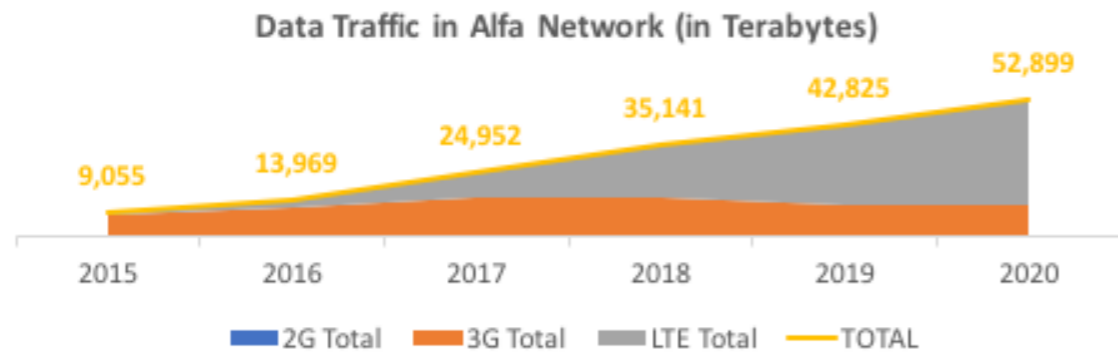
- Alfa introduces bundles and offers allowing customers to enjoy data services for lower prices, which is increasing the data usage per subscriber. In 2020, data consumption increased to 4 GB per subscriber.



- Following the major network investments and optimizations performed on Alfa network, data traffic is still growing quickly and shifting from 3G towards 4G technology. In 2020, around 53 Petabytes were consumed in Alfa network, of which 78% were served by the LTE network.



- By end of 2020, 94.2% of handsets within Alfa network were smartphones and 81% of the total handsets supported LTE.



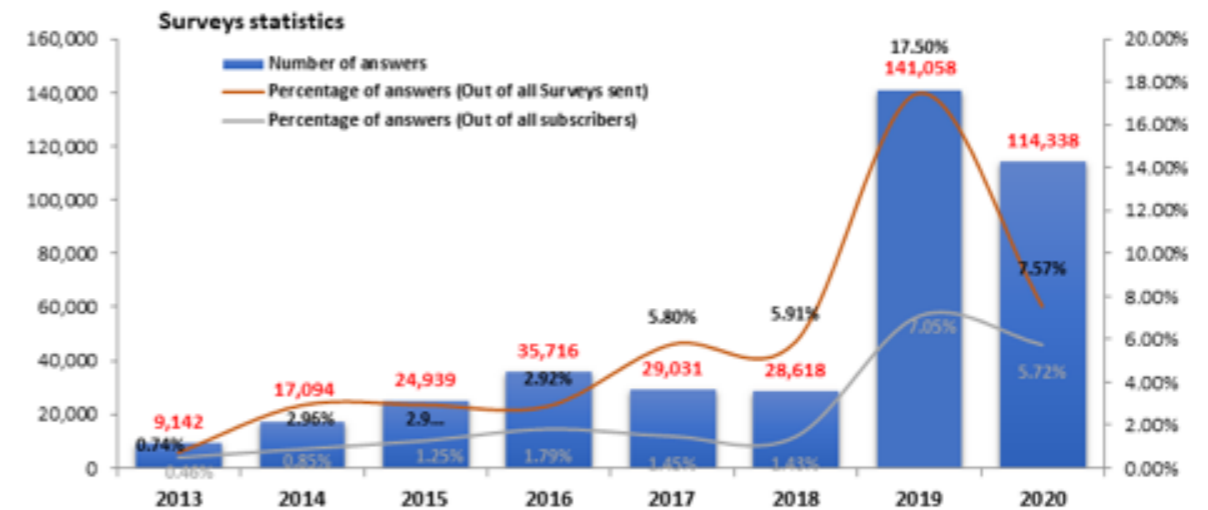
Acting for our People

People were and remain the main driving force and purpose of our business. Whether targeting our Customers or our employees, policies were put in place to ensure seamless Business continuity plan that ensures Customer Satisfaction and well-being of our teams.

