Environmental, Social & Governance Report
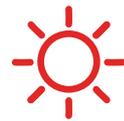
2018

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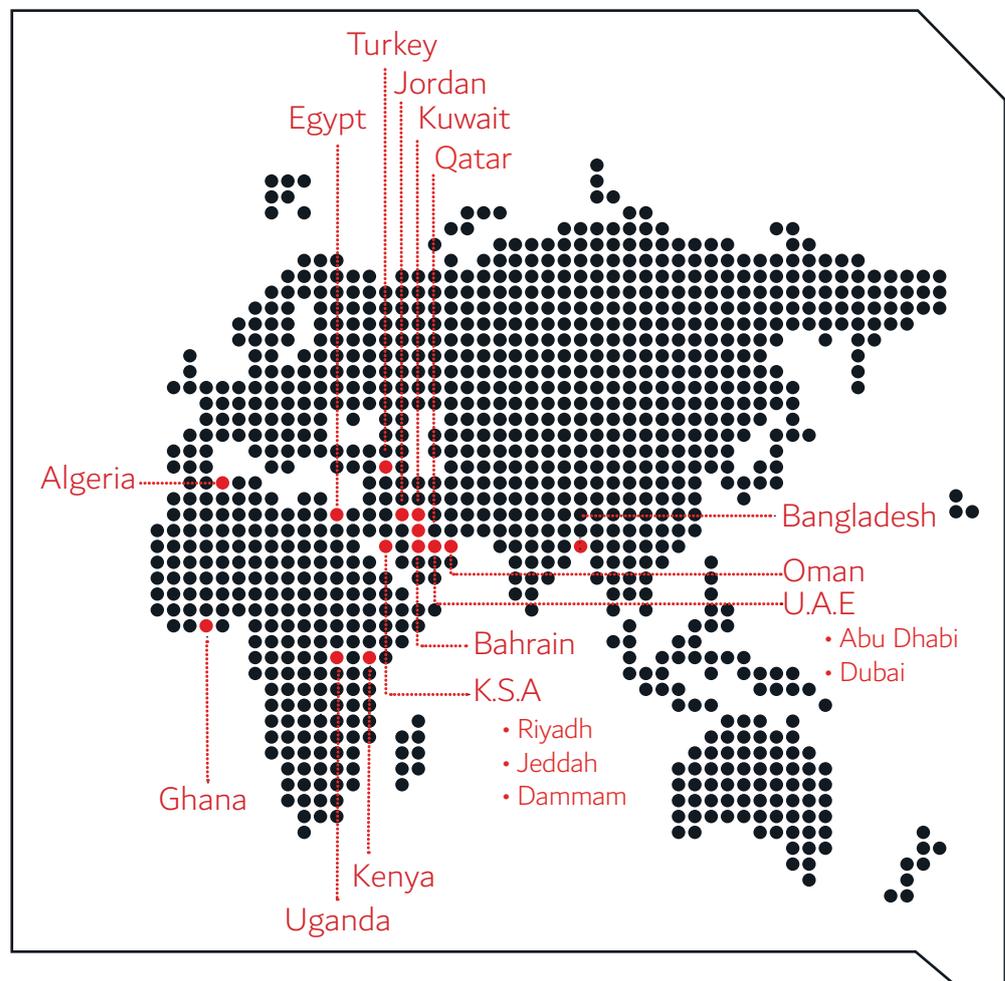
About this report

At InfoFort, we recognise that our environmental, social and governance (ESG) performance is vital in establishing significant long-term value, while addressing the need for its consistent and rigorous management. ESG conduct is woven through the fabric of our operations and acts as a key driver for our innovation practices.

Our primary method of engaging with our esteemed stakeholders is through publishing our ESG activities by means of reporting and updating on the status and results of these actions. By ensuring our stakeholders remain engaged and informed, InfoFort leverages feedback to improve the quality of offered products and services to sustain growth and dynamism.

