



# Corporate Social Responsibility Report | 2017-2018



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# 1 About ITG & Our UNGC COP

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## A. 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.  
For more info: [www.itgholding.com](http://www.itgholding.com)

## B. Our CSR Journey

We at ITG recognize that our activities and those of the private sector have an impact on society: On employees, customers, community, environment, business partners, shareholders and the public sector. We know that our decisions can contribute to the social good, to our wealth, and also to the overall society wealth.

We are conscious of our Corporate Social Responsibility (CSR), and use this report to share how we are managing and measuring progress against our CSR goals with our stakeholders.

We are also aware of the importance of the UN Sustainability Development Goals (SDGs) in achieving greater resilience in the world. Since our holding is diversified, our CSR programs align with several SDGs.

## C. Our CEO Message

This year marks the fourth year of our journey towards embedding our CSR and sustainability at the core of our business and sustaining our positive impact and commitment with the United Nations Global Compact Lebanon (UNGC).

We understand that good private initiatives can contribute to a better tomorrow.

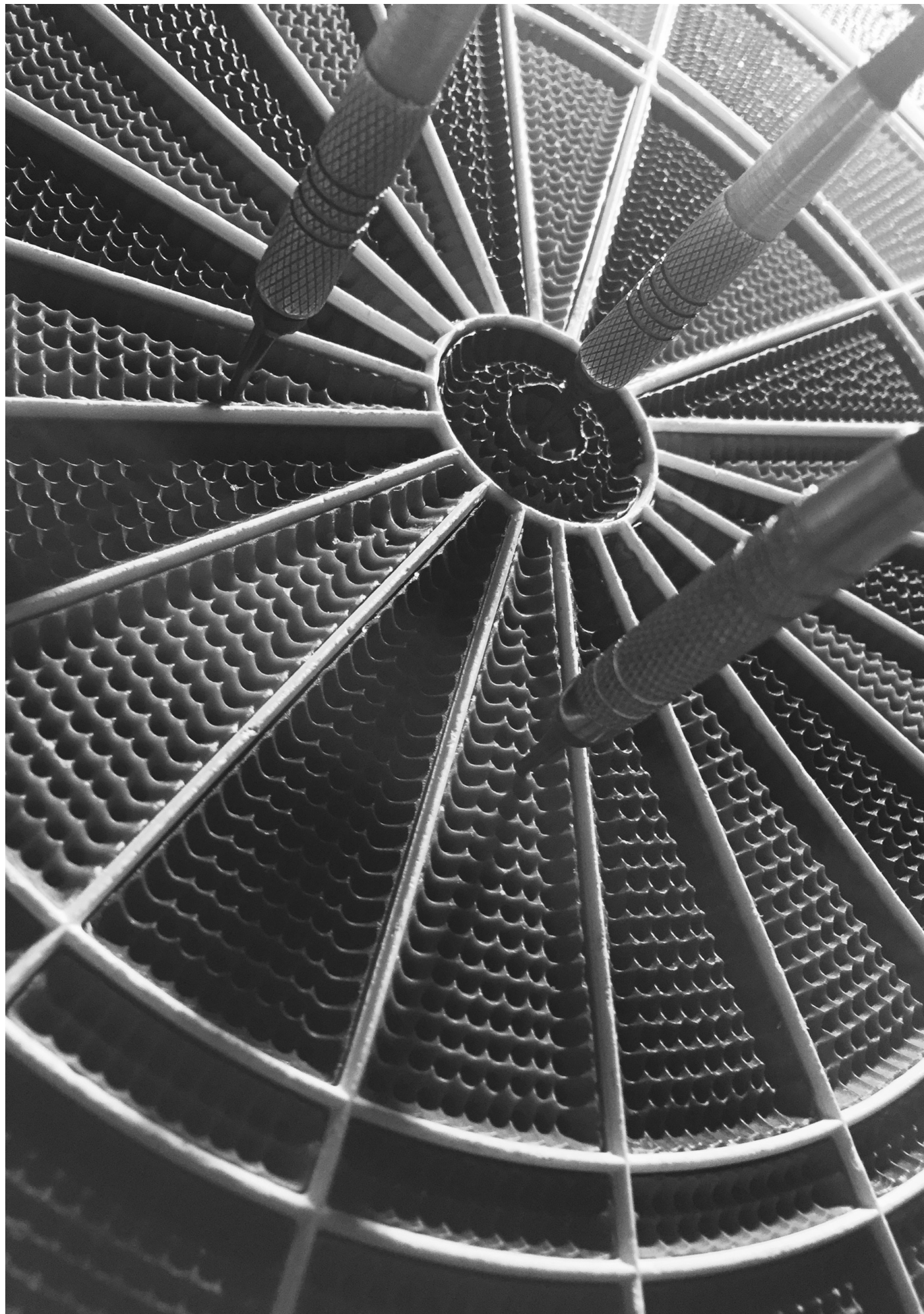
With positive steps taken, we express our intent to advance and influence our people, our community, and encourage others to join this initiative.

