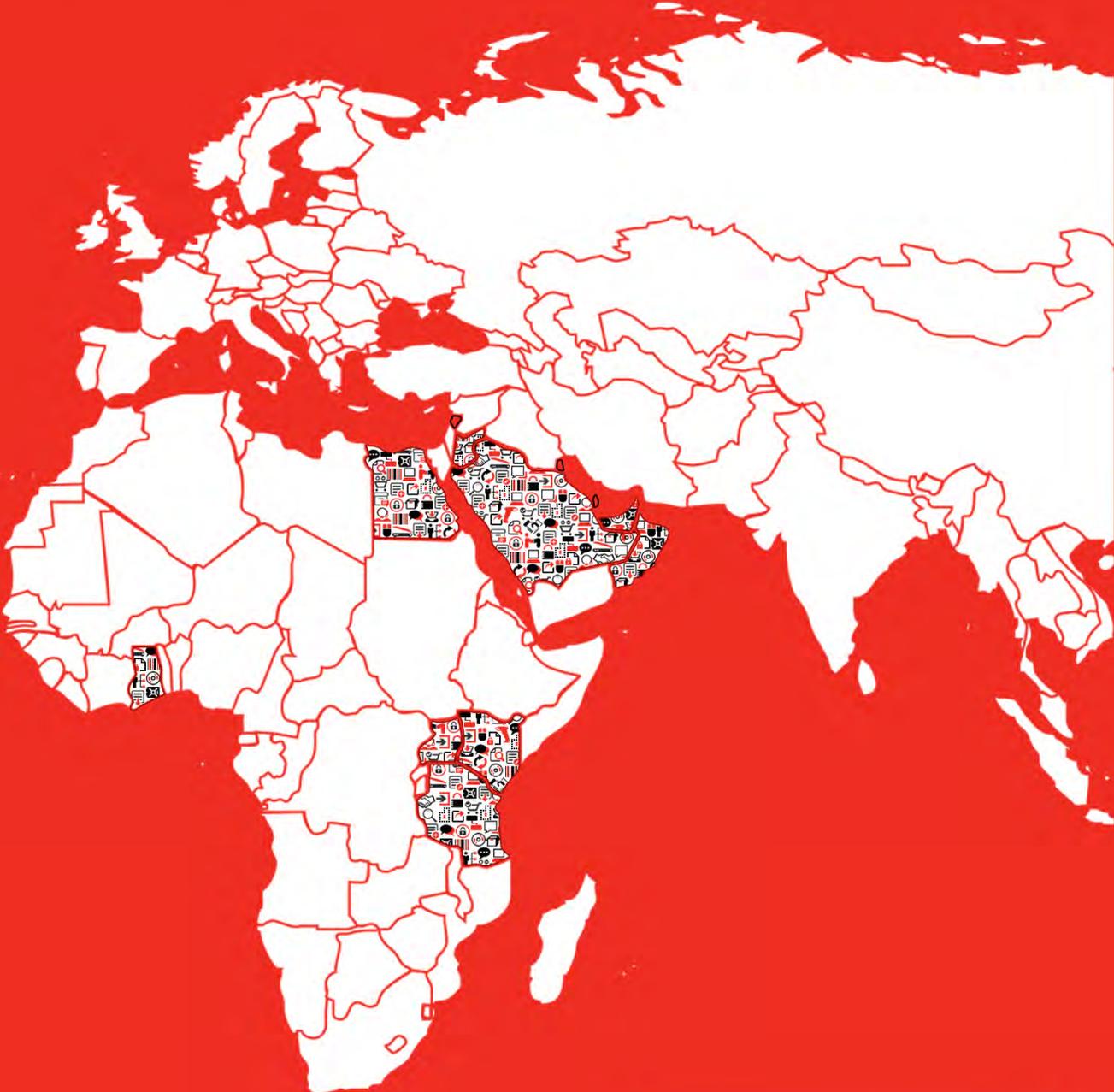


# InfoFort

Secure Information Management Solutions



SUSTAINABILITY REPORT 2013

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## Mission Statement

InfoFort strives and innovates to be recognized as the leading records and information management solution provider in emerging economies.

## Purpose Statement

To offer innovative information management solutions that preserve intellectual and knowledge capital, protect data and enable progress.



**LETTER FROM THE CEO**

03



**Dear Stakeholder,**

What drives us every day at InfoFort is our promise to help preserve intellectual and knowledge capital, protect data and enable the progress of individuals, corporates and economies. And we do so by continuously offering innovative information management solutions that empower our customers in a sustainable manner.

Today, sustainability at InfoFort is more than just a concept or something nice to have; it is a key strategic pillar that is heavily embedded in our business model and culture.

Capitalizing on 2012 efforts we saw great results in 2013. We further expanded our footprint with our expansion in key growth markets in Africa, improved our positioning in our core markets in the Middle East, created more meaningful jobs and further developed our diverse teams.

Moreover, we also rolled out our service excellence program, where everyone at InfoFort is involved and committed to fulfilling our key promise to our clients: "Taking personal responsibility to safeguard client's data and earn their trust."