Reporting Scope

The report covers our ESG performance for the calendar year of 2018, while the scope encompasses all of our offices across the MENA region, Africa, Turkey and Southeast Asia.
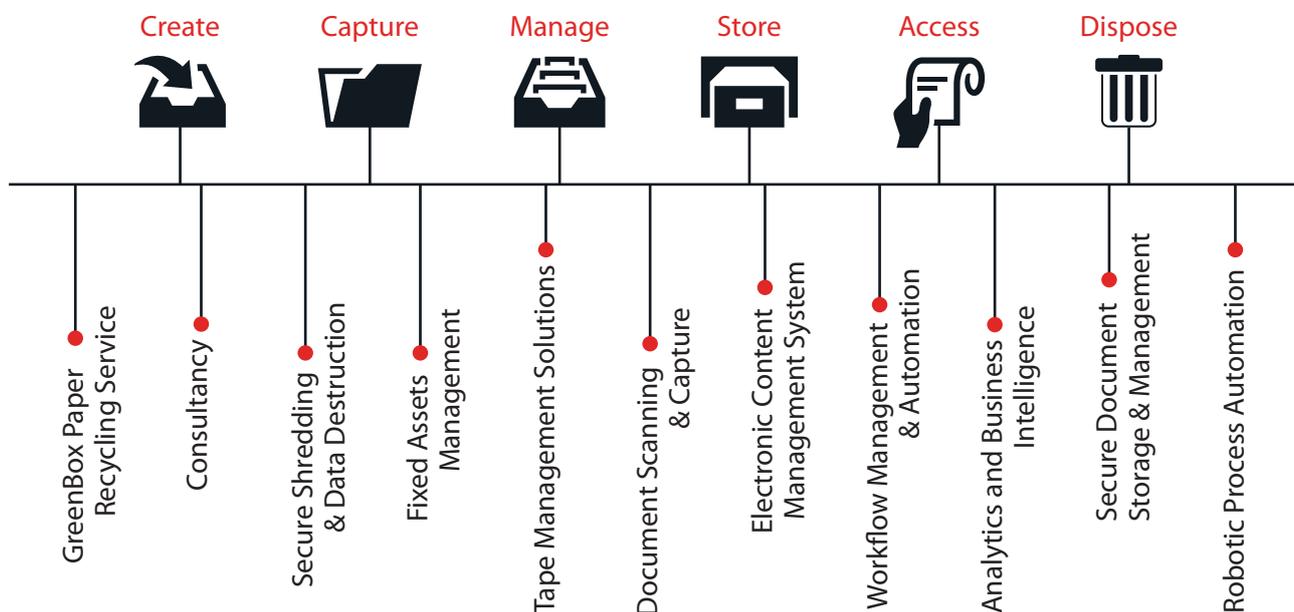
Countries included in this report:

Turkey
Jordan
Egypt
Kuwait
Qatar
Algeria
Bangladesh
Oman
U.A.E
• Abu Dhabi
• Dubai
Bahrain
K.S.A
• Riyadh
• Jeddah
• Dammam
Ghana
Kenya
Uganda

About InfoFort

A leading digital management solutions provider based in the Middle East, with overseas workings in Africa, Turkey and Southeast Asia, InfoFort's comprehensive information modification options incorporates the entire spectrum of the data handling lifecycle, and allow customers to shift from relying on paper systems to developing an organised technological network of information that allows clients to structure, capture, process and validate inputs; automating customised workflows; and deploying electronic and digital signatures using smart and secure mobile technologies.

Tackling each stage in the information lifecycle, InfoFort provides extensive and in-depth secure data management services that assist industries in their efforts to modernise, digitise, mechanise and revolutionise whilst protecting their data and helping them meet governance and compliance regulations.

Create	Capture	Manage	Store	Access	Dispose

- GreenBox Paper Recycling Service
- Consultancy
- Secure Shredding & Data Destruction
- Fixed Assets Management
- Tape Management Solutions
- Document Scanning & Capture
- Electronic Content Management System
- Workflow Management & Automation
- Analytics and Business Intelligence
- Secure Document Storage & Management
- Robotic Process Automation

InfoFort persists in progressing provisions that are safe, unique and customised within document and data storage for different sectors.

These programmes cover a broad gamut and range from:

- Record Management (Secure Document Storage & Management, Cheques Management)
- Electronic Record Management (Document Scanning & Capture, Electronic Content Management System-eCMS, ECM, Workflow Management & Automation)
- Analytics and Business Intelligence
- Tape Storage Management Solutions
- Secure and Certified Shredding & Data Destruction
- Fixed Assets Management and Information Management consultancy
- Robotic Process Automation