Voice of Customer

Our Customer Experience Management (CEM) Process helps us monitor our customers' satisfaction and continuously steer Alfa in the direction of a more customer-centered approach. Through the Voice of Customer program, we gather our customers' responses across the entire customer journey by completing several surveys that are finalized via distinctive channels based on the customers' needs.

During 2020, 114,338 answers were collected following several surveys completed using different channels (SMSs, USSD, Phone, etc.) with 7.57% as answering ratio.



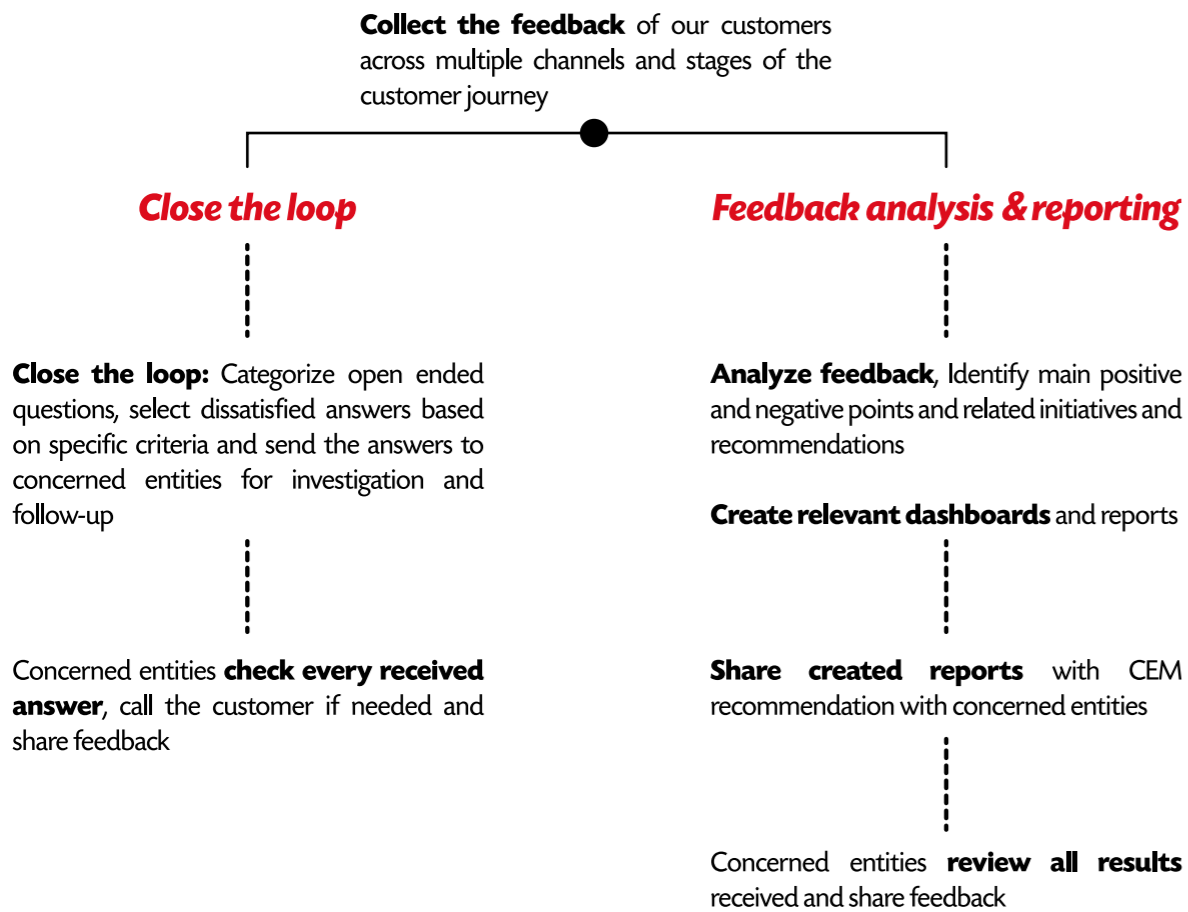
DURING 2020, BELOW WERE THE MAIN CHANNELS SURVEYED:

TARGETED CHANNEL	SURVEY OBJECTIVE	SATISFACTION SCORE
USSD *111#	Customer using USSD channel	40%
Mobile application	Customer using Mobile App channel	38%
Website	Customer using Alfa Website	31%
Email	Customers communicating with us by email	59%
Store	Customers visiting our store	71%
Live Chat	Customers using our Live Chat	75%
Call center	Customers calling 111	71%
PoP	Customers visiting our PoPs	74%

In 2020, Alfa customers got the chance to share their satisfaction from the call center after calling the 111 line. The satisfaction from Alfa stores increased 20% from 2019 till 2020. As for the mobile app survey, it was also updated following the launch of the new mobile app to measure the customer satisfaction as well as the impact of new features added.