Furthermore, we worked harder on promoting, internally and externally, InfoCare our platform for empowering information-driven sustainability initiatives.

Through InfoSave initiatives, we managed to support mission critical organizations across the Middle East & Africa with their archiving needed hoping that we will help them in their mission of saving lives.

Initiatives under InfoGrow empowered and enabled youth in marginalized communities and enhanced their IT literacy & competitiveness. Last but not least, our InfoGreen initiatives permitted us to reduce our carbon footprint, acquire the Silver LEED certification for our facilities in Egypt and get awarded the Dubai Chamber CSR Label in the United Arab Emirates.

As leaders in our industry in the Middle East and Africa we will be further taking the lead on promoting sustainability as a way of doing business. We see this as our responsibility.

I am therefore pleased to present InfoFort's second sustainability report instilling and encouraging our employees, customers, partners and stakeholders to join our sustainability efforts.

**Abed Shaheen**  
CEO







## Secure Information Management Solutions

Established in 1997, InfoFort is the leading records and information management solution provider in the Middle East and Africa offering services in United Arab Emirates (Abu Dhabi, Dubai) Saudi Arabia (Riyadh, Jeddah, Dammam), Egypt (Cairo, Alexandria), Qatar, Oman, Bahrain, Kuwait, Jordan, Kenya, Ghana, Uganda, and Tanzania.

InfoFort offers document storage and management services to its customers in the Middle East and Africa. The clientele includes global and local companies, ranging from small and medium sized organizations to multinationals and Fortune 500 enterprises that span a broad range of industries including financial services, legal, healthcare, engineering, government, public services, energy, oil and gas, information technology and media.

InfoFort continues to develop secure, innovative and customized solutions in document storage and management for different industries. These solutions cover the full information life cycle and range from document storage, file storage & management to document scanning, data capture and document management (enrichment, data mining, document / records / workflow systems), records management consultancy, secure and certified document shredding, offsite data protection, media or tape storage, rotation and management.

**InfoFort is an ISO 9001 certified company** and is owned by Aramex, a leading global provider of comprehensive logistics, transportation and information management solutions. Aramex is listed on the Dubai Financial Market (DFM) and employs more than 14,000 people in over 354 locations in 60 countries, and has a strong alliance network providing worldwide presence. The range of services offered by Aramex includes international and domestic express delivery, freight forwarding, logistics and warehousing, information management, e-commerce solutions and online shopping services. InfoFort complies with national, international and industry-specific regulations that are set by:

- ▶ **ARMA international**
- ▶ **PRISM international**
- ▶ **AIIM, also known as the enterprise Content Management (ECM)**
- ▶ **NAID**
- ▶ **PDF/A Competence Center**



In 2011, InfoFort received ISO 9001: 2008 certification from the British Standards Institution (BSI). This international mark of recognition, which covers the company's entire operations, highlights InfoFort's commitment to the highest quality standards and its focus on operational excellence. Furthermore, InfoFort conducts periodic in-house audits and enforces strict monitoring and evaluation measures across all areas of its operation.





### Our Service Excellence Program

We understand that achieving service excellence is a way of doing business rather than implementing any individual project or programme. Through the service excellence program, everyone at InfoFort is involved and committed to fulfilling a promise to our clients:

**Taking personal responsibility to safeguard client's data and earn their trust.**

InfoFort and its management enable the promise and ensure colleagues are fully aware and trained. InfoFort's role is also to ensure appropriate tools are provided to employees, supporting them delivering the promise.

### Our Services

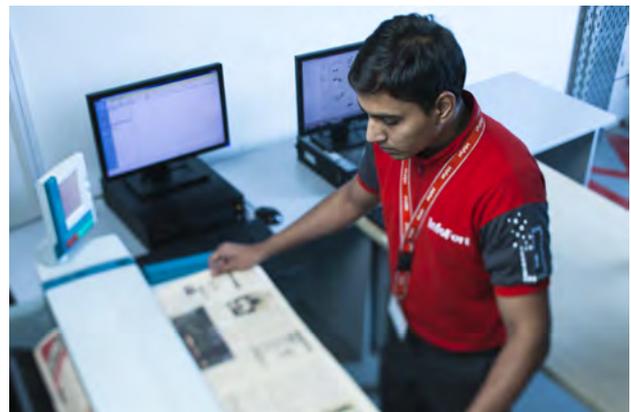
Information management is what defines InfoFort and governs its solutions. This in turn helps clients meet the global challenges, needs and demands for security, confidentiality, accessibility, compliance, resilience, business continuity, disaster recovery and preservation. Information management at InfoFort today offers the following services:

### Physical Records Management



Whether clients have active or inactive documents and feel the need for additional space, better security, confidentiality, accessibility, compliance with local and global regulations and long term preservation of documents, InfoFort's document storage, file storage and management services provide the right solution. This service supports companies in managing their documents and provides reliable and secure solutions to outsource the complex records and document management cycle.

### Electronic Records Management



Document scanning, document capture and management are some of the electronic records management services that we offer. InfoFort does the scanning, indexing, document conversion and data capture either off-site or onsite for clients looking for electronic document management.