20+ Years of experience

8 Products & Services

17 Locations

+ 2,000 Clients

2018 Highlights

834

Employees

51

Nationalities in our workforce

17

Locations across the globe

400K+

Technology solutions users

182, 464, 468

Total number of digitized images

177, 398, 000

Shredded sheets of paper for our clients

699

Retired media assets destructed

206, 371

KG of paper recycled

3, 440

Trees saved

1, 444, 597

Gallons of water saved
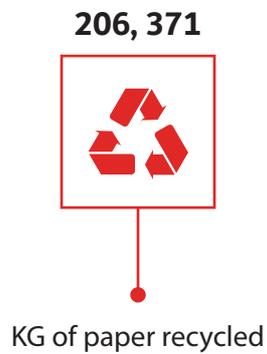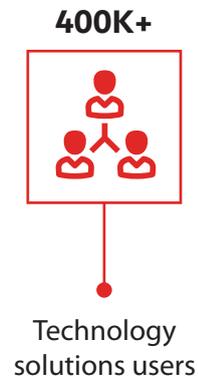
Environmental Performance

Sustainable Performance

We are committed to operate in an environmentally responsible manner as we are dedicated to steadily reducing our environmental impact. Acknowledging that our functions do affect our environment is the first step in pledging to adopt a precautionary approach to ecological challenges by setting monitoring faculties that track our commercial impacts on water, electricity, fuel consumption and waste. This process is retained in accordance with our compliance with applicable environmental regulations in all regions of operation.

InfoFort empowers its employees and leaders to contribute to our environmental performance betterment and guaranteeing the efficacy of our enacted environmental management procedures. Throughout this section, we will discuss our 2018 performance across the aforementioned areas.

> Note: the environmental performance data does not include the following countries: Qatar, Kuwait, Uganda, and Kenya.

Operations

InfoFort's operational activities span 17 offices across 11 countries. We mitigate our eco-footprint through the utilisation of global management frameworks and employee engagement schemes that help us increase efficiencies, minimise climate impact, and lessen usage of natural resources.

Green solutions are embedded in InfoFort's business model. We welcome opportunities to challenge ourselves and pioneer methods to mitigate our carbon footprint by curbing office paper consumption, developing eco-friendly goods and services, and changing office commute behaviours.

Water Consumption

As a majority of operations are carried out in regions with high water scarcity, we believe it to be our responsibility to decrease water consumption by carefully supervising intake and use, along with spreading awareness amongst our employees about responsible consumption of water:

Water Consumption	2018	2017
Utility Water Consumption (Litres)	25,076,101	-
Drinking Water Consumption (Litres)	181,707	-
Total Water Consumption (Litres)	25,257,808	23,855,882

We regularly review and update our performance data to find solutions in order to reduce our total water consumption. The increase in water consumption levels is the result of an increase in size of the workforce in 2018. We are working with all countries to install efficient water management schemes to decrease our overall water consumption.

Energy Consumption

Electricity Consumption
Our business is largely electricity-intensive; therefore, we surveil and measure our electricity consumption levels and seek to continuously enhance our metrics, flows, and technologies to identify the most productive and potent ways to preserve energy.

We purchase our utilities from local authorities and receive detailed monthly bills showing our consumption trend. On our end, some facilities have set up in-house power generators as a backup method to generate own power to aid business continuity and reliable client service:

Electricity Consumption	2018	2017
Electricity consumption (from local authorities) for all offices (kwh)	3,619,103	4,152,990
Average electricity consumption per employee (kwh)	4,339	5,102

Despite our operational growth in 2018, we were able to reduce our electric consumption by 15% from the previous year. This was achieved through the implementation of our energy efficiency initiative which was aimed at improving the operational productivity of our countries.

Fuel Consumption
Petrol and diesel are the fuels employed in our vehicles and in alternative forms of transportation solutions that we own, lease, or use to power our backup generators. These fuels are purchased from local countries and are carefully recorded to track our consumption to gauge our emitted Greenhouse Gases (GHGs) and reduce our carbon footprint correspondingly:

Fuel Consumption	2018	2017
InfoFort owned/leased vehicle fuel consumption in Litres (Petrol)	346,018	-
InfoFort owned/leased vehicle fuel consumption in Litres (Diesel)	92,983.14	-
InfoFort fuel consumption for generator in Litres (Diesel)	2,199	-
Total fuel consumption in Litres	441,200.14	319,961

The industrial growth in our countries have led to a higher fuel consumption in 2018. Due to the nature of our business and our operational location, it is difficult to reduce overall fuel consumption, however, we are currently working on implementing fuel efficacy programmes and setting targets in order to reduce our negative ecological footprint.

Greenhouse Gas (GHG) Emissions

As a responsible organisation, we ensure to observe and calculate our greenhouse gas emissions (GHG) to better understand our influences on climate realities and set practical reduction targets.