CLOSE THE LOOP FEEDBACK

Every week, all collected information from running surveys were checked, analyzed and actions were taken to improve the satisfaction. Customers needing support and dissatisfied in certain cases were contacted by concerned entities to close the loop. Urgent requests were also shared immediately with concerned entities. The results of escalated cases are also followed by the CEM team and weekly report is shared with the management.



In 2020, 2596 cases were checked and escalated to concerned entities.

CUSTOMER-CENTRIC CULTURE

Besides, and as part of 2020 activities, we promoted the Customer-Centric Culture by:

1. Updating most of processes to take customers need/satisfaction into consideration
2. Monitoring our customer interactions using continuous surveys
3. Communicating continuously with Alfa employees:
 - CEMO messages covering survey results, benchmark and mystery reports, customer experience trends shared every week
 - Alfapedia messages dealing directly with customer service agents communicated every month

RISK MANAGEMENT CULTURE

Since 2012, Alfa is relentlessly working on managing all enterprise risks, namely risks having an adverse impact on the environment and/or the health and safety of its employees, subcontractors, or visitors. After identifying and working on 43 environmental and health/safety related risks and continuous improvement initiatives, after assessing the datacenters, offices, warehouses, and strategic sites from those two perspectives, and after launching the green Alfa initiative, Alfa eventually evolved to be on par with companies having ISO14001 and ISO45001. Adding to this that Alfa is in line with the Global Reporting Initiative (GRI) and is strategically committed to the SDG (Sustainable Development Goals)

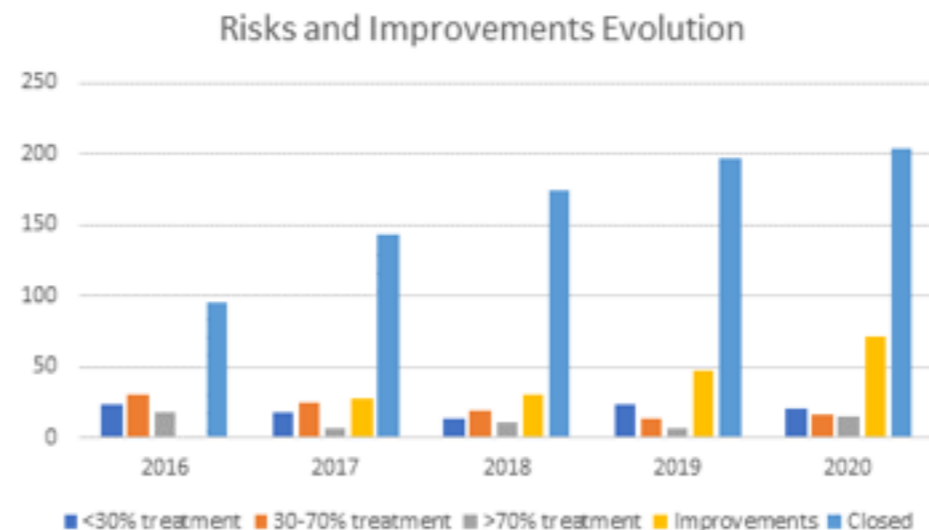
Leveraging on the acquired vast know-how and the culture established throughout the years, Alfa's internal gap assessment, as later confirmed by an external gap assessment performed by APAVE, revealed a high level of readiness for ISO14001 and ISO45001 certifications.

The actual audit was carried in November 2018 by AFNOR, and resulted the official double certification for ISO14001:2015 and ISO45001:2018

With the awarded certifications, Alfa is committed to preserving the environment, reducing the pollution, and safeguarding the health, safety, and mental wellbeing of its employees, subcontractors, or visitors. This commitment is established through a set of policies, guidelines, and procedures ensuring the culture is well spread and integrated into normal business processes such as office operation, fieldwork, sites design, sites acceptance, maintenance, crisis management, building management, just to name a few.