Our extensive and large scale technical and project management expertise allows us to develop and maintain leadership within the document scanning, storing and management industry. Today InfoFort handles hundreds of millions of documents and images under its document storage, management and scanning solutions. This covers document conversion for documents, drawings, newspapers, books, OCR, ICR, micrographics. It also includes microfilm scanning, microfiche scanning and aperture cards, forms processing. This results in moving hundreds of clients to a paperless office and in the implementation of an organized electronic archive system in different formats such as PDF, PDF/A, TIFF, JPG and others.

### Media/Tape Vaulting & Rotation



Strategic decisions should be made regarding where to store backup media; storage conditions, rotation schedules and how it is picked up and delivered. Such decisions are crucial in times of disasters or need. InfoFort offers world class effective tape archival and storage facilities ensuring backup tapes' security and accessibility. Whether clients have SIR data cartridges, 4mm, 8mm, DLT, SDLT tapes, cassettes, open reel tapes or others, InfoFort media & tape storage, rotation and management service will ensure backup media or tapes are secure, well preserved and available when needed.

### Secure Data Destruction



As companies deploy new technologies into their organizations they are faced with real problems of what to do with their outdated it assets. Be it data security, safety, confidentiality, compliance or environmental policies, it is no longer acceptable for companies to simply throw away old technologies or just pass them over to a third party.

InfoFort's secure data destruction services provide comprehensive green solutions for data security and disposal of retired or outdated it assets (such as servers, hard drives, PCs, laptops, DLTs, LTOs, CDs, DVDs, flash memory sticks, smart phones) in line with international and environmental security standards.

### Business Intelligence & Analytics



Data and information are key enterprise assets. Whether it is to track or analyze customer behavior, or to identify and extract valuable information, our business intelligence and analytics solutions assist organizations to transform their data into actionable insights giving them a competitive advantage.



### It Escrow Services



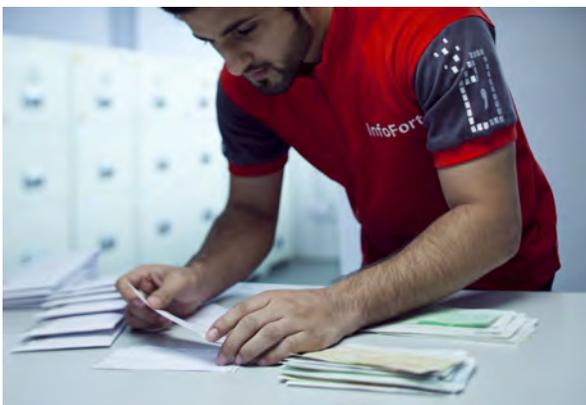
InfoFort's it escrow services provide a secure solution for both licensors and licensees and enable them to complete their trade transaction in a way that safeguards both parties' interests.

### Secure Shredding



InfoFort manages the complete information life cycle which includes securely purging information when it is not needed anymore. Moreover, InfoFort's green initiatives ensure that document shredding is done in an ethical and environmentally friendly manner.

### Cheques Management



InfoFort has developed the cheques storage & management service to support financial institutions and the banking industry in managing the flow, disbursement, storage and digitization of cheques.

### Consultancy



Whether an organization is looking to evaluate its existing system of document and information management / storage or is in the process of deciding on the best technologies and methods of implementation, InfoFort helps them choose the best technologies and strategies.





### Information Security

Information security lies at the core of our business. Therefore, we take very strict measures and implement national and international regulations to absolutely guarantee the protection of all data and information. These measures include:

- Sending periodic security reminders to all concerned team members
- Creating and constantly updating security policies and procedures and sharing them on the company's intranet
- Ensuring that the information security committee meets on a quarterly basis to review security measures in place
- Ensuring that an information security task force is set at each station and entity level with local IT management
- Conducting annual audits at every station and entity level
- Operating all InfoFort's networks only through Aramex's mother domain controller
- Controlling information security through stringent firewall rules
- Implementing the Data Leakage Prevention Program (DLP)
- Instantly identifying broken business processes that might pose any potential threat to transmitting confidential data
- Monitoring and protecting communication of sensitive content
- Defining and deploying standard policies across the company
- Ensuring all security measures are communicated to all employees through periodic awareness and training programs



### Physical Security

InfoFort understands that information security goes hand in hand with physical security including all facilities and vehicles that store or transmit information. Therefore, the following measures are implemented:



### Infrastructure Safety & Security

- Elevated storage areas above ground level
- Water-proof roof structure
- Non-flood plain areas
- 24/7 - 365 days security and patrol guards
- Mandatory security log book and ID check for all guests
- Access cards limiting unauthorized admission to restricted areas
- Safety and security instructions across the facility
- First aid kits available in all areas
- Strict non-smoking policy throughout all premises
- Smoke and heat detectors
- Restriction of distribution of mobile usage inside the facility
- Distributed of extra fire extinguishers and water hose reels
- Additional fire exit doors covering the entire facility
- Clear floor demarcation for evacuation routes
- CCTV monitoring and recording
- In-rack sprinkler system
- Humidity and temperature monitoring systems
- Back-up generator on site