In 2018, we measured scope 1 and 2 of our GHG emissions across all countries. All emissions are measured by tonnes of CO_2 Equivalent (tCO_2e):

After Scope 1 Direct Emissions Fuel consumption by vehicles owned or leased by InfoFort (tCO_2e)	1,059.29
After Scope 2 Indirect Emissions Electricity consumption by InfoFort (tCO_2e)	2,328.75
Total Emissions (tCO_2e)	3,388.04
Average Emissions Per Employee (tCO_2e)	4.06

Waste Management

InfoFort have integrated green solutions into the working business schematics. We continue to work with our employees, suppliers and customers to think outside the box to reduce our carbon footprint and ensure our waste is diverted from landfill.

InfoGreen
InfoGreen is a waste management initiative to recycle generated e-waste, lessen paper consumption, promoting the recycling of paper and plastic waste in addition to offering aligning client solutions such as shredding and Green Data Destruction for retired IT assets.

Although our business model is mostly paper dependent, we persevere to reduce our primary paper consumption and recycle paper waste:

InfoFort Internal Recycled Paper	2018
Total paper collected (Kg)	1,639.4
Trees Saved	27.3
Gallons of Water Saved	11,475.8
Gallons of Oil Saved	628.5
tCO_2e Offset	27.3

At InfoFort, we offer holistic solutions for data security and disposal of retired IT assets in accordance with industry best practices, international security standards, and with full commitment to green protection. Through our Secure Data Destruction Service, we employ recognised recycling methods that promise zero landfills, zero incineration, and the processing of all materials in an eco-friendly manner, whilst maximising the reuse of all disposed components.

Shredding and recycling solutions

177, 394, 000
Sheets were securely shredded
by InfoFort in 2018

Green data destruction solution of retired IT assets

699
Retired media assets were securely
destroyed by InfoFort in 2018

GreenBox

InfoFort values its collaborations with corporate partners to implement sustainability in the larger sphere. In 2014, we launched a novel service called GreenBox - a free service for our corporate partners to help them create and maintain:

Awareness: on paper wastage and its negative impacts.
Education: on paper recycling and its benefits.
Change: in people's paper consumption habits.
Sustainability: promoting a directly positive impact on the environment

You, too, can join our green initiative.
Contact us at GreenBox@infofort.com
Visit our website for more information: www.greenbox.infofort.com

GreenBox

1,204 (+22%)
Total number of
GreenBoxes distributed

204, 732 (+50.6%)
KG of paper recycled

656 (+29%)
Total number of
GreenBoxes clients

1,111 (+35%)
Number of client
departments

Environmental Impact

3,412

1,433,121

78,481

3,412

Saved trees

Saved gallons
of water

Saved gallons
of oil

Offset tCO2e

Initiatives

As part of our InfoGreen initiatives, in 2018 we signed two agreements with GEMS education school and the Hartland International School to distribute the GreenBox on their premises and, in addition, to participate in their CSR awareness sessions.

Social Performance

Social Performance

Our Clients

We take immense pride in presenting our clients the most advanced business solutions to give assistance to their efforts to enhance their productivity and business continuity models. It is in our ethos to place our clients at the core of everything we do. This devotion better equips us to offer original and inventive products, software, and processes all the while ensuring the utmost service quality.