Sincerely,

**Claude J. Bahsali**  
Chairman & CEO







## 2 Our Focus Areas and Priorities

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Through this third Communication on Progress report, our aim is to demonstrate parts of our strategies, day- to-day operations, culture, and the efforts made to engage in the UNGC ten principles.

We developed this list of priorities based on our impact with our people, the society, and the planet.



## A. People

### MOTIVATING, DEVELOPING, AND ENCOURAGING GREAT TALENT

*One of ITG's main objectives is to keep our people motivated, give them the chance to grow and enhance their skills, create a sense of ownership in their work and encourage them to excel in what they do. We strive to offer them a flexible working environment and a positive and pleasant atmosphere.*

Training programs are offered throughout the year by ITG's Academy to ensure the career development of our employees, as well as advancing their education with fruitful collaborations with major universities that grant our employees with special discounts. In addition, our employees have shown to university students multiple presentations explaining their day to day work and what they should expect once they are employed.



Aiming towards facilitating the exchange of expertise among professors and students, we have several Memorandums of Understanding with local universities and institutions to promote academic cooperation, allowing undergraduates to explore the professional world and gain practical experience in their field of study prior to their graduation through internships programs.

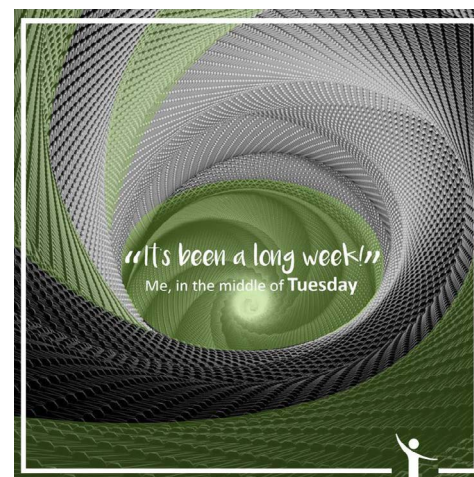
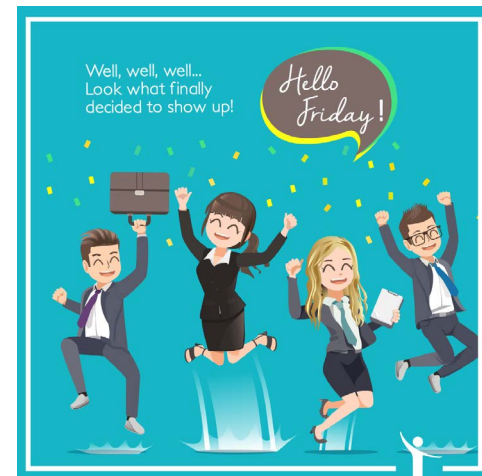


ITG has hosted several universities from different faculties in an aim to build bridges between our professionals and students to motivate, recruit talents and boost entrepreneurship.





Similarly, our social media accounts inspire our community with fun & motivational posts.



### GROWING OUR EMPLOYEE COMMUNITY

In an effort to have opportunities for all, ITG continuously seeks to contribute to local communities in positive ways. Including our workforce as much as possible in collective initiatives, while progressing our corporate social responsibility.

#### a. Our Gatherings

After a long wait, we successfully gathered all our workforce in a memorable gathering at Bkerzay. The all-day event was planned at this eco-friendly conservation project sculpted into the natural landscape. The activities proposed were centered on the wellbeing of our employees, with hiking trails, yoga sessions, and healthy cooking sessions. <https://bit.ly/2tjeY9C>

We also celebrate our teams' achievements and success.





**b. ITG Community**

Throughout the year, we initiated a series of posts that put our employees' hobbies in the forefront, encouraging their leisure pursuit and passion.

**c. Employees Sports Activities**

ITG employees participated in the 2018 Beirut Marathon 8KM fun run, in collaboration with Teach A Child. This NGO acts to ensure access to education for the children of Lebanon's underprivileged families regardless of their gender, performance, or religion by providing financial support to the family.



We encourage our employees to form teams, and participate in yearly tournaments. ITG's basketball team was qualified for the quarter finals tournament, and our football team for the semi-finals.