### Vehicles Safety and Security

- **Global positioning system:**
  - Tracking of vehicle at any time and location
  - Door sensor device
  - Door auto-locker
  - Door buzzer while vehicle in motion
- **Vehicles are equipped to ensure safety and security of drivers and deliveries during transit:**
  - Secured drivers cabin
  - First aid kit and fire extinguisher
  - Panic button in case of emergencies
  - Instant alarms for unauthorized use of vehicles after working hours
- **Industry-specific requirements:**
  - Climate controlled vehicles
  - Polar curtain to maintain temperature during transit
  - Antistatic flooring



### The Business Continuity Program

In the aftermath of recent natural disasters, terrorism and equipment breakdown, businesses have recognized more than ever the need for a business continuity plan. In response, and in order to support sustainable

and resilient business operations, we have implemented the business continuity management program which is in line with international standards such as BS25999 and ISO 22301. The program helps:

- To implement health and safety measures in event of a crisis
- To recognize and be fully prepared in the face of disruption or disasters
- To identify the level of damage caused
- To manage customers' needs in an event of crisis and enable them to continue providing regular services
- To protect stakeholders' investment
- To better control existing resources
- To meet regulatory and compliance requirements
- To control related costs in an event of crisis

In view of that, business continuity planning becomes a strategic imperative that goes hand in hand with our mission, values and culture. Adopting robust business continuity processes and procedures is crucial to our sustainability; to safeguard our assets and partnerships, strengthen our position in the industry, and enable us to provide a safe working environment for employees, retain our customers and support our communities during situations of emergency.



## OUR CUSTOMERS

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Our diverse and growing clientele includes

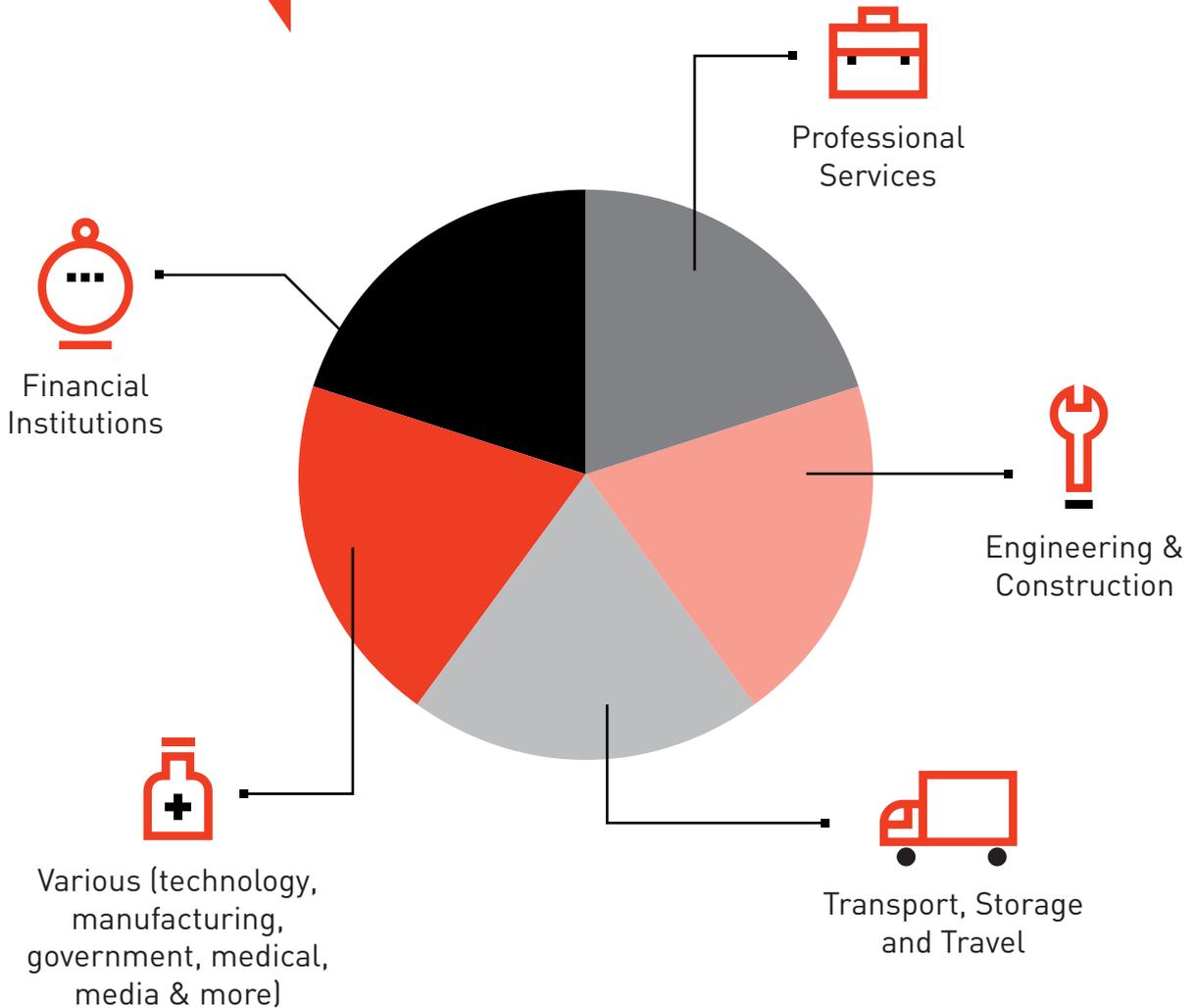


Global + local companies



Ranging from small and medium organizations to multinationals and Fortune 500 enterprises

