



InfoFort

Data · Technology · Analytics



Sustainability
Report



2019



Contents

Letter from the CEO	3
About this report	4
About InfoFort	5
2019 Highlights	6
Our Sustainability Approach	7
Sustainability pillars of the CSR task forces	7
Material Aspects	8
InfoCare	12
Sustainable Supply Chain	13
Awards and Recognition	13
Governance, Compliance and Risk Management	14
Ethics and Compliance	14
Risk Management	14
Certificates	15
Our People	16
Diversity & Inclusion	16
Employees Welfare & Wellbeing	16
Retention	16
Emiratization	17
Vacations, leaves and holidays	17
Empowering Women	18
Employee Engagement	19
Learning and Development	19
Health and Safety	20
Our Customers	22
Customer Satisfaction and feedback	22
Data Privacy	23
Environmental Performance	24
Management Approach	24
Operations	24
Water Consumption	24
Energy Consumption	25
Materiality Index	31

Letter from the CEO

Dear Stakeholder,

The year 2019 was a turning point where our continuous efforts to create shared value and empower businesses and stakeholders, became more strategically aligned with our daily operations. We combined our efforts from our longstanding commitment to investing in our people to providing transformation solutions for businesses to stay abreast of the digital realm, all while enhancing our operations to ensure tackling ESG and sustainability challenges. Most importantly, during the past year, we have had great strides in further embedding our sustainability DNA within our operations and ethos and contributing to the empowerment of other organizations to do so as active members of the sustainability network in the Dubai Chamber of Commerce.

We have built on our evolving efforts over the years to harness our core competencies to provide innovative and sustainable solutions in line with InfoFort Sustainability pillars spearheaded by the CSR task force; Workplace, marketplace, community and environment.

Our people are the driving force behind InfoFort's success; therefore, we have intensified our efforts to ensure a diverse and inclusive work environment comprising of 33 nationalities, 12% of which are women, and we continue to provide learning opportunities to enhance employee satisfaction and continuous learning.

Our broader commitment to promoting sustainability, which inspired the birth of our InfoCare initiative extends to our supply chain through our policies and standards to ensure upholding ethical practices. As responsible corporate citizens, we continue to support national initiatives, entrepreneurship and empowerment of youth and women.

Environmental sustainability is deeply rooted in our daily operations and promoted through InfoGreen, whereby in 2019, we increased the number of GreenBox service distribution by 5%, which will help mitigate negative environmental impact and adhere to waste management legislative requirements.

As our business model continues to evolve, mirroring the evolution of digitization, our sustainability strategy has also evolved over the years. This year we are excited to present our 2019 sustainability report, which shares our forward-thinking initiatives, commitments and efforts in accordance with the Global Reporting Initiative (GRI) standards. This is an affirmation of our strong commitment to being responsible citizens toward you, our stakeholders, and our belief that sustainability is a strategic pillar that will transform our work and transcend our purpose to leave a positive impact.

Abed Shaheen
CEO, InfoFort

About this Report

This is our 8th sustainability report and the first report prepared in accordance with the GRI Standards.

Reporting Scope

The report covers our sustainability performance for the year 2019, while the scope covers all of our offices across the MENA region, Africa, Turkey and Southeast Asia.

Reporting Process

Our reporting process encompasses the various aspects of our operations and management approaches in 2019 to measure and monitor our ESG activities and sustainability impact across all our operations in 14 countries unless stated otherwise.

At InfoFort, we adopt a holistic approach throughout our reporting process to ensure coverage of diverse environmental, social and governance (ESG) aspects in alignment with our value creation activities. This is essential as we continue to evolve our management approach to ensure proper measurement, monitoring and reporting of our operations and ESG activities, which we firmly believe is a driver to innovation. Furthermore, we engage stakeholders within our value chain and beyond in pursuit of continuous improvement of our services and to ensure responsiveness to their feedback and anticipate their needs while cementing our commitment to disclosure through reporting that will facilitate continuous improvements in our pursuit of tackling sustainability challenges and opportunities.

Countries included in the report:



About InfoFort

A leading digital management solutions provider established in 1997 based in the Middle East, with overseas workings in Africa, Turkey and Southeast Asia, InfoFort tackles each stage in the information lifecycle and incorporates modification options throughout the entire spectrum of the data handling lifecycle, which shifts customers from relying entirely on paper systems to an advanced technological network of information. This is instrumental in supporting clients to modernize, digitize and protect their data while meeting governance and compliance regulations as well as sustainability goals.

InfoFort continues to offer progressive services that are safe, unique and customized to better serve the various sectors.