As often accurately stated: environment, health, and safety excellence is a journey rather than a destination. Alfa is well aware of this fact and is hence committed to constantly fostering the culture by integrating the best practices in every day's tasks, specifically focusing on the life cycle of products and services starting by the procurement process until disposal, passing by operation. Another aspect that will be worked on is developing the competences of involved employees. The ultimate objective is to reach a culture of ownership, whereby employees own the environment and safety mindset, and are consulted regarding those topics, making it a second nature. Having this "environment, health, and safety" in the corporate DNA is only achievable through positive re-enforcement.

You may find below in the below figure the evolution of our risk profile:



BUSINESS CONTINUITY AT ALFA

Alfa is committed to the introduction and implementation of a Business Continuity Plan that ensures the organization's resilience, through proper behavior of all entities in crisis. It enables different teams to restore the most critical business aspects in the fastest way. This is done by applying preset and clear action steps, by assigned persons, who undertake their tasks in timely and pre-designed fashion away from sporadic and uncontrolled behavior that usually happens in crisis.

The Business Continuity Plan (BCP) at Alfa was developed in line with the BS25999 which later gave birth to the ISO22301:

The flow of information and the mechanism of decision making during hectic times of crises is designed to be layered to ensure smooth and efficient chain of command and feedback. To have it efficient, the BCP at Alfa was designed after a thorough Business Impact Analysis (BIA) where the business architecture is scrutinized to identify the critical aspects that need to be tackled from a preventive and corrective perspective. The preventive measures are channeled through the Enterprise Risk Management framework, while an elaborate set of work instructions depicts the actual steps that need to be taken to correct the situation and resume business as usual, while maintaining the health and safety of the employees at all times in alignment with the OHS system. All scenarios are thought through and rehearsed at least once per year, to ensure the fast reaction during any disruption, stressing on the agility that characterizes Alfa.

This approach was put to the real test during the October 17 post events, where Alfa was able to maintain its operation with virtually no service degradation or operations' disruption, with employees working remotely and/or on site depending on the business aspect they are involved with. This readiness paid off when business as usual was seamlessly resumed by Alfa while a big proportion of companies that go through crises fail to recover.

A particularly challenging Health and Safety Crisis was faced during 2020, with the COVID-19 pandemic: it started off as a regular corporate risk #20-003, opened on January 24th, 2020 where the below measures were taken:

- **Periodic awareness emails, LCD visuals, etc...**
- **Employees encounters/symptoms screened and acted accordingly – flowchart developed**
- **Imposed measures on the suppliers/consultants to limit physical interaction**
- **PPE provided to employees interacting with customers or having a health condition**
- **Sterilium distributed over all Alfa premises and necessary quantity ordered**
- **Cleaning agents and canteen provider awareness**
- **Offices cleaned daily with convenient solutions**
- **Offices/elevators fumigation**
- **Infrared thermometer purchased**
- **The corporate physician in constant monitoring of the situation to advise accordingly**
- **Planning for different reduced staff scenarios**

When the risk escalated to crisis on March 13, 2020, the crisis management procedure was activated, and indeed the business impact was minimal, proving the resiliency and agility of Alfa.

QUALITY AT ALFA

In 2020, upholding our Quality management systems was one of the challenges we faced, thus we succeeded to maintain and preserve by smart working, accordingly, maintaining our leading and pioneering position on the strategic, tactical and operational levels.

Renewal of ISO 39001:2012 certification:

On December 2020 our Quality team, with the Top management empowerment and the full commitment and dedication of our Alfa team members, we were able to overcome all the constraints, limitations and challenges and succeeded to demonstrate Alfa excellence compliance in relation to ISO 39001:2012 for the Road traffic safety (RTS) with Qualitas company. The audits were remotely conducted via zoom sessions, for safety reasons.

Updating our Management systems:

Business Process Re-Engineering team is dedicated to review and amend Alfa Quality controlled documents; Process, Procedure, Policy, Guideline, Work Instruction and Specific forms.

In 2020, 413 Quality documents were reviewed/created.

The documents are categorized as per the below table, in line with the standards compliance.