Collectively, our clients cover a broad range of industries

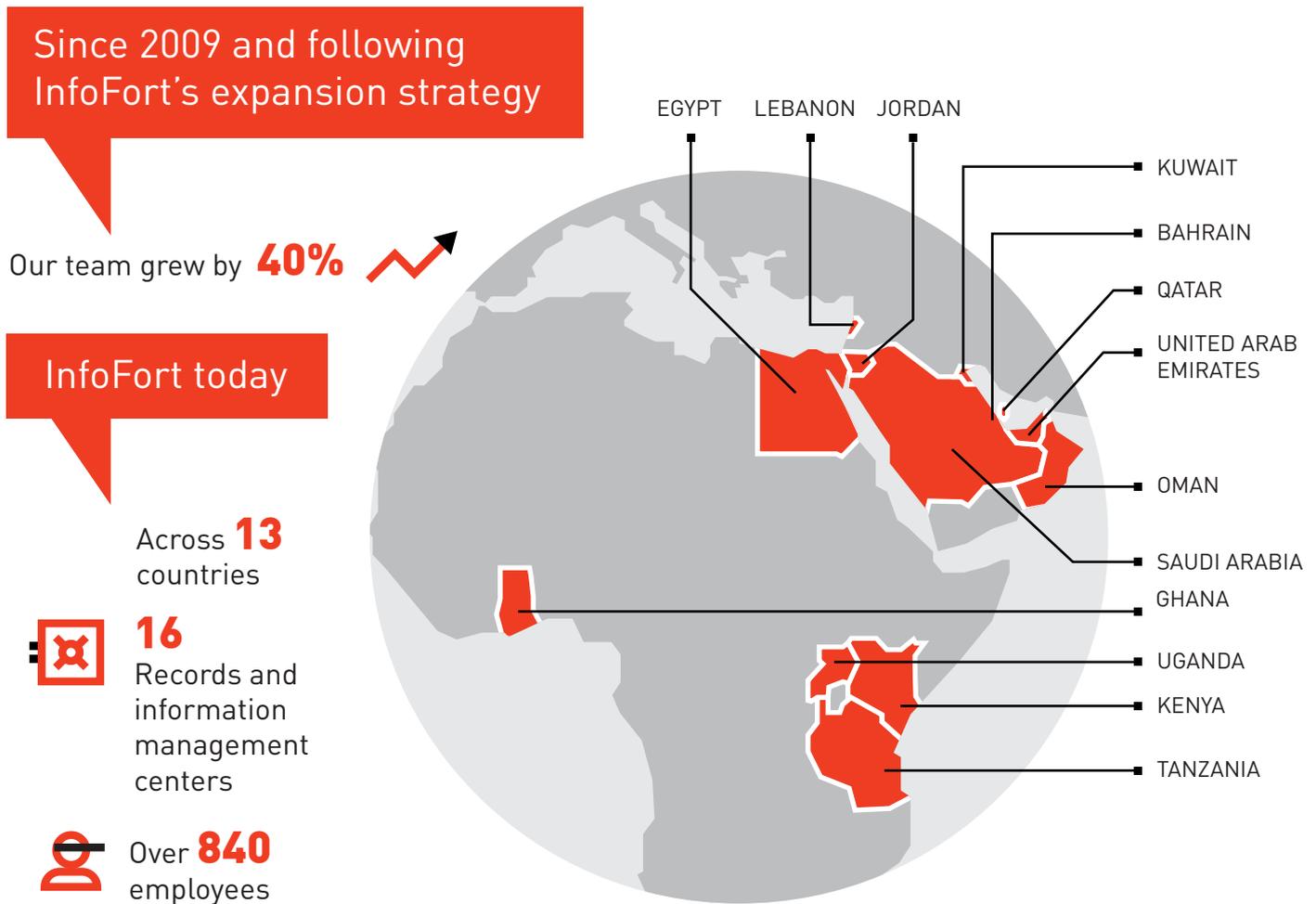




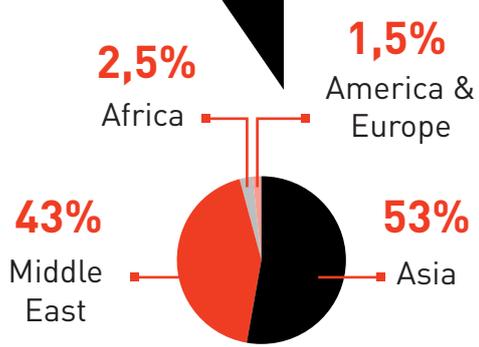
We view our people as our greatest asset and the main reason behind our achievements and continuous growth. We firmly believe that investing in our people will guarantee our long-term growth.