20+
Years of
experience

8
Products & Services

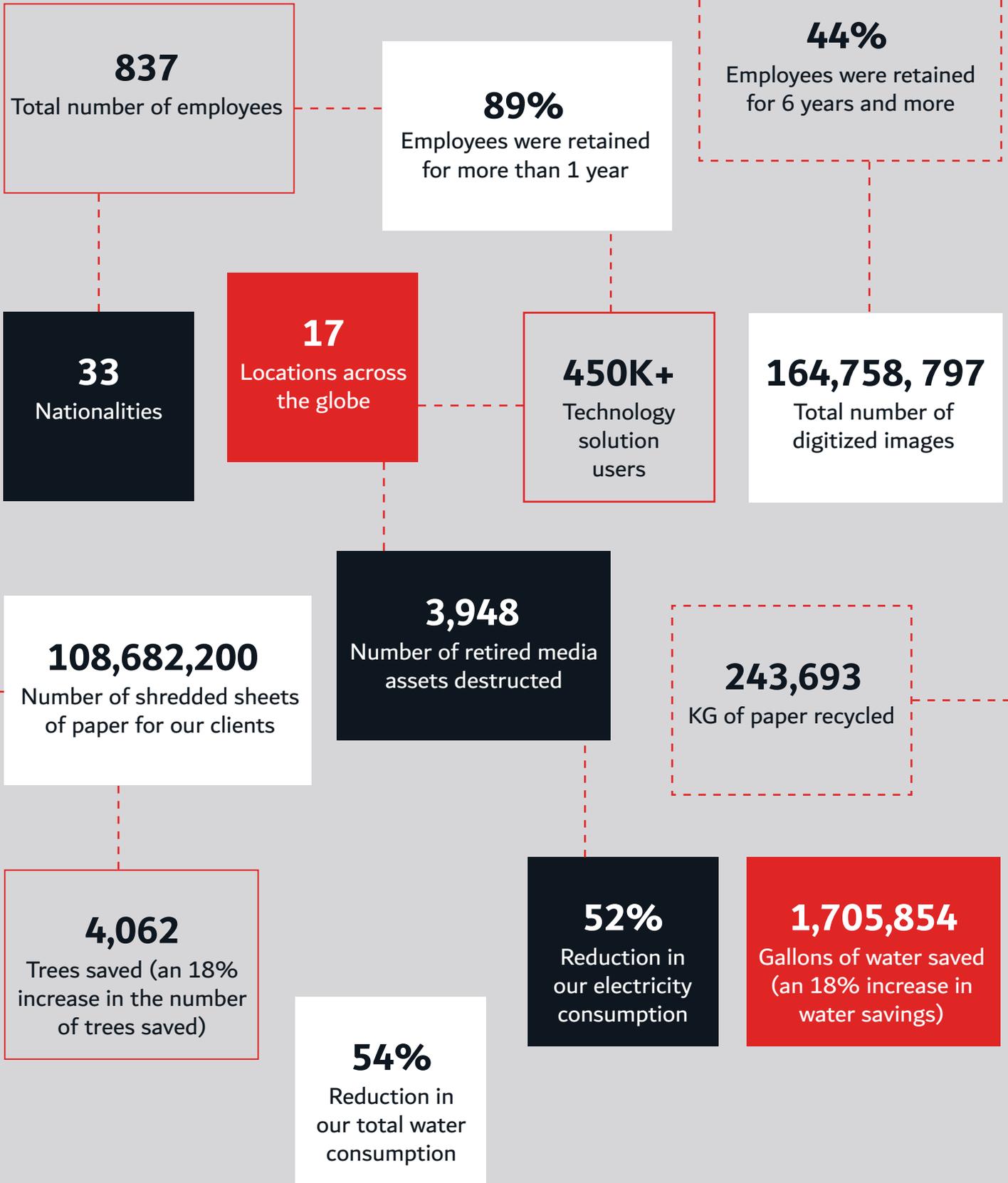
17
Locations

+3,000
Clients

These programs cover a broad spectrum 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

2019 Highlights



Our Sustainability Approach

Tackling ESG issues while keeping the Global Reporting Initiative (GRI) standards in mind has refined our sustainability approach and strategy. Furthermore, during 2019, InfoFort was an active member of the sustainability network in the Dubai Chamber of Commerce and adopted the sustainability pillars at InfoFort.

InfoFort believes that embedding sustainability in our daily practices and management approaches while engaging our stakeholders is essential to ensure that we are active corporate citizens in the areas where we operate.

Sustainability pillars of the CSR task force - Dubai Chamber of Commerce

Pillars	Task Forces	Companies participating
Workplace	Diversity & Inclusion	InfoFort CSR program is aligned with individual interests to provide opportunities to develop new skills and increase engagement. We structure a strong partnership between diversity and inclusion and CSR to ensure the company's philanthropic strategy centers around the diverse values and perspectives of employees, customers, and communities.
	Employees Welfare & Wellbeing	The core of every good well-being program is behavior change. With the right education, skills, motivation, skills/tools, and social support, people can change behavior. InfoFort Well-being programs focused on helping the employees adopt and maintain healthy behaviors.
	Emiratization	Emiratization is a crucial component of national success. InfoFort is fully supportive of providing training and job opportunities to Emirati employees, whose skills are developed for a wide range of positions within InfoFort.
Marketplace	Sustainable Supply Chain	InfoFort promotes sustainable supply chain through <ol style="list-style-type: none"> Promoting sustainability to our stakeholders including suppliers Identifying minimum standards, our Suppliers must maintain with respect to the critical areas of sustainable procurement. Establishing sustainable and ethical practices our suppliers must perform, and those we prefer suppliers to uphold, when supplying InfoFort with goods and/or services.
Community	Community Engagement	InfoFort's practices and programs recognize social needs and support national initiatives such as (encouraging reading, celebrating the national day, promoting national identity, etc.), supporting entrepreneurship and empowerment of youth and women.
	Road Safety	InfoFort Road safety approach is aligned with the health and safety policies
Environment	Waste Management	InfoFort ensure that waste management is performed in regards to all waste management legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
	Green Buildings	InfoFort offices are green initiatives, the structure and the application of processes that are environmentally responsible and resource-efficient throughout its offices

With this sustainability context in mind, we have conducted the very first materiality mapping exercise to identify material aspects that are critical for business and stakeholders.

Material Aspects

ENVIRONMENTAL ASPECTS					
#	Material Aspects	Materiality	Aspect Boundary	Notes on Materiality	Alignment with GRI Standards
1	Water Consumption	Immaterial		Because our water consumption is strictly for municipal use and we withdraw and discharge water through the municipal system	GRI-303
2	Energy Consumption	Material	Within our organization and engage external stakeholders outside our organization	We are keen to monitor and manage energy consumption in order to reduce our operational costs and minimize our negative environmental impact. We also engage stakeholders to take part in energy conservation through our green box initiative.	GRI-302
3	Fuel Consumption	Material	Within our organization	Fuel consumption is recorded and tracked to measure Greenhouse Gases (GHGs) and reduce our carbon footprint. We continue to work on implementing fuel efficacy programs.	GRI-305
4	Greenhouse Gas (GHG) Emissions	Material	Within our Organization	We measure scope 1 and 2 of GHG Emissions	GRI-305
5	Effluents and Waste	Immaterial		Because our water consumption is strictly for municipal use and we withdraw and discharge water through the municipal system	GRI-306
6	Materials	Immaterial		Given the nature of our business, this topic is not material for our operations	GRI-301
7	Biodiversity	Immaterial		Not applicable since we are a service company	GRI-304
8	Environmental Compliance	Immaterial		Not applicable since we are a service company	GRI-307
9	Supplier Environmental Management	Material	Within our operations and outside our operations	We implement ESG guidelines, including a Green Purchasing Policy, which applies to all InfoFort countries.	GRI-308

