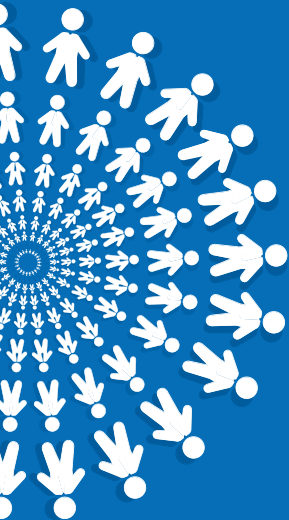


COP
2021



Statement of Continued Support by the CEO
Period covered by the Communication on Progress
2021



June 27, 2022

United Nations Global Compact
685 Third Avenue
New York

To our stakeholders,

I am pleased to confirm that LibanPost is committed to support the United Nations Global Compact as part of our corporate strategy; the Ten Principles in regards of Human Rights, Labor, Environment and Anti-Corruption, being part of culture values and attributes.

With this communication, we express our intent to engage in our ongoing actions and projects that advance the 17 Sustainable Development Goals. In this communication on progress, we describe the actions that LibanPost has been able to take in spite of all challenges posed by the COVID-19 pandemic in addition to an unprecedented economic and financial collapse and the devastating effects of the Beirut Port blast. Transparency and Accountability being our main focus and our DNA.

Responsibly yours,

Antoni Lorfing
CEO

THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT



HUMAN RIGHTS

- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 make sure that they are not complicit in human rights abuses.



LABOUR

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 the elimination of all forms of forced and compulsory labour
- 5 the effective abolition of child labour; and
- 6 the elimination of discrimination in respect of employment and occupation.



ENVIRONMENT

- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 undertake initiatives to promote greater environmental responsibility; and
- 9 encourage the development and diffusion of environmentally friendly technologies.



ANTI-CORRUPTION

- 10 Businesses should work against corruption in all its forms, including extortion and bribery.

The Ten Principles of the United Nations Global Compact are derived from: the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

5

GENDER EQUALITY



**ACHIEVE GENDER
EQUALITY
AND EMPOWER ALL
WOMEN AND GIRLS**



8 DECENT WORK AND ECONOMIC GROWTH



**PROMOTE INCLUSIVE
AND SUSTAINABLE
ECONOMIC GROWTH,
EMPLOYMENT AND
DECENT WORK FOR
ALL**



16

**PEACE, JUSTICE
AND STRONG
INSTITUTIONS**



**PROMOTE JUST,
PEACEFUL AND
INCLUSIVE SOCIETIES**



17 PARTNERSHIPS FOR THE GOALS



**REVITALIZE THE
GLOBAL PARTNERSHIP
FOR SUSTAINABLE
DEVELOPMENT**





Employee well-being is key to excellent customer experience

At the time when Posts around the world had to adapt to the challenges posed by the COVID-19 pandemic, LibanPost, in addition to this, was faced with an unprecedented economic and financial collapse, exacerbated by the devastating effects of the Beirut Port blast – one of the largest non-nuclear explosions in the world history.

In 2022, the effects of these crises persist. The currency plummet, financial meltdown and political deadlock are all having far-reaching negative impacts on people's lives and well-being.

At LibanPost, over these past years, employees' well-being and a conducive work environment have been in the focus of the management's policies. With limited means, the Post's leadership nevertheless made all possible efforts to ameliorate the conditions for its staff and address as much as possible their increasing financial needs, triggered by the inflating cost of life and transport.

Despite all those economic, financial and social challenges, LibanPost initiated small gestures in order to create a healthy workplace for its employees and help them confront these difficulties.



Some of the uncostly measures to improve the staff's morale and well-being were related to the working schedule and included: cancelling presence on weekends, implementing the work-from-home policy, creating opportunities for employees to access the nearest Post branch to reduce fuel cost, and introducing for the first time a special schedule for the three summer months to uplift employees' spirit and increase productivity. On occasions like Mother's and Father's days, one day off was granted to postal employees to greet their mothers and fathers and spend time with their families.



Believing that employees' well-being is incredibly important, in the longer term, LibanPost adopted this focus as a core element of its strategy meant to strengthen the organizational culture, improve morale, boost motivation and reduce absenteeism.

Having chosen to focus on simple acts that make an enormous change without affecting the budget, the Post implemented several initiatives that played a key role in increasing the loyalty and sense of belonging among its employees.

Thus, regular site visits were organized by the executive management to meet people, listen to their concerns, check their work conditions, spread positive vibes, and ease their anxiety. A new organizational set up was created to empower employees with high potential through increasing their involvement, and pushing them to be more creative and innovate for business improvement.

These efforts were further strengthened through a whole complex of related measures, like conducting one-to-one meetings with heads of departments to identify potential promotion cases, reviewing grading structure, re-designing organizational structure to create more opportunities for career growth, improving incentive schemes and allowances, and building a new salary scheme to meet market range and be able to retain key people.

As part of its corporate social responsibility (CSR) agenda, LibanPost partnered with the Empowering Young Women Association (EYWA) to introduce new canteen services, thereby supporting young Lebanese women while providing healthy homemade Lebanese and Mediterranean menus to the postal staff at reasonable prices.

With this people-centered approach resulting in a higher customer satisfaction, LibanPost believes that a good human experience starts with a happy employee.

Along with this particular focus on Labor and SDG 8 for Decent Work and Economic Growth, LibanPost is still committed towards SDG 5 and Gender Equality and has now half of the Executive Committee composed of young talented women.



Moreover and beyond its initial mandate, LibanPost is still positioned as the intermediary counter between the citizen and more than 17 public entities thus contributing to reduce corruption and reform administration through business process re-engineering (SDG16).

On the other hand, LibanPost has put its whole value chain at the disposal of various NGOs in order to be of service to the most marginalized. Indeed, LibanPost offers NGO disbursement services to all refugees. It also offers a financial platform for corporate clients' disbursements and collections. (SDG 17).