Standards compliance	HSE	Business related	OHS	RTS	RTS - HSE	Grand Total
	24	309	12	34	34	413

In addition and in order to cope with the pandemic crisis and maintain our practices in line with Quality Standards. A Work from Home policy is in process of creation aiming at defining the eligibility and rules to be respected while working from home and the responsibilities of the employees involved to perform their professional activities remotely and to ensure business continuity.

Internal Audits:

A group of QMS Auditors is created from Alfa Colleagues from all departments. QMS Auditors perform number of audits during the year in the aim of monitoring business practices and in order to follow on none conformities.

In 2020, the audits were conducted virtually coping with the pandemic safety measures applied at all the company. All the findings are being followed for proper implementation and correction.

For 2021, Quality team will coordinate with all the concerned parties involved in order to follow on correction and implementation of **448 actions**.

NUMBER OF INTERNAL AUDITS CONDUCTED IN 2018, 2019 AND 2020

Year	Conducted Internal Audits
2020	14
2019	33
2018	18

NUMBER OF IMPLEMENTED IMPROVEMENT ACTIONS IN 2018, 2019 AND 2020.

Year	Implemented Corrective actions
2020	235
2019	147
2018	126

KPIs Data Collection and analysis and follow up:

- In 2020, despite all challenges, Quality team collected a total of 220 KPIs from several entities from all the company to monitor business operations, ensure standard compliance, customer satisfaction... Those KPIs and follow up analysis were periodically reported to management.
- Alfa team were able to avoid breaches and reach the set targets. When faced with external sudden circumstances and factors, concerned team put actions plan in place and applied alternative and correctives solutions, enabling our company to maintain its high set of objectives and level of excellence in our business practices.

ALFA'S LEARNING AGILITY

During 2020, throughout the local crisis and the COVID-19 pandemic, Alfa accompanied the global shift to digital learning; talent development, engagement and wellbeing as well as Alfa's continuous learning culture were sustained through diverse initiatives:

- Developing internal awareness material and HR communication to support colleagues and their families during COVID-19 pandemic, tackling health & safety, family wellbeing self-development, productivity and business collaboration, while facilitating adaptation to change
- Promoting ongoing development:
 - › Suggesting various free online learning events and resources (soft, skills, business skills and ICT industry updates) and awareness (HSE, RTS, self-care during COVID-19), during onsite and offsite working periods.
 - › Creating a specific track for managers with resources from leading educational institutions, consultancies and learning providers to provide exposure to knowledge, tools and best practices to lead effectively throughout the crisis.
 - › Technical skill development, various learning opportunities by telco vendors were shared with relevant colleagues, including conferences and workshops by Huawei, Ericsson, GSMA among others, about IT and telco updates.
- 100+ specific online events for around 1150 participants
- Around 100 public online events and resources for all colleagues



Acting for our Planet

Alfa 4-Nature

Through the Alfa 4-Nature program, we are working on internal and external measures for a more sustainable environment. We are working on reducing our environmental footprint, by optimizing waste management, reducing energy consumption, and cutting down on carbon emissions.



ISO 14001 for Environmental Management:

Alfa has become the 1st Operator to be awarded ISO 14001 for Environmental Management, by the certification body "Groupe AFNOR" accredited by COFRAC. Putting the Environment at the heart our business will be part of our relentless pursuit of Excellence. Alfa is committed to fostering the environment and making it a second nature, in line with its commitment to the Sustainable Development Goals of the 2030 Agenda.

Our Green Initiatives

1. First of a kind E-Waste initiative, sending 460 Tones (35 containers) of electronic waste were exported to Sweden for recycling
2. Office operations are environmentally aware (use of papers, setting the IT equipment for power saving, etc...)
3. Alfa's headquarters has optimized lighting (LED, sensors, etc.) and HVAC systems to reduce energy consumption
4. Office waste is being recycled (Paper, Plastic, Glass, Metal)
5. A dozen of pilot solar sites are installed
6. Conventional UPSs were replaced by Unified power systems that optimize the power utilization by smart management and deep cycle batteries
7. On site equipment was optimized in terms of usage to reduce power consumption
8. The Green Alfa program promotes best practices for environment protection (with the help of designated green agents)



Our Green Roadmap

1. GHG figures are being compiled to be reported to the MoE (decision 1/99)
2. The geographic distribution of the CO2 footprint is being prepared
3. Setting tangible targets for reducing the GHG emissions through the deployment of state of the art power generation technologies on sites
4. Joining the Lebanon Climate Act