We serve over 2,000 clients who collectively cover a broad range of industries:
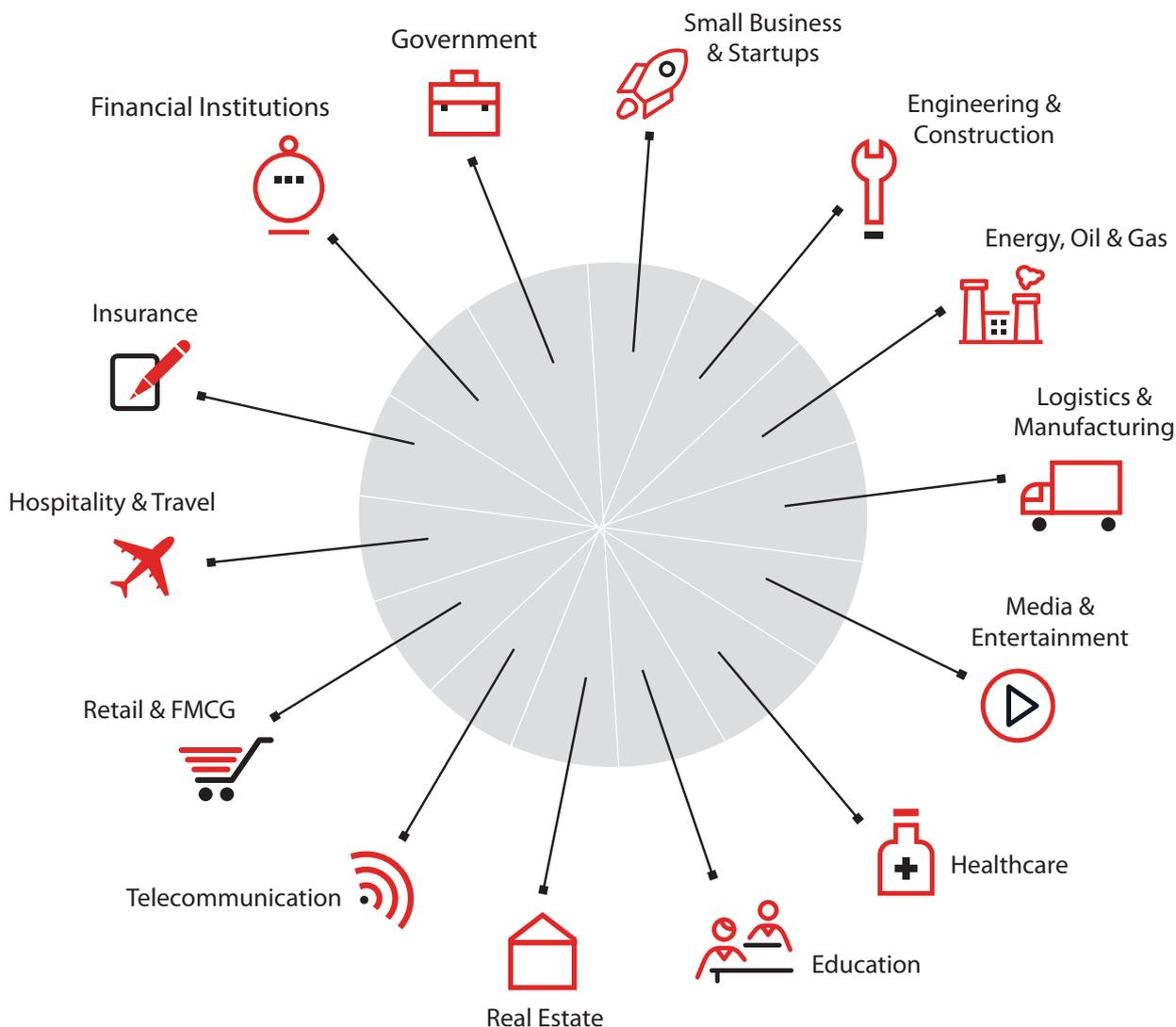
We request and heed the feedback of our clientele. Not only does InfoFort actively seek customer opinions, we also administer a variety of surveys to gain purposeful insights. In 2018, we collected our clients' feedbacks by using two key methods, phone calls and online surveys. The survey results showed a commendable 75% customer satisfaction rate.

We also use the Net Promoters Score (NPS) model, which is designed to measure customer experience and forecast business growth. In 2018, InfoFort received a score of 22 on the NPS index.

Data Privacy

InfoFort is committed to guarding the privacy and confidentiality of all client data and information. The company's policies and guidelines support this guarantee where we take stringent efforts and implement both national and international regulations to ensure total protection, including:

- Sending periodic security reminders to all concerned team members.

- Creating and diligently updating security policies and procedures, and later sharing them on the company's intranet.

- Ensuring that the information security committee meets quarterly to review security measures in place.

- Seeing to it that an information security task force is set at each country and entity-level with local IT management.

- Conducting annual audits at every country and entity level.

- Operating InfoFort's network only through strict domain policies that limit monitor peripheral and Internet access.

- Controlling information security through stringent firewall rules.

- Implementing the Data Leakage Prevention Programme (DIP).

- Instantly identifying broken business processes that might pose any potential threat to transmitting confidential data.

- Monitoring and protecting the communication of sensitive content.

- Defining and deploying standard policies across the company.

- Making sure that all security measures are communicated to all employees through periodic awareness and training programmes.

Complaints and Grievances

We work tirelessly to provide our clients with top service and vow their satisfaction. Keep open and transparent channels with our clients to hear their feedback and complaints, InfoFort's communication channels enable proactive customer care.

