



# **CORPORATE SOCIAL RESPONSABILITY REPORT**

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**2020 - 2021**

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# 01 OUR CEO STATEMENT



A challenging year came ahead of us amidst uncertainties and turbulence in Lebanon. Nevertheless, as a Lebanese-based group, we continued to persevere despite all the obstacles our country was facing from currency devaluation, Covid-19 pandemic, political mess and social turmoil. Thanks to a dedicated workforce and diligent management, important achievements were accomplished, including diversification of our activities, increasing our export business and others. This report will showcase our sixth communication report and we are proud to be part of a growing community.

Respectfully yours,

***Claude J. Bahsali - Chairman & CEO***

A handwritten signature in black ink, appearing to be 'C. Bahsali'.

ITG's aim in prior years and currently, with the assistance of UNGC, has been to continue managing and measuring progress toward our CSR goals with our stakeholders.

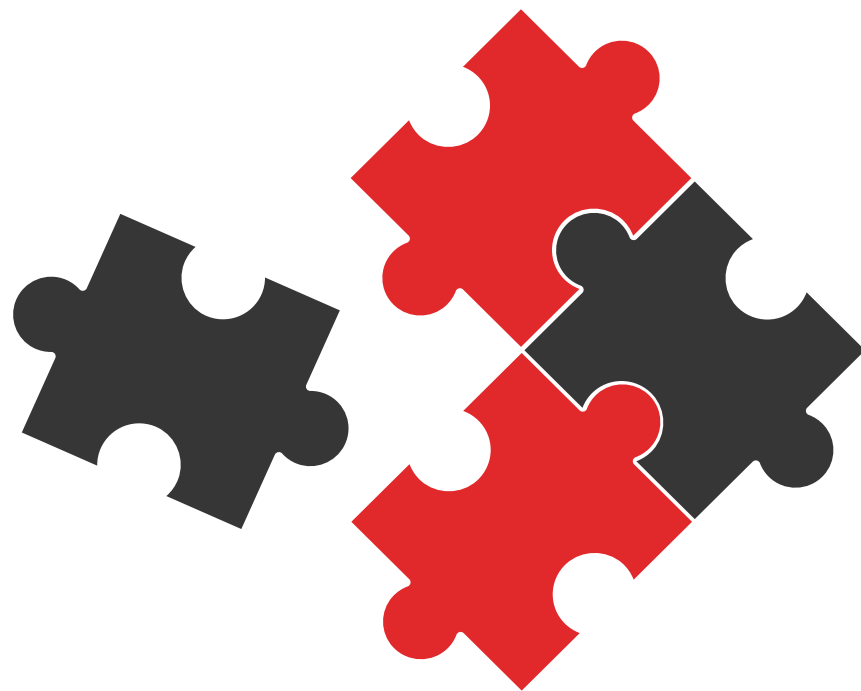
We want our pledges to have a beneficial impact on society at every level of the organization, from strategy to day-to-day operational practice.

That is a significant difficulty; our mission statement expresses our dedication to our clients, business partners, staff, and the environment.

We are also aware of the UN Sustainable Development Goals (SDGs) and its importance in creating greater global resilience.

We are happy of our accomplishments thus far, and we look forward to doing much more in the future. However, we recognize that we still have a lot of work to do in order to reach our goals for a better society.

In this report, you may learn about how we have maintained the UNGC Ten Principles and the SDGs.



## 03 SUPPORTING 10 PRINCIPLES

**This year marks the sixth year of our path to incorporating corporate social responsibility and sustainability into the heart of our operations.**

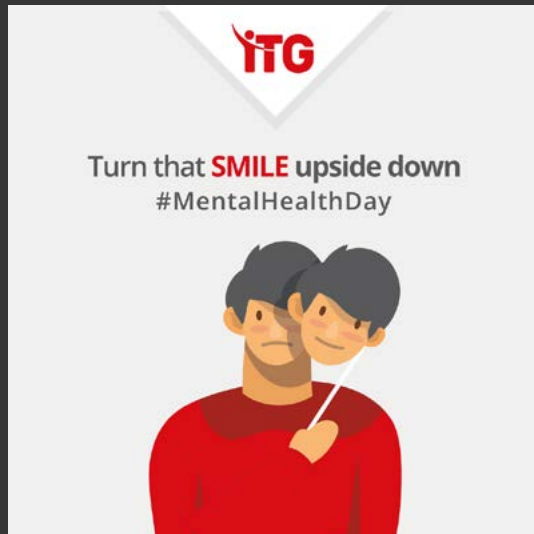
We intend to demonstrate aspects of our culture, activities, and efforts made to participate in the UNGC ten principles during all of the difficulties that have been thrown at us over the past year, and to uphold our commitment to sharing this information with our stakeholders through our primary channels of communication.