At InfoFort, 100% of our employees take part into our training courses. Whether it's to develop their communication skills or to optimize their time management, every employee will obtain a tailored training in line with his role and career path.

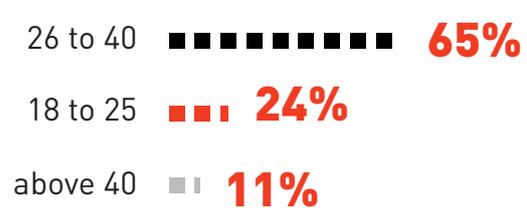
Based on colleagues training feedback form our trainings' content and materials receive throughout the year continuous revisions and adaptations.



**31** different nationalities among our workforce



We employ people from different age groups



**60%** of our employees have stayed with us for more than three years



We pledge to ensure and sustain a working environment that is



Healthy



Safe



Secure

We follow strict guidelines and policies and are audited annually by the local institutions in place in each country, representing the department of environment, health and safety.

in 2013



Zero non-compliance issues with local or international regulators



Delivered job-specific awareness trainings programs on health & safety



Logging system put in place for all health & safety related incidents

Our 2013 statistics are covered below:

<b>Summary</b>		2011	2012	2013
	Fatalities	0	0	0
	Accidents per million boxes	3.0	4.2	10.2
	Percentage change in accidents per million boxes		28.6	58.8
	Lost time injuries per million boxes	2.3	33	52
	<b>Vehicle Related Incidents</b>			
	Vehicle lost time (days)	9	3	38
	Vehicle accidents (resulting in injury)	1	1	5
	Vehicle accidents (no injury)	2	10	33
	Vehicle lost time injuries	9	3	20
	<b>Warehouse Related Incidents</b>			
	Warehouse lost time (days)	18	150	71
	Warehouse accidents (no injury/minor injury)	2	9	7
	Warehouse accidents (resulting in lost time injuries)	7	1	6
	Lost time per million boxes	5	31	14.2
	Lost time/total time	0.000134	0.000762	0.000535
<b>Normalizing Indicators</b>				
	Total lost time (days)	27	153	109
	Total lost time injuries	8	2	11
	Total working hours across the network	1,614,816	1,627,632	1,794,240
	Total working days	201,852	203,454	224,280



## How can organizations utilize their skills and capabilities to put their experience where it matters most?

With this in mind, we created InfoCARE-InfoFort's platform for empowering information-driven sustainability initiatives. We want to innovate in saving the environment, supporting mission-critical organization to ultimately save lives, and empower youth living in marginalized communities.

The platform covers three main areas:



### Environment

#### InfoGreen

Impacts the environment by reducing our carbon footprint through reducing paper consumption, recycling and other environmentally-friendly practices.



### Humanity

#### InfoSave

Enables mission-critical organizations such as health, support, humanitarian, aid and relief, blood banks and other nonprofit organizations to become more productive, efficient and responsive.



### Youth Development

#### InfoGrow

Empowers youth living in marginalized communities through information-based skills that enable them to develop their skills to join the workforce and ultimately become self-sufficient.

A

## InfoGreen

Initiatives and solutions that aim to raise awareness and have environmental impacts. Examples of these are solutions and practices for reducing paper consumption, carbon footprint and recycling to name a few.

### External client projects:



- Shredding and recycling solutions
- Green data destruction solution of retired IT assets

### Internal client projects:



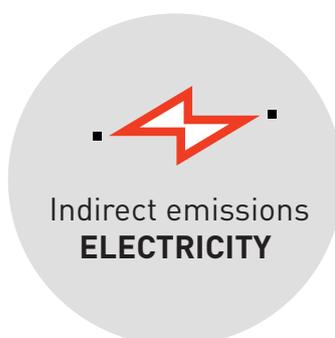
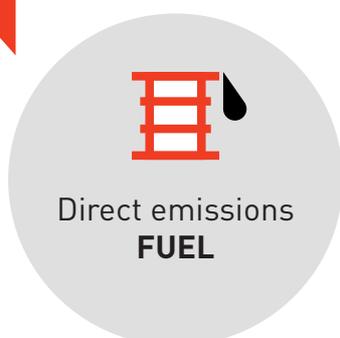
- Recycling e-waste
- Recycling paper and plastic waste
- Sustainable offices
- Commuting habits



## Our Carbon Footprint

In order to accurately calculate our emissions, we use the **Greenhouse Gas (GHG)** protocol which is used by **World Business Council for Sustainability Development (WBCSD)** & **World Resources Institute (WRI)**.

The protocol comprises three scopes that break down the various direct and indirect components of a company's gross emissions:



The emission calculations are in accordance with the following **GHG protocol** reporting principles:



### → **Relevance**

The greenhouse gas footprint of InfoFort accurately reflects the greenhouse gas emissions attributable to the company.