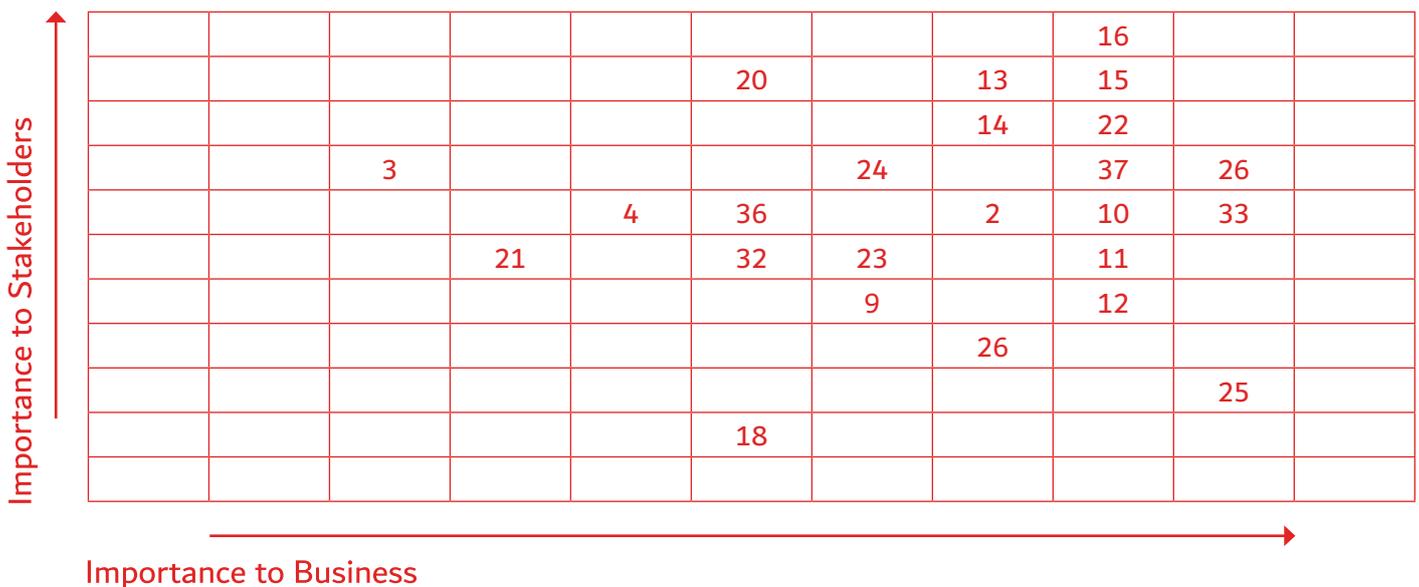
SOCIAL ASPECTS

10	Employment	Material	Within our organization	Due to its direct impact, we pay close attention to employee retention and turnover	GRI-401
11	Labor/ Management Relations	Material	Within our organization	Six months notice minimum for any operational changes	GRI-402
12	Diversity and Equal Opportunity	Material	Within our organization	We celebrate diversity as it enriches our operations and ensure that our policies reflect this	GRI-405
13	Empowering Women	Material	Within our organization	We pay special attention to retaining women and providing a working environment that supports women to return to work and grow within the organization	GRI-405
14	Human Rights Assessment	Material	Within our organization and extending to our suppliers	We ensure following human rights laws in all our operations. We also include human rights aspects in our supplier management processes	GRI-412
15	Customer Satisfaction & Retention	Material	Within our operations	We implement initiatives to measure customer satisfaction and ensure proper actions are taken accordingly	GRI-103
16	Data Privacy	Material	Within our organization and externally to ensure privacy is not breached	Our company's policies and guidelines support data privacy and implement national and international regulations	GRI 418
17	Marketing and Labeling	Immaterial		Not applicable since we are a service company	GRI-417
18	Occupational Health and Safety	Material	Within our organization and externally	We have a health and safety policy and framework and engage with suppliers regarding HSE issues	GRI-403
19	Customer Health and Safety	Immaterial		We do not produce any products or services that require health and safety impact assessment	GRI-416
20	Socio-Economic Compliance	Material	Within our organization and outside as it is related to our customers and national and international laws and regulations	Direct impact on our business and stakeholders	GRI-419
21	Supplier Social Assessment	Material	Within and outside our operations as it is related to our supply chain	We proactively address labor rights with our suppliers	GRI 414

22	Our Local Community	Material	Inside and outside our organization extending to local communities	Our initiatives aim to positively impact the local communities	GRI-413
23	Training and Education	Material	Within our Operations	We invest in training and education as we firmly believe that it is essential for employee satisfaction and retention as well as customer satisfaction and retention	GRI-404
GOVERNANCE					
24	Governance	Material	Within our operations	As a global organization, we ensure transparency in communicating our governance structure, policies and procedures	GRI-102
25	Risk Management	Material	Within our operations and externally as it impacts our stakeholders	InfoFort plays a proactive role in addressing risks across various our operations including policies frameworks	GRI-102
26	Non-Discrimination	Material	Within our operations	We follow Aramex Non-Discrimination and Non-Harassment policy	GRI-406
27	Freedom of Association and Collective Bargaining	Material	Within our operations	It is important for our stakeholders that InfoFort does not employ any policies that prevent our employees or suppliers from having the right to join collective bargaining agreements, as we maintain the freedom for our suppliers and employees to join them in countries that allow for this. Formal agreements and collective bargaining can protect employees and safeguard their rights.	GRI-407
28	Child Labor	Immaterial		We follow local laws in our countries of operation	GRI-408
29	Forced or Compulsory Labor	Immaterial		We follow local laws in our countries of operation	GRI-409
30	Security Practices	Material	Within our operations and externally as it impacts our stakeholders	We make sure that we communicate with our employees, including security employees, on the importance of human rights and how they relate to our policies.	GRI-410
31	Rights of Indigenous Peoples	Immaterial		We do not operate in areas with indigenous populations or that have indigenous rights – therefore this is not applicable to our operations	GRI-411