The total number of complaints received in 2018 was 475, with 4% open complaints. The average turn-around time for complaints and grievances in 2018 varied between countries with a record turn-around of fewer than 24 hours in UAE entities.

Our People

InfoFort views its employees as one of its most valuable resources. We prioritise the retention of our leadership position in the market and rely upon our resilient and capable human capital to guarantee future successes through augmentation and development. Employees are given extensive training opportunities that centre on their personal and professional development. InfoFort strives to hone their growth potential and satisfaction prospects.

We are privileged to have a diverse, creative, and energetic team and encourage stimulating ideas from all members of the organisation no matter their role or scale of seniority. We provide a dynamic work environment to nurture their imaginations and intra-entrepreneurship.

Investment towards our people through training and development fosters a distinctive, collaborative, and welcoming workplace.

Vacations, Leaves and Holidays

InfoFort provides both paid and unpaid annual vacations, leaves and official holidays, which is consistent with the operation requirements and in compliance with Local Labour Laws of the countries where our entities are located.

In addition, our employees are entitled to:
- Marriage leave
- Mourning leave
- Parental leave
- Birthday leave
- Compassionate day leave

Diversity and Inclusion

The variety of characteristics, perspectives and backgrounds that employees bring to InfoFort allows the company an inherent and vital competitive edge. Our code of conduct leads our endeavour to increase diversity and create an inclusive culture.

We set diversity metrics to provide equal employment opportunities that allow all employees to widen their capabilities and, thus, enrich our work environment. Our people come from a total of 51 different nationalities:

Full time employees	
Total number of full-time employees	837
Number of male full-time employees out of total workforce	770
% of male full-time employees out of total workforce	92%
Number of female full-time employees out of total workforce	67
% of female full-time employees out of total workforce	8%

Empowering our Female Employees

Our commitment to diversity extends to senior roles. During the year 2018, females in top management positions reached 16%. This is in part due to our conscious efforts to create a fair and gender-balanced environment. Our female employees accounted for 8% of the total full-time workforce, and hence we have focused on hiring more women in the year 2018. Newly hired females accounted for 11% of the total newly hired employees across all our countries.

Top management - by gender - all employees	
Total number for all employees in top management	62
Number of male employees in top management	52
% of male employees in top management	84%
Number of female employees in top management	10
% of female employees in top management	16%

Mothers Friendly Environment
We are committed to protecting the health, safety and welfare of our staff and recognise the importance of ensuring that a professional, supportive and caring environment is provided for Mothers.

After returning from their maternity leave, mothers are permitted flexible working hours. The agreed working hours are discussed with her direct manager.

InfoFort is keen to support those Mothers who wish to continue breastfeeding when they return to work. Therefore, we ensured that each of InfoFort premises has a room specifically for nursing mothers; these rooms are also available for expectant mothers to rest.

In agreement, as part of InfoFort's safety regulations, a specified parking area is reserved for expectant mothers close by the entrance to the building for ease of access.

Employee Engagement
Our engagement practices cultivate suitable skill uptake and strengthens communication. We promise to facilitate open and ongoing communication with our employees through differing channels and avenues.

All operational changes are communicated honestly and in advance; granting our employees a notice period of at least six months to ensure a comfortable timeframe and smooth process transition.

Learning & Development

At InfoFort, we strongly believe that endowing our employees' knowledge and building their capacities will elevate the calibre and efficiency of our organisation and contribute individually to labour productivity and satisfaction.

We organise informal training sessions on corporate policies and practices, in addition to other programmes designed to cater to our employees' needs that are duly tailored to meet their development in line with their job requirements and to enable them to acquire the skills needed to ensure their career progression. During periodic performance evaluation, employees and their managers identify improvement areas and match them with appropriate learning plans.

Training	
Average number of training days for male employees	102
Average number of training days for female employees	54
Average number of training days for all employees	156

Furthermore, we enforce training sessions on human rights policies and procedures concerning aspects of human rights that are relevant to our operations. In 2018, 43% of our employees had attended the training, intending to train the remaining in the coming year.

Human Rights Training	
% of employees that went through human rights policies or procedures training	43%

Parental Leave

We promote a work-life balance and urge our employees to take time away from work to aptly celebrate the addition of young new members to their families.

Female employees are eligible for a minimum period of three months (90 days) fully paid maternity leave. Moreover, fathers working at InfoFort are granted five calendar days fully paid leave.

