



Direct Line Progress Report 2022

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Director Commitment

Having faith in its importance, we now renew our commitment to the ten principles of the UN Global Compact, which cover the following four main fields: Human Rights, Labour, Environment, and Anti-Corruption.

We are committed to transparently applying these principles in running our company and making them an integral part of its strategies.

The commitment to those principles, all assembled in the ten clauses of the Global Compact, may appear to be difficult; but when practiced daily in the real world, we will find them easy to apply in their majority.

We hope these principles apply to the broadest possible scale and are respected by all companies, associations, and even individuals in real, sustainable practice, not hypocritical.

Maya Patsalides

CEO

Human Rights



Human Right

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

Human Right

We find it surprising and shameful for all of humanity that we are in 2022, and we are still talking about human rights!

In our opinion, it is self-evident that every person has the right and freedom to express their opinion and to exercise their freedom in a way that does not contradict the freedom of others...

In Direct Line Agency, all processes, procedures, and policies are consistent with the Human Rights principle.

We consider employees' unique circumstances and support them in any particular financial or health difficulties, giving humanity and morality priority over anything else.

From the rest of this report and the diversity of its employees, we will find that Direct Line respects all human rights, giving a perfect example to all its business partners, companies, associations, and individuals; therefore, it participates in supporting and encouraging the Syrian society's development based on those principles.

Labour



- Labour

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right of collective bargaining;
- **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.

Labour

Our employees are our assets and partners.

Direct Line Agency is a family whose members represent all political parties, social levels, and religions.

Direct Line Agency Supports their right to have their own opinions and declares them in a free, lovely, and respectful atmosphere.

Direct Line Agency upholds the freedom of association and the effective recognition of the right to collective bargaining.

All the employees are older than 19; 54% are men, and 46% are women. And since we in Syria are of various coexisting religions and sects, the Direct Line team consists of Christians and Muslims from multiple communities spread among the different work posts.

During the economic crises, Direct Line supports its employees in all possible and creative ways.

As usual, Direct Line Agency, with the collaboration of everyone, supports several human societies and organizations through various activities.

Environment



Environment

- **Principle 7:** businesses should support a precautionary approach to environmental challenges;
- **Principle 8:** undertake initiative to promote greater environmental responsibility and;
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

Environment

Despite the struggle, we feel that being unable to change the reality of growing pollution, we still want to do anything no matter how small and simple it is.

It would be worthwhile to refer in this connection to our frustration because of our inability to do anything against the tremendous pollution (let alone human victims) caused by various explosions and mortar shells blasted in Syria by terrorists who are, unfortunately, backed by most civilized nations purportedly seeking to disseminate the concept of environmental protection on a worldwide scale.

However, we continue spreading awareness about the environment and the importance of Taking care of it.

We also keep living in a way that keeps the environment clean.

Environment

In our offices, and as usual, we take into consideration the seventh principle, calling for the encouragement to adopt a precautionary approach towards environmental challenges; we installed double-layered glass to strengthen the offices' insulation against temperature fluctuations, hence saving energy (gas oil for heating and electricity for cooling), and therefore contributing (on our modest scale) to reducing the emission of gases in the atmosphere which ultimately may lead to thermal retention in our planet.

Even all technological difficulties in Syria to the embargo! We move into online or digital practices to reduce paper consumption and use the least energy possible.

Despite all of the above, we seek to preserve the environment and support all environmental events, and we worked with UNDP on 2 environmental projects, Renewable Energy and Greening the Blue.

Anti-Corruption



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

Anti-Corruption

Thinking about what is living throw in the world: wars, dark politics, racism, economic crises, infliction, stealing people's money and resources, poverty...

Talking about Anti-Corruption is sarcastic and hypocritical.

Despite all this pain and frustration, we still believe in a better future full of hope and development where corruption has no place.

Here, I would like to repeat that the name of our Agency: Direct Line; clearly embodies the idea of anti-corruption,

The meaning of the name "Direct Line."

The idea of the name "Direct Line" came from two very different but related values:

- ***Personal value:***

Originating from the Direct Line Management's vision and principles in life in general... in any direct line, there is transparency and honesty... and at the end of the day: "May the truth prevail."

- ***Professional value:***

A direct line at work provides the best service for the best prices.

A direct line takes us from the concept to its adaptation.

In a direct line, there are no "round-about ways."

Anti-Corruption

Anti-Corruption is the principle that we work on with all our local and international partners, and it qualifies us to work with the United Nations and international organizations.

Finally



Finally

While concluding this COP, we beg those in charge of the Global Compact, the leaders and decision-makers, to change their practice toward us companies of Syria; we are fighters; we fight war and corruption, we stand with the principals of GC, and we support and adopt SDGs, we yearly submit our COP, and participate in all surveys... but when it comes to announcing our belonging to UN CG, WE ARE REJECTED!!!

This is what happened during: “The UN Global Compact is celebrating 20 years of #UnitingBusiness for a better world through #TenPrinciples on human rights, labour, environment, and anti-corruption. “SADLY”.

Finally

To your kind selves and all contributors to the Compact and its success,
Best regards and most profound respect.

The Direct Line Family.

THANK YOU