**A- Covid**

**The coronavirus pandemic has altered the way we work.** As more cases of COVID-19 are still spreading throughout the world, companies must take the required steps to prevent the virus from spreading within the workplace. We will continue to closely monitor the COVID-19 outbreak in accordance with World Health Organization recommendations.

**By taking these crucial steps and preparing ahead, we may help control and prevent the spread of coronavirus.**

**KEEPING OUR EMPLOYEES HEALTHY & SUPPORTED**

Our employees are at the core of our company, and we are all battling this enormous global problem together with adaptability, resilience, and bravery by:

- A.** Putting in place a support structure for workers when they return to work and adjust to the new circumstances and emotional obstacles posed by the COVID-19 pandemic.
- B.** Ensuring and developing a strategy for a safe work environment that protects our workforce and customers against COVID-19-related hazards, such as exposure and transmission.

## B- Work life flexibility - working from home:

Due to the country's current conditions, ranging from Covid-19 to the fuel crisis, ITG has chosen to implement a **new standard** for its employees.

**The hybrid-working model is now implemented and will be around for a long time!**

ITG opted to maintain its remote-work policy and provide its workers additional freedom and flexibility in terms of where they work.

The policy addresses significant issues such as **eligibility, work schedule, availability, and security standards, among others.**

In addition to the above, we pursue to always inform and share recommendations for remote work on our platforms in order to **safeguard each employee's network**. Because more of the company's data is transferred through remote employees' home networks, they must ensure that their Wi-Fi networks are secure. Establish rules for how frequently they should **update their passwords** and aid them in keeping their **router up to date, patched, and properly set**. This may demand the establishment of a guest network for conventional residential traffic, which would offer an extra layer of protection.





ITG is concerned about the mental health of its employees and the general public, which is why ITG promotes mental health postings.

ITG values employee diversity, thus it advertises all new job openings on its social media sites to encourage individuals to join the firm and demonstrate their knowledge. In 2021, more than 200 employees and 30 interns have joined ITG.

Furthermore, ITG values its exceptional personnel. As a result, ITG expresses gratitude to its employees via social media.



Here is to all our professional team working hard each day even during hard times.  
**Thank you! Thank you! Thank you!**

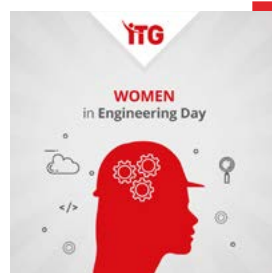
## C- Women empowerment

As previously indicated in our COPs, we have focused on and will continue to promote **SDG #5 Gender Equality**. We also encourage **gender equality** and initiated the Women Empowerment Principles initiative in 2021, with the below activities:

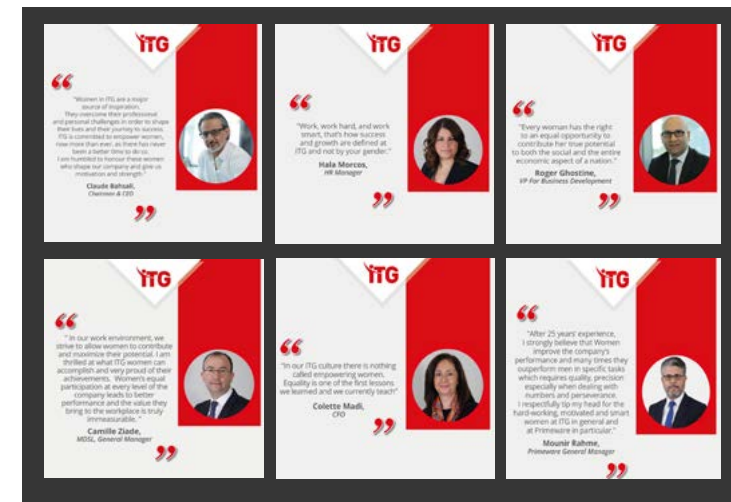
**ITG empowers women** through leadership and they empower us with their strength.