We have retained 100% of our employees who went on parental leave during 2018.

Parental Leave - By Gender - All Employees	
No. of Male employees that took parental leave	15
No. of Male employees that came back to work after completion of parental leave	15
Retention Rate for Male employees who went on Parental Leave and were still employed after 12 months	15
No. of female employee that took maternity leave	4
No. of female employees that came to work after completion of maternity leave	4
Retention Rate for female employee who went on maternity leave and were still employed after 12 months	100%

Prioritising Health and Safety

We strongly assert that the health and safety of our employees is an essential component of our vision and strategy for the bright future of InfoFort. Having a robust health and safety culture immersed in the organisation will improve our standards and yield, as well as reflect positively on employees' morale.

InfoFort drives ownership of the Health and Safety Executive (HSE) at an individual, managerial and organisational level, making sure that all employees will accomplish their tasks in a secure environment.

We have established an effective framework to gauge our HSE performance against our corporate goals with directives for continual improvement that copes with regulatory changes, technology spikes and stakeholder's interests.

All measures are in place and routine conduct of training and awareness programmes around the topics of fire hazards and occupational and workplace safety.

Toolbox Talk
A Toolbox Talk is an informal group discussion among employees of an individual department to reinforce OSHA's safety requirements, create an environment to discuss task specific or timely safety communications, identify problems or highlight safety concerns/risks. It covers a wide range of topics from workplace electrical safety to lifting basics.

Our Health and Safety Policy covers facility management and critical systems we have in place that would directly compromise the safety and functionality of our systems including, but not limited to, fire fighting system, pest control, hazardous waste disposal, plumbing, electrical systems, mechanical and hydraulic structures.

We have set in place checklists for daily/monthly/quarterly supervision, and the Facility Management Supervisors are responsible for making sure that the checklists are in place for each system as scheduled.

Risk Assessment is conducted annually for all locations within our facilities including sub-areas found within each site and considers all departments. Reports are shared with management, the facility management teams, and the security team for further investigations.

Health and Safety KPIs

Safety & Security Measures 2018												
Countries	**IFS**	**IFD**	**IFC**	**IFQ**	**IFK**	**IFB**	**IFM**	**IFA**	**IFN**	**IFU**	**IFG**	**IF**
Total Number of Incidents	10	44	24	1	0	0	2	0	0	1	0	82
Total Number of Incidents Resulted in Injuries	5	1	6	0	0	0	1	0	0	0	0	13
Total Number of Incidents without Injuries	5	43	18	1	0	0	1	0	0	1	0	69
Total Number of Vehicles Related Incidents	5	29	8	0	0	0	1	0	0	0	0	43
Total Number of Vehicles Related Incidents Resulting in Injuries	0	0	3	0	0	0	0	0	0	0	0	3
Total Number of Vehicles Incidents without Injuries	5	29	5	0	0	0	1	0	0	0	0	40
Total Number of Warehouse/Office Incidents with Injuries	0	1	3	0	0	0	0	0	0	0	0	4
Total Number of Warehouse/Office Incidents without Injuries	0	14	13	1	0	0	1	0	0	1	0	30
Total Number of Warehouse/Office Incidents Lost Time (Days)	0	7	25.25	0	0	0	0	0	0	0	0	32.25

Recordable Incident Rate	0	0.26	4.70	0	0	0	0	0	0	0	0	0.76
LTR - Lost Time Frequency Rate	0	1.84	19.77	0	0	0	0	0	0	0	0	3.50
Severity Rate	0	0.02	0.11	0	0	0	0	0	0	0	0	0.05
Vehicles Related Lost Days Rate (Per Million Boxes)	0	0	0	0	0	0	0	0	0	0	0	0
Warehouse Lost Days Rate (Per Million Boxes)	0	1.40	5.05	0	0	0	0	0	0	0	0	6.45
Accidents per Million Boxes	2.00	8.80	4.80	0.20	0	0	0.40	0	0	0	0.20	16.40

In 2018, we did not have fatalities from any incidents occurring during working hours throughout all countries.

Supply Chain - Suppliers' Selection and Risk Assessment

ESG performance motivates our operations and supply chain effectiveness, diminishes risk, and bolsters our reputation. InfoFort has enacted procedures to assess our new and existing suppliers unbiasedly and assess them on their human rights performance, environment, and health and safety standards. We also conduct in-person audits for suppliers in our Dubai entity.