32	Public Policy	Material	Within our operations	As we do not affiliate ourselves with any political or governmental system, we have a strict policy against giving political contributions to governments	GRI-415
33	Anti-corruption	Material	Within our Operations	Corruption can have significant legal and financial implications, as well as a negative impact on our stakeholders and on the areas in which we operate. This is why we adopt Aramex's relevant policies	GRI-205
ECONOMIC ASPECTS					
34	Procurement Practices	Immaterial		We are a service business	GRI-204
35	Indirect Economic Impacts	Immaterial		Our work helps develop the communities mainly in terms of job creation and reduction of dependence on paper	GRI-203
36	Market Presence	Material	Within Our Operations	We follow local laws and encourage hiring local employees that can grow within the organization to reach senior management	GRI-202
37	Economic Performance	Material	Within our entire operations and outside the organization as it relates to our stakeholders	Economic performance is a result of overall performance; therefore, we ensure considering all aspects and risk management to ensure economic sustainability	GRI-201

Materiality Matrix



The numbers in the materiality Matrix refer to the aspects in the list of material aspects

InfoCare

This platform has three pillars – InfoGreen, InfoSave and InfoGrow.

InfoGreen

Initiatives and solutions that aim to raise awareness and have environmental impacts.

InfoSave

Initiatives that aim to enable mission critical organizations to become more productive, efficient and responsive.

InfoGrow

Initiatives that aim to train marginalized youth to help them enter the work force and be self-sufficient.

Leveraging our core competency, we continue working on advancing our data-driven sustainability initiative InfoCare.

InfoCare is our platform for supporting information-driven sustainability initiatives where we mobilize our resources and expertise through our responsible workforce to devise mechanisms to save the environment, support mission-critical organizations to save lives and empower youth living in marginalized communities.

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

InfoGrow

During 2019, we worked on developing strategies, new ideas and initiatives along with other organizations within a “task force” engaging in sessions conducted by the Community Development Authority in Dubai (CDA). One of the outcomes addressed the Volunteering Law, which is considered as a route to register our volunteers and projects starting 2020.

As we encourage our operations to support InfoGrow, during 2019, InfoFort Egypt donated furniture to Ruwwad Egypt to support the development of a new computer Lab and InfoFort Saudi Arabia sponsored a training for 9 students in the summer vacation for four weeks in cooperation with a training institute.

InfoSave

In addition to the strategic seminars, InfoFort was part of during 2019 in line with the “involvement in the community strategy,” shedding light on Dubai volunteering law” in collaboration with the Community Developing Authority (CDA), InfoFort Egypt has provided Ruwwad Egypt with scanning services for their files and provided training to their employees to sustain the scanning project. This project included 2 InfoFort agents and scanned 2,564 images to help them in their digitization journey.

InfoGreen

Initiatives that directly tackle environmental aspects. In 2019, we increased paper recycling by 19% compared to 2018.

Sustainable Supply Chain

As an active member of the sustainability network in Dubai Chamber of Commerce, InfoFort seeks to champion sustainability within our supply chain. This is achieved mainly by identifying a minimum standard that our suppliers must achieve and maintain with respect to human rights, environment, and health and safety standards. This is pivotal in risk mitigation and utilizes our sustainability role promoting ethical practices across our supply chain.

We have undertaken several initiatives to engage our suppliers, including:

- Assessment of new and existing suppliers
- Audits for suppliers in Dubai
- Following the Suppliers Management Procedure
- New Suppliers evaluation form
- Annual Suppliers Evaluation Form
- Health and safety team inductions for all suppliers who are working within InfoFort premises
- Green Purchasing Policy across all InfoFort countries

Awards and Recognition

- Certificate of appreciation for contributing to Dubai chamber sustainability network
- Dubai Chamber of Commerce CSR award for 2019

Governance, Compliance and Risk Management

Maintaining and evolving our governance practices is pivotal to ensure that our business practices are properly managed to set the infrastructure for all other sustainable best practices. As we progress our ESG practices, we continue to refine our governance, compliance and risk management approaches.

Ethics and Compliance

As a global business, we are keen on maintaining the trust of our stakeholders; therefore, we comply with local and global regulations and standards to ensure upholding high ethical standards within our organization that will ultimately impact our external stakeholders as well. We also focus on empowering frontline employees that are newly hired to ensure that they are educated on our policies that are aligned with our mother company [Aramex](#).

We adopt the following policies from Aramex:

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

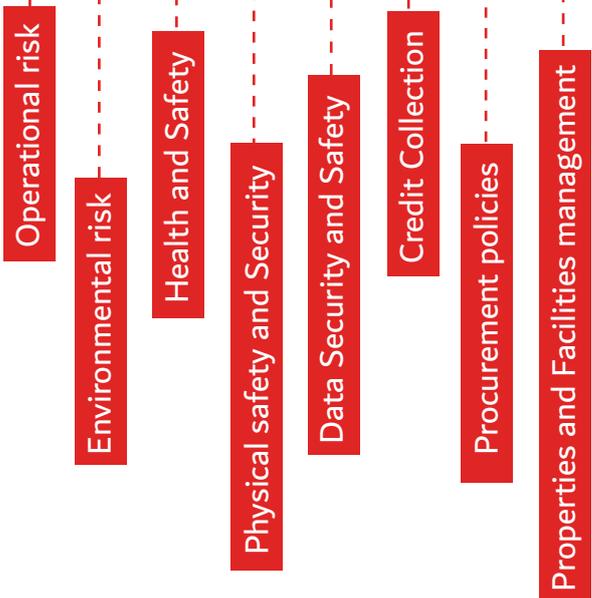
These policies are available online on Aramex [website](#)

Risk Management

Through the materiality mapping exercise we conducted this year and considering the dynamic ecosystem in which InfoFort operates, taking into consideration increased customer awareness and expectations, risk management was identified as a key material topic with high significance on business operations.

Risk management practices are not new to InfoFort, however widening the scope of risk factors is pivotal to ensuring that all stakeholders are considered when addressing risk management to ensure a more proactive approach to risk mitigation, business sustainability and corporate citizenship.