### → **Completeness**

The majority of sources of greenhouse gas emissions and related activities within the organization are reported and accounted for, and any exclusion is fully disclosed and justified.



### → **Consistency**

Consistent methodologies have been developed and employed to allow for meaningful comparisons of greenhouse gas emissions over time.



### → **Transparency**

Greenhouse gas information has been compiled, analyzed and documented clearly and coherently in order to allow auditors to evaluate its credibility.



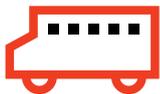
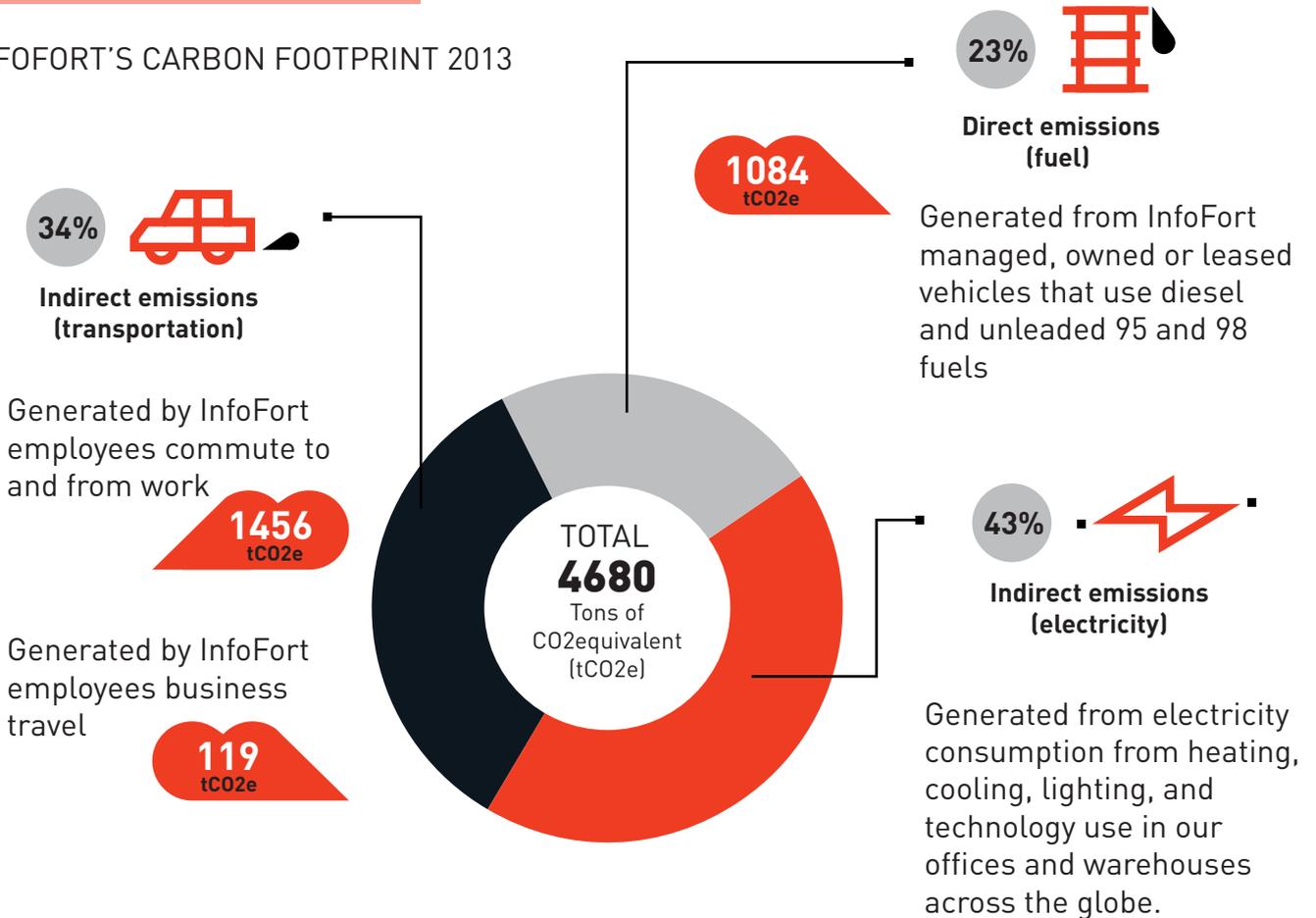
### → **Accuracy**

We are committed to accurately quantifying our greenhouse gas emissions, with conservative assumptions being employed in cases of uncertainty.



**Global Emissions Breakdown**

INFOFORT'S CARBON FOOTPRINT 2013



**36% of our workforce uses the shuttle**

As part of our commitment to reduce our carbon footprint, we have introduced a shuttle system for our employees.

**Our achievements**



**June 2013 InfoFort Egypt Silver LEED certification**

A green building certification program that recognizes best-in-class building strategies and practices.