**d. Our CSR Activities**

As previously mentioned, we try our best to enhance awareness on social responsibility by continuously organizing activities that benefit the society.

In a week, we were able to collect 132.2 kg of clothes from our employees who were donating unwanted items. FabricAid, a Lebanese organization that collects used clothes from businesses, has aggregated the items we gathered and sorted them into categories to be later sold at extremely affordable prices to marginalized communities through pop-up markets. Noting that the over consumed clothes are recycled to be turned into raw material used by clothes manufacturers in order to reach zero fabric waste in Lebanon.

For every kilogram of collected clothes, FabricAid and ITG donate a small amount to a cause. We had chosen Include Lebanon, an NGO that promotes the social welfare of children with disabilities to have equal opportunities in the society.



The Lebanese Red Cross never ceases to help others! As a gesture of goodwill, ITG has donated an Epson projector to the Beit Mery sector for their trainings to the new first-aiders.



*With all those initiatives, we were able to help our society at different levels, hoping that others will follow this pattern.*



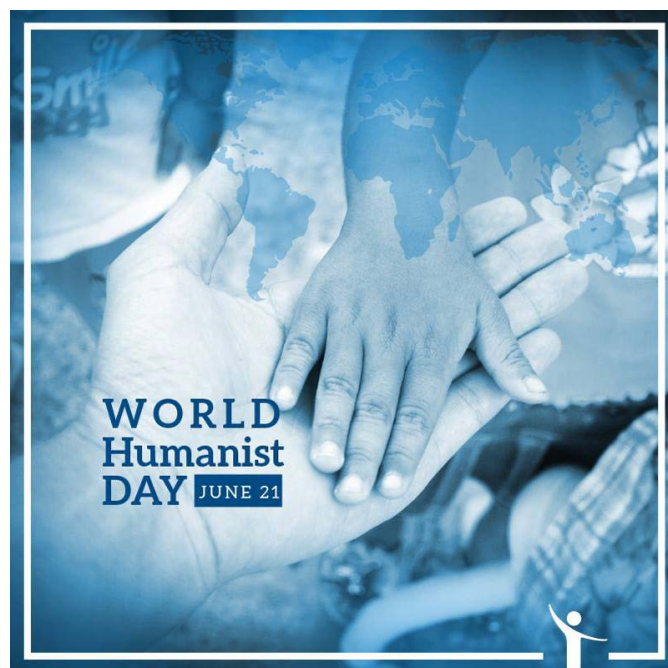
## B. Society

### HUMAN RIGHTS



Compliance and transparency are key elements when dealing with public institutions. ITG complies with applicable laws and regulations and expects its directors, executives, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.

We aim to apply our commitments for a positive influence on society at every level of the enterprise, from strategy to day-to-day operational practice. And that is a big challenge, noting that we try to raise awareness through our social media platforms by posting several 'Human Rights' posts.



### EQUAL OPPORTUNITY

ITG gives equal chances when hiring people, which is clearly stated in ITG's Employee Handbook, as our primary objective is cultivating our human capital and talent.

We are an equal opportunity employer, where religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits.

We are strongly committed to fair treatment of employees based on merit, and ensure that the required human capital meets its operational and strategic goals. We adopt a strategic approach for the recruitment and selection process, whereby the right person is matched to the right job based purely on his/her inherent qualifications, and disregarding any form of discrimination whilst recognizing equal opportunities for all.

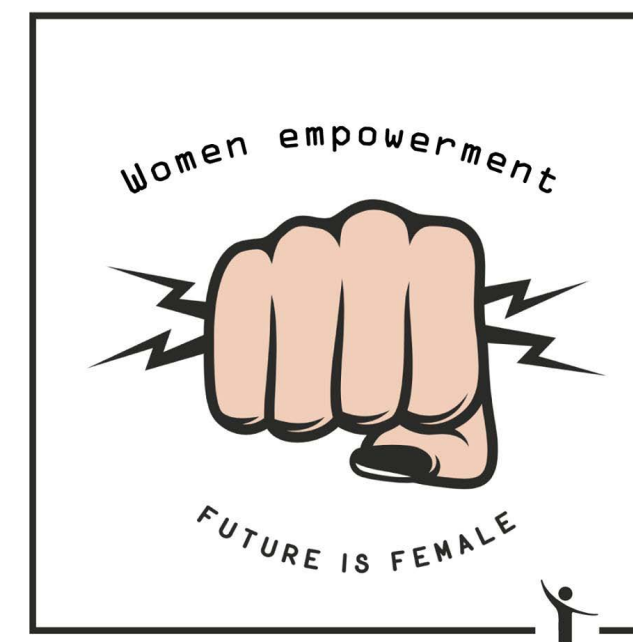
### GENDER EQUALITY

We are living in a society where women consistently trail men in labor force participation, income levels, entrepreneurship rates etc...