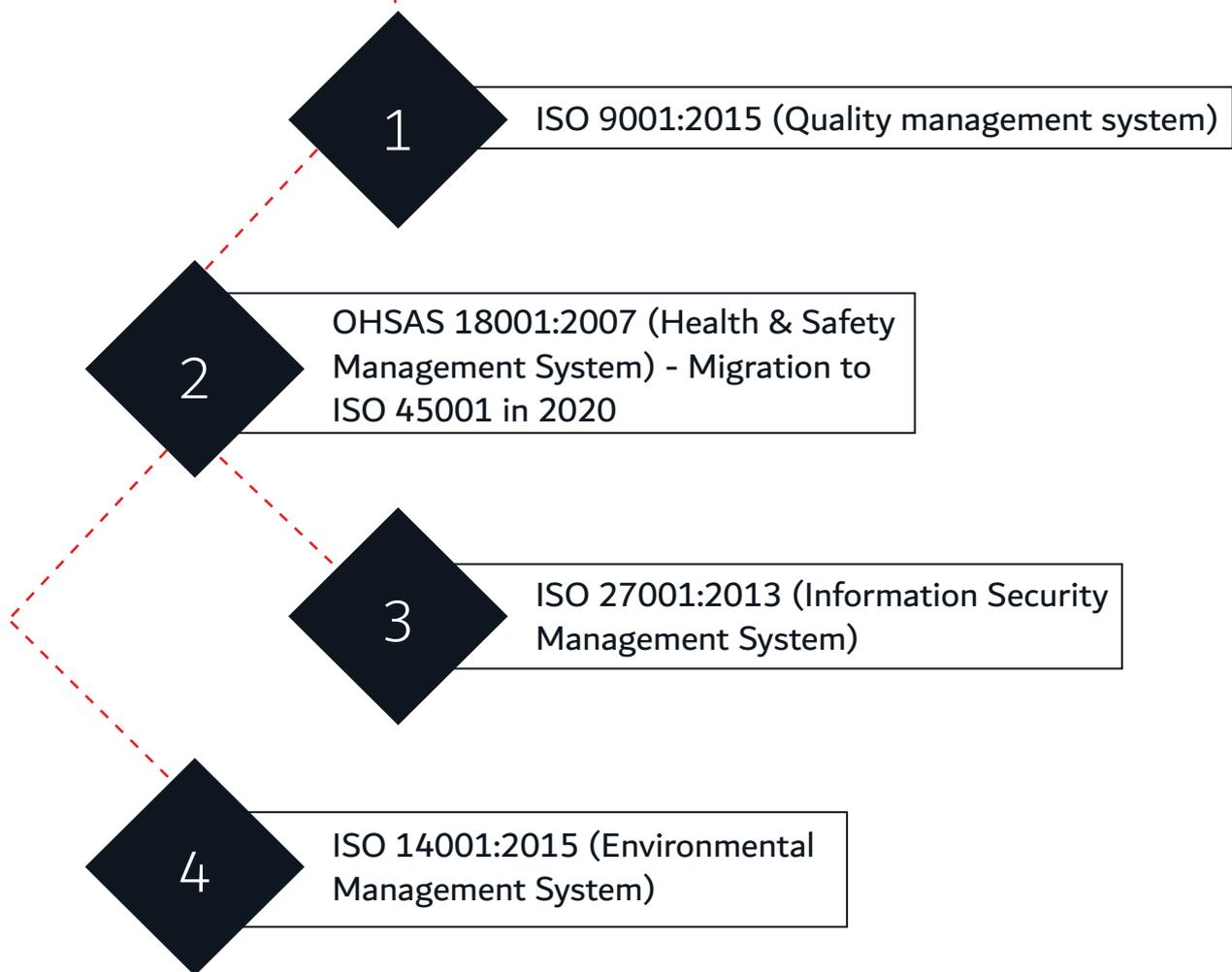
This is directly reflected in our policies frameworks that identify, measure, control and minimize all types of risk, including:



Certificates

In addition to our internal policies and frameworks, InfoFort adopts certifications that further strengthen compliance to risk mitigation efforts by obtaining the following certificates:

Certifications



Our People

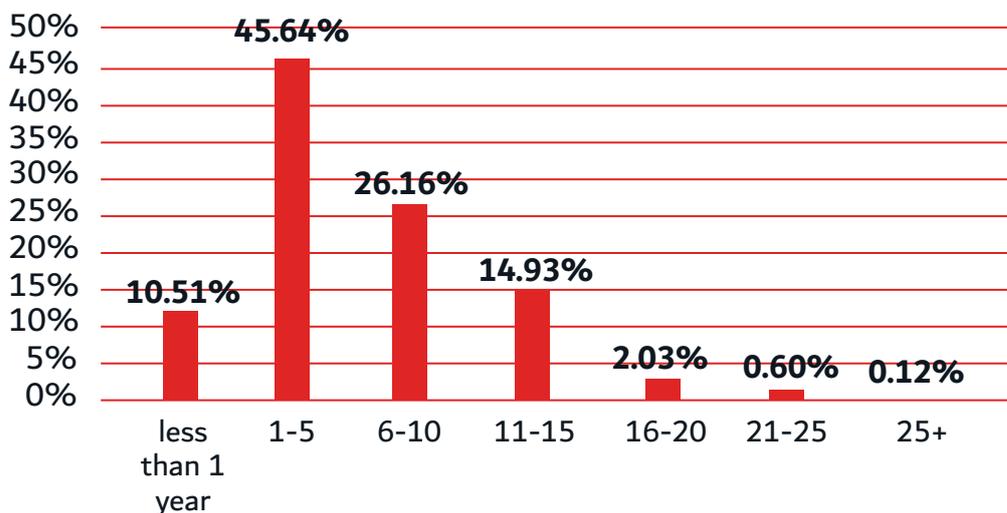
At InfoFort, human capital is considered one of our most valuable assets and is the key to our success. We invest in our employees' wellbeing and celebrate diversity, making it an appealing and dynamic workplace for our people.