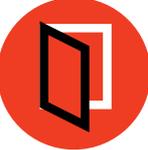
**December 2013 InfoFort Dubai Dubai Chamber CSR Label**

Indicating that it has done consistent and significant work in CSR and will continue developing it further.



**B InfoSave**

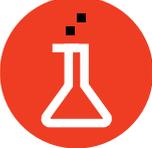
Initiatives that aim to enable mission critical organisations such as health, support, humanitarian, aid and relief, blood banks and NGOs to become more productive, efficient and responsive.

 <b>SOLUTION</b>	 <b>ORGANIZATION</b>	 <b>ABOUT</b>	 <b>COUNTRY</b>	 <b>IMPACT</b>
 <b>Optimised storage &amp; management</b>	Manzil	A center catering to diverse multinational children with mental challenges from 4 to 30 years of age.	UAE	<b>Data archiving:</b> Improved Manzil's filing system and optimized the limited space needed for community activities.
 <b>Improved accessibility</b>	Dubai Blood Donation Center (DBDC)	A major blood bank of the UAE committed to providing a safe and adequate supply of blood.	UAE	<b>Data Optimization:</b> Helped DBDC better preserve their information and donors' data, improved find-ability and responsiveness, saved resources and office space.
 <b>Secure storage &amp; archiving</b>	Action Against Hunger (ACF)	An international organization running life saving programs for malnourished children.	Kenya & Uganda	<b>Data archiving:</b> Helped ACF better manage and store which resulted in saving valuable office and allowed ACF to focus more on their humanitarian cause and core competencies.

C

## InfoGrow

Initiatives that aim to train and enable marginalized youth with life and information-based skills that can help them develop, grow, enter the work force and be self-sufficient.

 SOLUTION	 ORGANIZATION	 ABOUT	 COUNTRY	 IMPACT	 FACTS
 <b>Youth Enabled &amp; Empowered</b>	Al Hemam Center	A center working with youth living in marginalized communities who are challenged by critical economic situations.	UAE	<b>Employment opportunities:</b> Created an information-based skill training program where we : -Hosted different groups of youth to gain new skills and challenge illiteracy -Developed a curriculum to empower youth to gain skills like data entry, typing scanning, filing & quality control -Focused on crucial life and professional skills necessary to thrive in the workplace such as : dress code, expectations for the work environment, networking skills..etc	Trained <b>20 members</b> Hired <b>2 members</b> Received <b>990 hours</b> of training
 <b>IT literacy &amp; competitiveness</b>	Ibnaty Care Society	Provides home for females with no families and offers free care and scholarship opportunities.	Egypt	<b>Information Lab:</b> Utilized InfoFort's information skills based curriculum to teach skills and reduce technology illiteracy Volunteered in tutoring older girls in different subjects – the older girls then tutored younger ones and in return became eligible to receive paid internships at InfoFort Renovated parts of the center through InfoFort's network of suppliers	Guided <b>83 girls</b> living at Ibnaty. Worked with <b>18 girls</b> for the advanced training
 <b>Empowering Education</b>	Alashanek Ya Balady Association (AYB)	A youth NGO that creates innovative opportunities for the underprivileged to sustain their lives and stimulates them engaging in solving society's problems.	Egypt	<b>Community Service Program:</b> Set up a digital lab	Established <b>10 computers</b> that can fit up to <b>40-50 students</b> per class.

## Acronyms & Glossary

**AIIM:** Association for Information and Image Management

**ARMA:** Association of Records Managers and Administrators

**CH<sub>4</sub>:** An odorless, colorless, flammable gas, CH<sub>4</sub> is the major component of natural gas, that is used as a fuel and is an important source of hydrogen and a wide variety of organic compounds

**CCTV:** Closed Circuit Television

**CO<sub>2</sub>:** The chemical formula for carbon dioxide, a heavy odorless gas (CO<sub>2</sub>) formed during respiration and by the combustion or decomposition of organic substances

**DLP:** Digital Light Processing

**DBDC:** Dubai Blood Donation Center

**ECM:** Enterprise Content Management

**EDMS:** Electronic Document Management System

**ICR:** Intelligent Character Recognition

**ISO 2230: 2001:** This international standard give guidelines for the inspection, recording procedures, packaging and storage of products, assemblies and components made from vulcanized or thermoplastic rubber prior to being put into circulation

**ISO 9001: 2008:** Is a set of standards for quality management systems intended for use in any organization which designs, develops, manufactures, installs and/or services any product or provides any form of service. It provides a number of requirements which an organization needs to fulfill if it is to achieve customer satisfaction, through consistent products and services which meet customer expectations

**MICR:** Magnetic Ink Character Recognition

**NAID:** The International Trade Association for Companies providing Information Destruction services

**N<sub>2</sub>O:** Nitrous oxide, a colorless, sweet-tasting gas, used as a mild anesthetic in dentistry and surgery

**OCR:** Optical Character Recognition

**PDF/ A:** Is an ISO-standardized version of the Portable Document Format (PDF) specialized for the digital preservation of electronic documents

**PRISM:** Professional Records & Information Services Management

**TCO<sub>2</sub>E:** Stands for tones of CO<sub>2</sub>