We have put into practice the Suppliers Management Procedure the, New Suppliers evaluation form, and the Annual Suppliers Evaluation Form. Furthermore, our health and safety team direct the supplier inductions/onboarding as per health and safety requirements for all suppliers who are working within InfoFort premises. Plus, we have set a Green Purchasing Policy which applies to all InfoFort countries.

Our Local Community

InfoFort believes in community involvement where we work and serve. With our evolving sustainability and corporate responsibility priorities at the helm of our operations, we are advancing our sustainability initiative InfoCare continually.

InfoCare is our platform for supporting information-driven sustainability initiatives where we consolidate our cumulative expertise and highly motivated and socially engaged talent to devise mechanisms to save the environment, support mission-critical organisations to save lives, and empowering youth living in marginalised communities. **This platform has three pillars – InfoGreen, InfoSave and InfoGrow.**

InfoGrow
Initiatives that aim to train and enable marginalised youth with life and information-based skills that can help them enter and flourish in the workforce while being wholly self-sufficient.

InfoSave
Initiatives that permit mission-critical organisations such as health, support, humanitarian, aid and relief, blood banks and other NGOs to become more productive, effective, and responsive.

InfoGreen
Initiatives and solutions that impact the environment and reduce the carbon footprint through reducing paper consumption, recycling and other practices.

For more information about InfoGreen, please refer to the environmental section.

Awards and Recognition

- InfoFort was awarded with the Dubai Chamber CSR Label. Recognised for its outstanding efforts for the 5th consecutive year for its exemplary workplace practices and extensive involvement in the community.

- Dubai Chamber has honoured InfoFort for its achievements as a Member Company in the Sustainability Network.

Dubai Chamber of Commerce Sustainability Network
InfoFort has been an active member of the Dubai Chamber of Commerce Sustainability Network. As part of our membership, we partook in 17 high-profile networking events, sessions, and workshops, where these events examined a wide range of issues, obstacles, and prospects related to sustainable supply chains, road safety, green infrastructure, accessibility for people with determinations, and sustainability reporting, among several other integral matters.

InfoFort has been part of two task forces in 2018:
- Diversity & Inclusion Task Force
- Employees welfare and wellbeing Task force

Academic Partnerships
InfoFort partnered with the Emirates College of Technology and Canadian University Dubai (CID) to prosper students' capacity to enter the workforce and equipping them with all the knowledge needed to process digital information, quickly, efficiently and safely, in addition to applied research in digital transformation.

Through this partnership, the students will receive hands-on training to develop technical and business skills, while also receiving mentorship from InfoFort senior executives and an opportunity to intern at the company. This agreement will also allow the two parties to work closely in applied research projects and help students to advance their knowledge in their chosen area of specialisation.

Governance, Compliance and Risk Management

Governance, Compliance and Risk Management

As we elevate our ESG performance, strong and ethical leadership and policies provide the vital connection between what we do and how we do it. Reflecting upon our ongoing commitment to integrity and transparency, we continue to refine our governance policies and procedures, taking into account evolving norms. We highlight below a few of our governance, compliance and risk management practices.

Ethics and Compliance

Sustaining the trust of our customers, communities, and other stakeholders underpin our business. Our policies are set to ensure that our operations comply with local and global regulations and standards.

As our frontline representatives, it is critical that our employees uphold the highest ethical standards. During their onboarding processes, our new employees are educated on our policies and encouraged to take an active role in implementing them.

Our compliance policies are aligned with our mother company Aramex. We adopt the following policies from Aramex:

- Whistleblowing policy.
- Code of conduct which includes corruption, bribery and fraud policy and gifting policy.
- Modern slavery Act Transparency Statement.
- Non-Discrimination and Non-Harassment.

These policies are available online on Aramex website.

Risk Management

With the fast-changing geopolitical, technological, and public policy developments, and changing customer expectations, we recognise that risk management has become more crucial than ever for business continuity models.

Therefore, we play a proactive role in identifying, assessing, and mitigating risks across various levels of our operations. We developed several risk management substructures to identify, control, and minimise all types of risks. Our policies frameworks include:

- Operational risk
- Environmental risk
- Health and Safety
- Physical safety and Security
- Data Security and Safety
- Credit Collection
- Procurement policies
- Properties and Facilities management

In addition to our internal policies, InfoFort is obtaining the following certificates:

- ISO 9001:2015 Quality Management
- OHSAS 18001:2007 Occupational Health and Safety
- ISO 27001:2013 Information Management Solutions

data@infofort.com | www.infofort.com