Diversity & Inclusion

Having a diverse workforce is considered a competitive edge and promotes creativity by having employees from diverse backgrounds, cultures and perspectives and is also reflected in our code of conduct to maintain an inclusive culture. We have also set diversity metrics to ensure equal opportunities for employees, as we committed last year to recruiting more full-time female employees resulting in a 47% increase in female employees out of total full-time employees.

In 2019, our people included a total of 837 employees from 33 different nationalities.

Years of Service



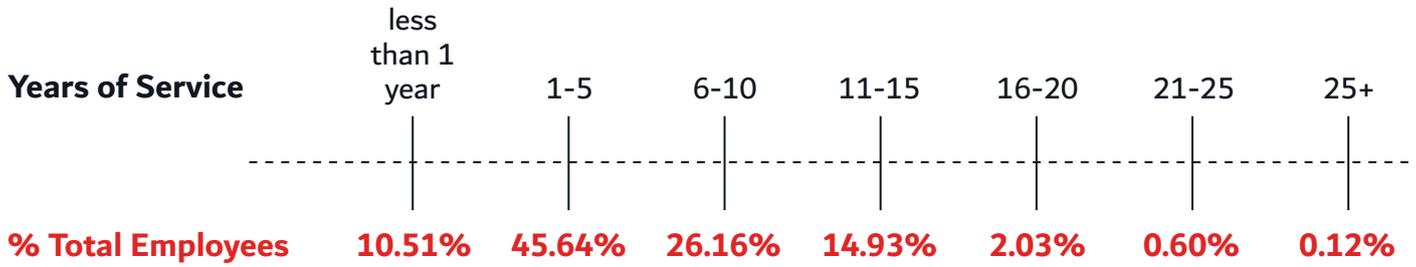
Employees Welfare & Wellbeing

We embrace our duty and role in providing our employees with an energizing workplace that pays close attention to their welfare and wellbeing, offers learning opportunities and promotes employee retention, which in turn reflects positively on their satisfaction and productivity. InfoFort ensures a fair working environment that provides opportunities for advancement based on competencies irrespective of employee position, gender or background. Moreover, we foster an Intrapreneurship culture that encourages employees' creativity.

Retention

Based on our belief that retaining our leading position in the market is correlated with retaining our human capital, InfoFort continues to provide employees with continuous learning and development opportunities grooming future leaders internally and enhancing employee and customer satisfaction.

One of the key indicators of employee satisfaction and retention is demonstrated through the 44% retention of employees for 6 years or more.



Emiratization

As an organization proudly headquartered in the United Arab Emirates, we acknowledge that Emiratization is a crucial component of national success and is aligned with the CSR taskforce pillars, which InfoFort proudly adheres to specifically for our operation in the UAE. InfoFort's efforts in recruitment and learning and development will consider the skills that are needed and can be developed for a wide range of positions within InfoFort.

Vacations, leaves & holidays

InfoFort provides both paid and unpaid annual vacations, leaves and official holidays in compliance with Local Labour Laws of the countries where we operate. Additionally, our employees are entitled to: Marriage leave, Mourning leave, Parental leave, Birthday leave and Compassionate day leave.

Parental Leave

In efforts to promote work-life balance and in celebration of parenthood, InfoFort provides employees with parental leave for both females and males. For female employees, three months (90 days) fully paid maternity leave is provided while 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 2019.

Parental leave-by Gender-All Employees

No. of Male employees that took parental leave	12
No. of Male employees that came back to work after completion of parental leave	12
Retention rate of Male employees who went on parental leave and were still employed after 12 months	100%
No. of female employees that took maternity leave	7
No. of female employees that came back to work after maternity leave	7
Retention rate of female employees who went on maternity leave and were still employed after 12 months	100%

Empowering Women

Women at InfoFort are celebrated and we strive to provide equal opportunities and a gender-balanced environment for our female employees.

Our female employees accounted for 12% of the total full-time workforce showing a 4% increase since 2018 as we are committed to hiring more women.

Full-Time Employees

Total number of full-time Employees	837
Number of male full-time employees out of the total workforce	738
% of male full-time employees out of the total workforce	88%
Number of female full-time employees out of the total workforce	99
% of female full-time employees out of the total workforce	12%

Mothers Friendly Environment

The welfare of our female employees who are mothers or expectant mothers is regarded as part and parcel of overall employee welfare. In efforts to provide a healthy and nurturing workplace, InfoFort continues to offer:

Flexible working hours

After returning from maternity leave, mothers are permitted flexible working hours based on agreement and discussion with the employee's direct manager

Breastfeeding and resting room

InfoFort is keen to support those Mothers who wish to continue breastfeeding when they return to work by dedicating a room specifically for nursing mothers. These rooms are also available for expectant mothers to rest.

Parking

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

Engaging our employees is essential to maintain the confidence and trust of our people through open communication channels in what we call “Reach out meetings” between employees and management. These meetings are conducted twice per year across all teams to address new initiatives, concerns and enhancements within the working environment that ensure that employees are proactively engaged, and any issues raised are properly relayed and addressed with management. Furthermore, to ensure transparency and smooth transitions resulting from operational changes, InfoFort openly communicates with employees at least six months advance.

Learning & Development

At InfoFort, we invest in our human capital to develop and reach their potential and hopefully grow within InfoFort. We work on developing individual capacities based on their competencies and needs that will result in improved satisfaction and ripple to enhance employee pool of talent and productivity. This is achieved through designing programs that are customized based on employees’ needs and job-specific skills and requirements identified through periodic performance evaluations whereby employees and their direct managers collectively identify areas of improvement to ensure integrating these needs within their learning plan. Accordingly, trainings are provided according to the needs of the business functions and competencies required.

Training sessions are also provided for employees on corporate policies and practices, particularly for new employees upon joining. Upon major changes on any policy or procedure, training is provided to the concerned team.

Health & Safety

InfoFort is under the migration process to the updated occupational health & safety standard ISO 45001 by 2020, which follows a precautionary approach to occupational health and safety in order to identify activities and processes and meet any legal compliance requirements. This is closely linked to risk management as there is a need to identify any hazards at the workplace in order to eliminate or minimize those that pose a significant risk. We also consider road safety within our HSE practices.