ITG encourages gender equality, and makes no discrimination when hiring as it offers equal opportunities to women, by giving them access to positions, that were traditionally perceived for men, based on their merit.

Our current workforce includes 32% of women, and 22% of managerial positions within our group are held by women. In spite of that, we believe that we still have a long way to go as our target is to further increase those ratios.

Our engagement with the Lebanese League for Women in Business (LLWB) is a great step in further contributing to promote gender equality and women empowerment, as we should recognize that motivating women is a main objective for sustainable development.



As part of our CSR 2019 goal we will be further focusing on SDG #5 Gender Equality, as our Human Resources department is studying new programs that would help empower women in business, and revising our Rules & Regulations to ensure that all our affiliates share this common vision to support women.



## ETHICAL & PROTECTED WORK ENVIRONMENT

'ITG is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, intimidating, or disruptive. Harassment in the work place is a form of discrimination. It is unwelcomed and unwanted. It affects the individual's ability to learn and work. It can also be an expression of abuse of power, authority, or control in coercive nature' as stated in our Employee Handbook.

We strive to have a good working environment where respect, courtesy, and positive attitudes prevail. We encourage our employees to keep an open mind, noting that our HR department has an open-door policy in which any employee can address their concerns and complaints.

## ANTI-CORRUPTION RESPONSIBILITY

Our company works on maintaining a high level of transparency and takes disciplinary action if any breach in misconduct takes place. Our Code of Ethics and Conduct clearly upholds the principle of non-discrimination and of maintaining a nonviolent and harassment-free workplace. Values such as integrity, respect and trust, as well as adherence to high moral standards and business ethics, far from any discrimination, are part of ITG culture.

The continued success of ITG is dependent upon our customers' trust and we are dedicated to preserving that trust, and confidence of the public.