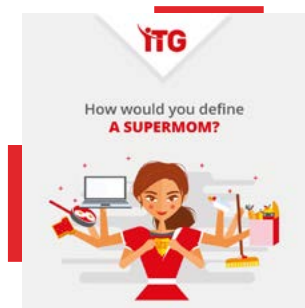
Throughout the year, we have showcased **women empowerment** on multiple occasions:



Management's communication on this matter:



**Women quota,** emphasizing that our present staff comprises of 784 people, of whom:  
- 242 are women  
- 78 are working moms





## 05 ENVIRONMENT

ITG is committed to promoting a cleaner environment and maximizing our effect through **recycling programs, awareness initiatives, and the incorporation of green technology** into our operations as part of our commitment to support **#SDG13 on Climate Action**.

We strive to maintain our environment by **conserving resources** as much as possible and attempting to develop appropriate methods to operate in our workplaces in order to combat waste and excessive consumption.



### PAPER RECYCLING PROGRAM:

In collaboration with **Terre Liban**, we have collected more than **65,000 Kgs of PAPER in 9 years**, equivalent to **1,137 saved TREES**.

### ELECTRONIC WASTE PROGRAM:

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

### ENVIRONMENTAL SUSTAINABILITY AWARENESS:

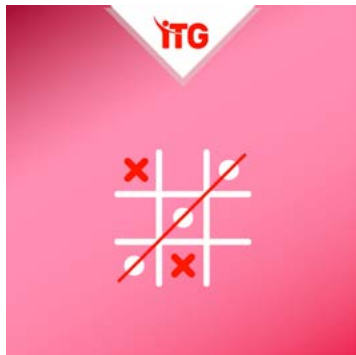
We have shared on our social media platforms multiple **environmental posts** to incentivize our followers on the impact of **climate change**

### EARTH HOUR:

Pollution is a word that we are all aware of nowadays. Let us focus on the 3Rs of Environment – **Reduce, Reuse and Recycle!**

Sit in the dark with the light off from 8:00 pm until 9:00 pm for Earth Hour! It is not like we don't do already... but together we can **save our planet**





Due to the restricted limitations all companies had to account, we emphasized our presence on our platforms to identify key issues we hold truly to our heart:

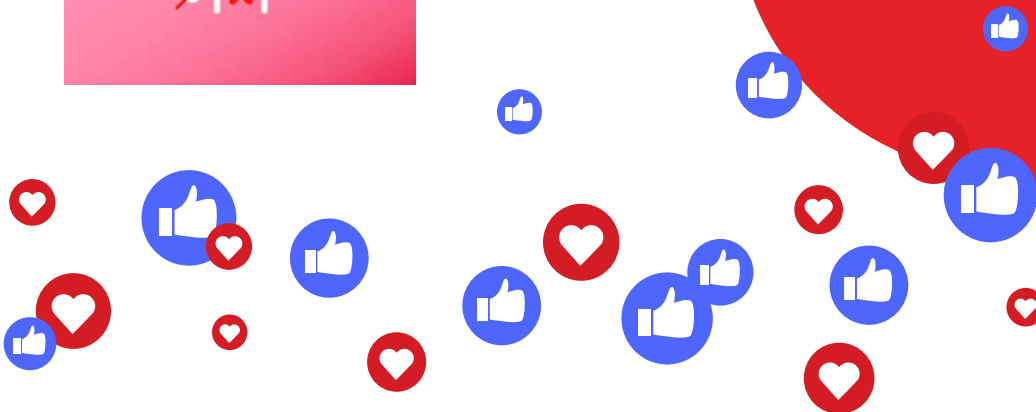
### **A- Gender inequality**

Gender inequality is a global problem that hinders the growth and success of women. Choose to challenge inequality in all forms!

### **B- Breast Cancer Awareness**

### **C- Movember:**

Grow your beard and moustache during this month to raise awareness on men's health.



## A- Bassma:

As part of a joint CSR activity between **ITG** and **BASSMA**, a local **NGO** that supports needy families, ITG has decided to support a **local food drive** campaign organized by BASSMA.

By joining forces, ITG was able to give back to the community during these hard times, and together we drew a smile on the families faces.

For that reason, ITG employees were asked to take part in this initiative to support a worthy cause by **donating** at least one of the **food or hygiene essentials**.

## B- Christmas Food Boxing:

Because many individuals are struggling, ITG took the initiative to assist them by requesting from employees to **donate food and goods** for numerous families who were unable to enjoy Christmas.



## FOR MORE INFO ABOUT ITG

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

To learn more, visit: **[www.itgholding.com](http://www.itgholding.com)**