At InfoFort, we conduct annual health and safety awareness trainings and have also ensured that 5% of our employees received firefighting training, which is renewed every two years in addition to 5% of employees who received first aid training.

We also consider HSE risks affecting the environment, wider community and encourage our suppliers to adhere to minimum safety standards

Toolbox Talk

A Toolbox Talk is an informal group discussion among employees who champion OSHA's safety requirements and covers a wide range of topics, from workplace electrical safety to lifting basics.

The Health & Safety Manager conducts quarterly toolbox meetings with employees to highlight best practices for a safer work environment.

In 2019, we did not have any fatalities from any incidents occurring during working hours in all our countries of operation.

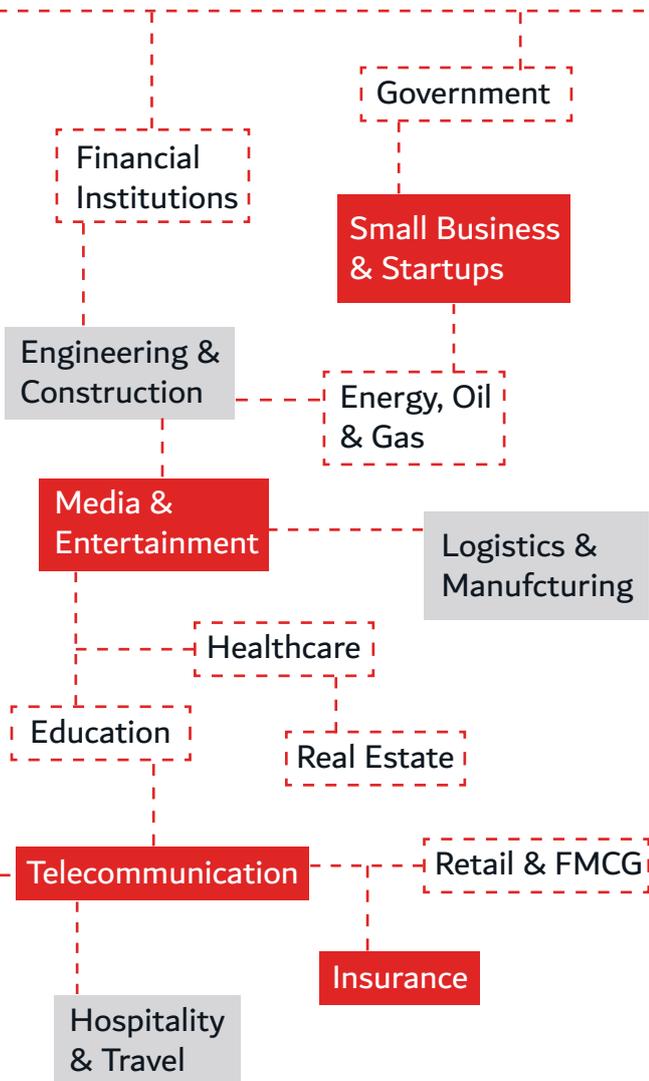
Health & Safety KPIs

Countries	Saudi	UAE	Egypt	Qatar	Kuwait	Bahrain	Oman	Jordan	Kenya	Uganda	Ghana	Total
Total Number of Incidents	9	14	15	0	0	0	2	0	0	0	0	40
Total Number of Incidents Resulted in Injuries	0	1	1	0	0	0	0	0	0	0	0	2
Total Number of Incidents without Injuries	9	13	14	0	0	0	0	0	0	0	0	36
Total Number of Vehicles Related Incidents	7	9	5	0	0	0	0	0	0	0	0	21
Total Number of Vehicles Related Incidents Resulting in Injuries	0	1	0	0	0	0	0	0	0	0	0	1
Total Number of Vehicles Incidents without Injuries	7	8	5	0	0	0	0	0	0	0	0	20
Total Number of Warehouse/Office Incidents with Injuries	0	0	1	0	0	0	0	0	0	0	0	1
Total Number of Warehouse/Office Incidents without Injuries	2	5	9	0	0	0	0	0	0	0	0	16
Total Number of Warehouse/Office Incidents Lost Time (Days)	0	5	6.25	0	0	0	0	0	0	0	0	11.25
Recordable Incident Rate	0.00	0.29	0.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.24
LTR - Lost Time Frequency Rate	0.00	1.43	4.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.34
Severity Rate	0.00	0.00	0.07	0	0	0	0.00	0	0	0	0	0.02
Vehicles Related Lost Days Rate (Per Million Boxes)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Warehouse Lost Days Rate (Per Million Boxes)	0.00	1.00	1.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.25
Accidents per Million Boxes	1.80	2.80	3.00	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.00	8.00

Our Customers

At InfoFort, our customer-centric philosophy, since our inception, has been the driving force to achieve our mission to support clients to take their business operations towards digitization. We continually seek to create inventive ways to meet and anticipate our clients' evolving needs amidst the fourth technological revolution through the most advanced business solutions.

In 2019, we proudly served 3,052 clients from various industries:



Customer Satisfaction & feedback

We continue to work diligently to maintain and enhance our customers' satisfaction by obtaining their feedback on our array of products and services to better enhance their productivity and business continuity.

We ensure proactively engaging our clients to gain insight on how to best serve them by conducting various surveys and tools. In 2019, the main tools used to obtain client feedback included phone calls and online surveys, which revealed a 61% customer satisfaction rate. We continued using the Net Promoters Score (NPS) model that measures customer experience and predicts business growth and has achieved a score of 45 on the NPS index, which has almost doubled since 2018. To ensure that we capture feedback more accurately, a new system for tracking requests has been introduced, which reduced the NPS score.

Furthermore, we have open channels in order to transparently hear their feedback and complaints. During 2019, we received 395 number of complaints across the following countries (Egypt, United Arab Emirates, Saudi Arabia, and Oman), which were appropriately addressed by the concerned departments. 85% of complaints have been closed by the end of 2019, with the remaining closed during January 2020.

