



*Beirut, Lebanon
January 18, 2022*

Dear Sir / Madam,

I hereby proudly confirm that Integrated Digital Systems (IDS) supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment and anti-corruption. With this communication, we express our intent to keep on abiding by and implementing those principles. We are committed to making the UN 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 the Sustainable Development Goals. Integrated Digital Systems (IDS) will make a clear statement of this commitment to our stakeholders and the general public.

IDS uses international standards in producing and delivering software, and in its operation. Our Quality Management System (ISO 900:2015), our Information Security Management system (ISO 27001:2013), and our commitment to sustainable development goals set by the United Nations signify our work and push it forward.

The company promotes continuous improvement and provides adequate environment for employees in order to increase the skill set of the organization and thus be an asset for our community.

Despite the many setbacks in Lebanon, we were able to retain our employees and to open up to new markets, provide new services, and work on many new projects and products. All risks imposed by the country's economic crisis and the Corona pandemic were mitigated properly and IDS was able to maintain and improve its business. All risks were handled as per the company's risk management process. Resources met deadlines and continued supporting customers and meeting their needs. The company's leadership was very supportive and present in daily meetings with all the staff to encourage and push forward the work cycle. Effectively we have gained 180 new clients, have signed hundreds of contracts, and have maintained a 96 % customer retention rate.

The company's leadership continued engaging employees in decision making and implements a "profit sharing" policy to encourage resources and retain them. The company welcomed 25 new joiners to its team. The annual average staff turnover rate is less than 5%. We believe that the continuous investment in our employees and their motivation is the major contributor to our growth throughout the years.

Knowledge sharing remains a main company policy where employees are encouraged to share knowledge and lessons learned. A web-based "IDS-Forum" makes sharing experiences and ideas between employees a pleasant experience.



We are proud that one key company differentiator is a diverse and “family like” internal environment. Employees come from all backgrounds and sects, and the only criteria for recruitment is professionalism and ethics. As stated in its Quality Policy, the company supports gender equality and women empowerment. Women take leadership roles in major company processes like HR, Quality Management, Sales, and Design and Development.

IDS understands that it is part of the global community and demonstrates its commitment to social and environmental responsibilities. The company has well implemented policies that ensure the following:

The company continues to improve and move forward. Our set of policies are clearly communicated to all employees and to interested stakeholders. This empowered employees further as it clearly defined the company’s procedures and methods in securing their rights and protecting the business.

The company is fully compliant with laws and legislations set by governmental and official authorities: Ministry of Finance, Ministry of Labor, NSSF, Vat authority and other authorities. Under this compliance, the company does not engage / will not engage in any corrupt, fraudulent, or harmful conduct.

IDS continues to promote and raise awareness between its staff about environmental sustainability. The company has an established and well implemented **Environmental Sustainability Policy**. The company went a long way in cloud computing where all its servers are now cloud-based, benefiting from the highest standards of data protection, lessening the consumption of energy, and reducing their carbon footprint. The company’s water supply undergoes periodic lab assessments to guarantee its quality; and waste recycling is practiced. In addition, our Environment Policy states, but not limited to, the following terms:

- A. The company offices are “No-Smoking” areas.
- B. We prohibit the use of single-use plastic bottles.
- C. We reduce the use of paper by promoting a paperless “no-printing” environment.
- D. The company promotes “Green” meetings where material is shared electronically, and travel is reduced.
- E. The company does not recruit people involved in any litigation or lawsuit that has a negative impact on the environment. Actually, the company does not recruit people involved in any litigation.
- F. During a pandemic, resources operate remotely. The company provides all necessary tools for an efficient remote operation and production.



G. During a pandemic, and under a partial lockdown, resources are present in the company on alternating days and social distancing is practiced.

H. IDS supports the **Ten Principles of the United Nations Global Compact (UNGC)** on labor, human rights, environment, and anti-corruption.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress annually according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely yours,

Name of Authorized Company Representative: Mr. Jamal Anouti

Designation: Co-Founder & CEO

Signature:

Date: 18 January 2022