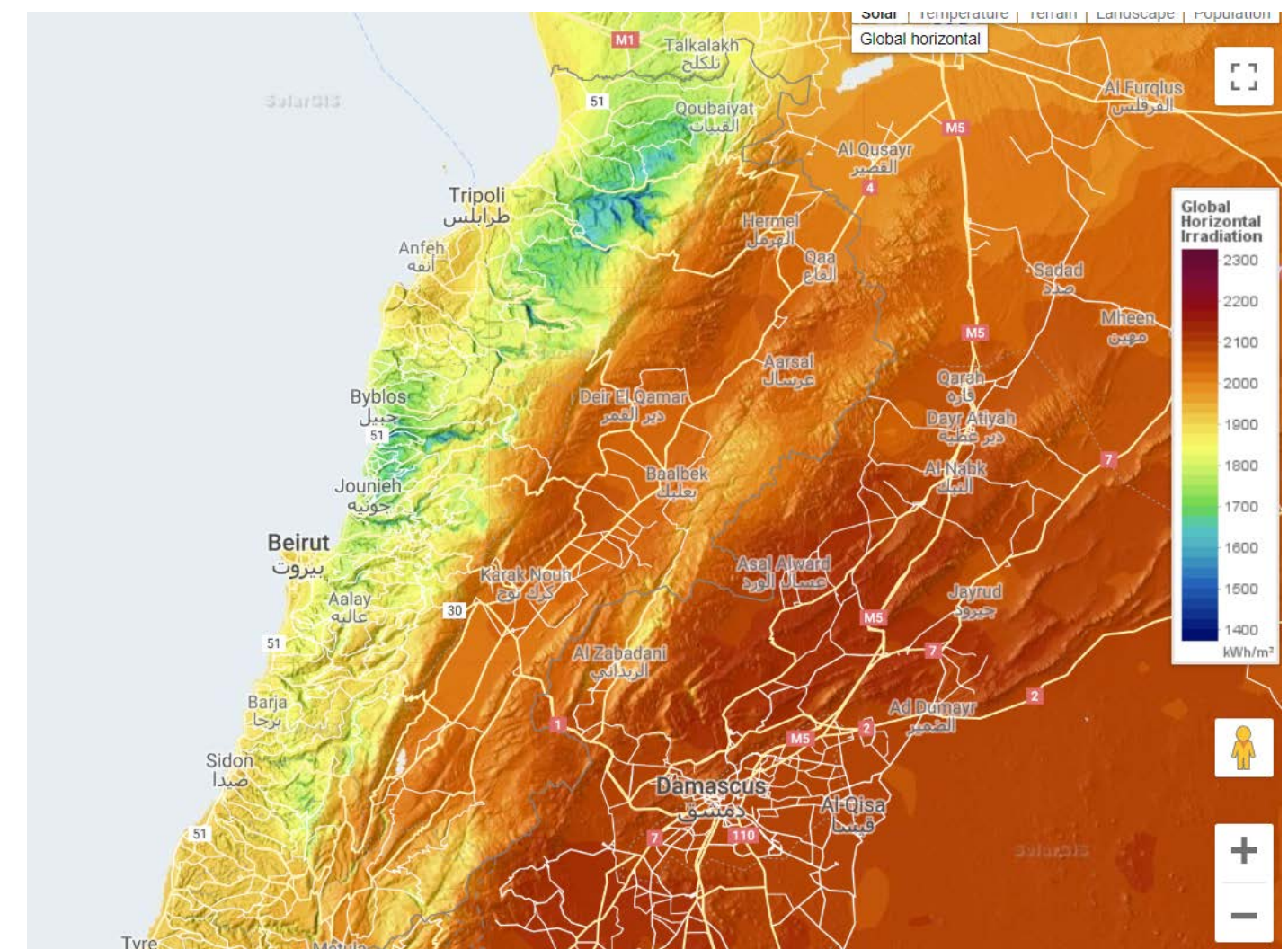
## C. Planet



### ENVIRONMENTAL SUSTAINABILITY

Climate change is impacting our environment. Water and land resources are becoming scarce in Lebanon due to the growing urbanization placing additional pressure on power production, and supply systems due to higher cooling demand.

To overcome the problems faced by global warming and the Lebanese energy sector, our affiliate, ECOsys provides renewable energy solutions, thus helping promote the green initiative culture among our clients, and fellow citizens, as Lebanon has abundant solar resources with high solar irradiance levels.





A target has been set by the Ministry of Energy and Water, The Lebanese Center for Energy Conservation and the UNDP, aiming to reach 12% of our energy coming from renewable sources in Lebanon by 2020. ECOsys had a very strong year, implementing 6 Solar Photovoltaic projects with a total capacity of 2,770KW, producing 3,236,517 kWh and saving 2,265,562 Kgs of CO2.

ECOsys and ITG aim to further their projects in order to let Lebanon rely on renewable energy to decrease the emission of greenhouse gases thus taking action towards a greener Lebanon, and a sustainable future, focusing on SDG #13 for Climate Action.



## GREEN BUILDING EFFICIENCY

*Holcom building (ITG mother holding) is designed with the latest technologies in mind to ensure energy saving with our Smart Building and Management Solution provided by one of our affiliates, Syspro.*

The building is eco-friendly and sustainable as it was conceived to save energy and provide the best work conditions, with:

**a. Solar Photovoltaic (PV) system**, yielding a total power of 114 kWp for a yearly energy production of 159 MWh, providing 25% of the building energy demands. Savings per year are:

**CO<sub>2</sub>**  
Co2 emission: 145,000 kg

**25 planted TREES**

**40,000 litres of OIL**

**200,000 kWh**

**b. Building architecture**, comprising of metal panels on all the façades for shading solution, allowing to manage the sun light, while reducing its heat impact, also external blinds protect the glass façade from the heat.

**c. Lighting Management**, optimizing energy usage based on 4 elements: Scheduling/ time clock, occupancy sensing, high-end tuning, and daylight harvesting. The lighting level is automatically set according to the natural daylight level, and shadings are automatically adjusted based on solar position. The solutions save 47.6% of the lighting energy consumption of the building, which represents 506,808 kWh/year.

**d. Greenery plantations**, they allow more shading and less heat: 80m<sup>2</sup> of green wall at the main entrance, in addition to many bamboo & trees.





## RECYCLING

We are aware of the necessity to **Think Green** and contribute in protecting the environment while saving our country's natural resources. We try to identify responsible ways to act in our offices to fight against waste and massive consumption, through green initiative programs.

### a. Paper Collection

In collaboration with 'Terre Liban', we have collected in 7 years:



Equivalent to:



### b. Other Green Initiatives

- a. We have participated in the Earth Hour initiative, by turning off Holcom & ITG headquarters for 1 hour, in parallel with public and private institutions.
- b. ECOsys sponsored 'Earth Hour Lebanon 2018' and installed solar PV panels that compensated the electricity consumption of the event.
- c. ITG retail and distribution affiliates have opted for environmental-friendly biodegradable plastic bags.
- d. Throughout 2018, multiple environmental posts have been shared on our social media platforms





[www.itgholding.com](http://www.itgholding.com)