ALFA CARBON FOOTPRINT IN 2020 (METRIC TONS OF CO2)

	LL	LL/KWH	KWH	Liters	Carbon Footprint
(Metric Tons of CO2)					
Office EDL (Pine and //)	327000000	200	1635000	N/A	1063
Office Diesel (Pine and //)	N/A	N/A	N/A	285000	755
Offices Operations		1818			
Sites/ DC EDL (including Adma and Libatel, //, Pine, Justice)	N/A	N/A	38600000	N/A	25090
Sites/ DC Diesel (including Adma, Pine, Palm, Libatel, //)	N/A	N/A	285000	8035704	21665
Sites GE Subscription	N/A	N/A	8227180	N/A	10695
Sites Operations		57450			
Cars Fuel	N/A	N/A	N/A	240000	559
Total					59828

Total weight of recyclable waste by type during 2020 (in kg)

Metal	Plastic	Paper/ Cardboard
90	351	1,735



The Road Ahead

Despite the current circumstances that our country is going through, we reaffirm our steady commitment to delivering excellence and to serve the Lebanese citizens. We are convinced that technology is the main pillar for Lebanon recovery.

We remain true to our mission of bridging gaps and connecting people together. We have deep faith in our people, our potential and country.

We shall rise again...



ALFA has been a participant of the United Nations Global Compact (UNGC) since 2014 and has been sharing its Communication on Progress (COP) on annual basis. Once again, we reaffirm our support to the ten principles of the UNGC with respect to Human Rights, Labour, Environment and Anti-Corruption.

The table below shows the correlation of UNGC 10 principles and ALFA's Commitment.

Human Rights	Our Commitment
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Respecting Human Rights at ALFA is a core value. We support the Universal declaration of Human Rights by considering and promoting ethical conduct amongst our employees, customers, stakeholders and business partners. We ensure to work with suppliers that take into consideration social responsibility and who adopt policies related to human rights.
Principle 2: make sure that they are not complicit in human rights abuses.	

Labour	Our Commitment
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Progressive employment practices pertaining to diversity, equal opportunity, training and talent development, occupational health and safety Compliance with Lebanese Labor Law. Alfa advocates the Convention on the Rights of the Child. Progressive working conditions for staff as shown in the Report where we aim to include and support employees of different genders, religions, and age groups. Alfa believes in eliminating gender discrimination and advocates the Convention on the Elimination of All Forms of Discrimination against Women and the Convention on the Rights of Persons with Disabilities. We ensure a supportive workplace that reflects equality, diversity, and inclusion- the cornerstones to our sustainability efforts and our company success.
Principle 4: the elimination of all forms of forced and compulsory labour;	
Principle 5: the effective abolition of child labour; and	
Principle 6: the elimination of discrimination in respect of employment and occupation.	

Environment	Our Commitment
Principle 7: Businesses should support a precautionary approach to environmental challenges;	«Alfa 4-Nature» initiative: Adopting new ways to reduce our energy consumption and cut down on our carbon emissions such as installing electronic type ballasts energy efficient in our premises. Assessing Suppliers based on Environmental issues and offering environmental friendly products such as E-bill, E-recharge service and Energy Efficiency: <ul style="list-style-type: none"> • Adopting energy efficient technologies • Using energy efficient components in our buildings • Renewable energy sourcing: powering our base stations with SOLAR ENERGY • Energy efficient company fleet "Exhaust Oxygen Sensor" Waste Management • Office waste is being recycled (Paper, Plastic, Glass and Metal) • Conducting awareness to all Alfa employees • Alfa's headquarters has optimized lighting (LED, sensors, etc.) and HVAC systems to reduce energy consumption • E- waste recycling
Principle 8: undertake initiatives to promote greater environmental responsibility; and	
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	

Anti-Corruption	Our Commitment
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Alfa applies a zero tolerance policy to fight all forms of corruption both internally and externally. Bribery and extortion are strictly forbidden and not tolerated within the company. Internally, we train all our employees and offer continuous support to eliminate all sorts of bribery and corruption. Externally, we deliver top-notch value and balance between quality and price for business longevity, our procurement department follows a rigorous "Request for Proposal" procedure for suppliers.

www.alfa.com.lb