Data Privacy

Safeguarding the privacy and confidentiality of client data and information is central to InfoFort and is reflected in our policies and procedures implementing, not only national regulations, but also international regulations. This is achieved through daily practices and initiatives within our operations:

- Deploying standard policies across InfoFort
- Regular update of security policies and procedure and disseminating it via InfoFort intranet
- Periodic security reminders to all our employees
- Security committee quarterly review of security measures and responding to arising needs
- Country specific information security task force with local IT management
- Compliance with ISO 27001:2013 Information Security standard
- Adhering to strict domain policies whereby InfoFort's network operates limit monitor peripheral and Internet access
- Adopting firewall rules to control information security
- Data Leakage Prevention Program (DLP)
- Prompt action on any potential or identified threats to confidential data
- Monitoring and protecting the communication of sensitive data
- Delivering periodic awareness and training programs to all employees on all security measures

Environmental Performance

Building on our commitment to sustainable performance since we started reporting on InfoFort's ESG practices, we have defined our material environmental issues and continue to be diligent in reducing our negative environmental impact.

This can only be achieved through a proactive approach in measuring, monitoring and reporting our impact on water, electricity, GHG and waste management in efforts to gauge and minimize our impact across our operations.

This section elaborates on our efforts to tackle material topics related to our environmental and sustainable performance.

Operations

Since InfoFort is a global organization that has 17 offices across 14 countries, it is critical to employ management frameworks and involve employees to ensure that these frameworks and environmental management procedures are embedded within our operations.

We believe that green solutions and employee engagement are the success factors in addressing challenges and implementing innovative solutions in pursuit of the betterment of environmental performance, minimizing our carbon footprint, consumption of natural resources, reducing paper consumption and developing eco-friendly products and services.

Management Approach

InfoFort approaches environmental performance through a precautionary approach and ensures compliance with relevant environmental regulations in all areas of operations continuously seeking improvements in sustainable performance while engaging our employees as agents of change. This is solidified through our commitment to adhering to ISO 14001 (Environmental Management System) since 2014.

Water Consumption

Given that we operate in regions with high water scarcity, we carefully monitor water consumption and employ efforts to reduce use and promote responsible consumption to our employees through awareness efforts. We are delighted to report around a 54% reduction in our total water consumption.

Total Water Consumption (Litres)	Year
2019	11,715,000
2018	25,257,808
2017	23,855,882

Energy Consumption

Electricity Consumption

Energy consumption is a key material aspect impacting both stakeholders and our business, which is electricity intensive. As a result, our management approach to energy consumption ensures that electricity consumption is measured in order to meet the objective of reducing consumption.

We rely on local authorities to supply our electricity demands, which are measured and monitored through detailed monthly bills showing our consumption trend. InfoFort offices follow local regulations which apply processed that are environmentally responsible and resource efficient. Furthermore, our warehouses have no electricity at all and instead rely on skylight to provide lighting, which significantly reduces electricity consumption. Given the sensitivity of our industry, some facilities also have set up in-house power generators as a backup method to generate our own power to aid business continuity and reliable client service:

We are pleased with the significant reduction in our electricity consumption by 52% from the previous year through the implementation of our energy efficiency initiative, which was aimed at improving the operational productivity of our countries.

Electricity Consumption	2019	2018	2017
Electricity Consumption from local authorities for all offices (Kwh)	1,909,924	3,619,103	4,152,990
Average electricity consumption per employee (Kwh)	2,061	4,339	5,102

Fuel Consumption

Given that petrol and diesel are the fuels used for different forms of transportation solutions that we own, lease, or use as well as to power backup generators, it is one of the primary energy consumption sources. We purchase fuel from local countries and carefully measure consumption and emitted Greenhouse Gases (GHGs) and promote responsible office commute behavior to reduce our overall carbon footprint:

Fuel Consumption	2019	2018	2017
InfoFort owned/leased vehicle fuel consumption in Litres (Petrol)	214,827	346,018	-
InfoFort owned/leased vehicle fuel consumption in Litres (Diesel)	205,664	92,983.14	-
InfoFort fuel consumption for generator in Litres (Diesel)	2500	2,199	-
Total fuel consumption in Litres	422,991	441,200	319,961

The business growth in our countries challenges our fuel consumption targets. However, we managed to reduce total fuel consumption in Litres by around 11% ,mainly due to fuel efficacy programs and setting targets in order to reduce our negative ecological footprint.

Greenhouse Gas (GHG) Emissions

As an extension of our commitment to responsible environmental practices and reducing our Greenhouse Gas Emissions (GHG), in 2019, we have broadened our scope of GHG reporting and measurement through including scope 3 to cover our supply chain. All emissions are measured by tons of CO2 Equivalent (tCO2e). Despite including scope 3, we have still managed to Maintain the average emissions per employee.

GHG	2019	2018
Scope 1 Direct Emissions Fuel consumption by vehicles owned or leased by InfoFort (tCO2e)	1,051	1,059.29
Scope 2 Indirect Emissions Electricity consumption by InfoFort (tCO2e)	1,121	2,328.75
Scope 3 Indirect emissions (not included in scope 2) that occur in the value chain, including both upstream and downstream emissions	1,326	NA
Total Emissions (tCO2e)	3,404	3,388.04
Average Emissions per Employee (tCO2e)	4.06	4.06

Waste Management

When it comes to waste management, minimizing waste is the way to go. At InfoFort, we address this aspect as one of the sustainability pillars of the CSR Task Force, aligned with the Dubai Chamber sustainability network, and integrate green solutions, internal initiatives and engage stakeholders to creatively reduce our carbon footprint and ensure our waste is diverted from landfill.

InfoGreen

InfoGreen is a waste management initiative to recycle generated e-waste, minimize paper consumption, and promote recycling paper and plastic waste and offering client solutions such as shredding and Green Data Destruction for retired IT assets. Despite our business depending mostly on paper, we continue proactive efforts to reduce our primary paper consumption and recycle paper waste through behavioral change by raising awareness on the importance of going “green” and reducing paper use at the workplace and have launched a campaign in 2019 to promote a paperless workplace that will continue throughout 2020.

These efforts are all in accordance with waste management legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.

InfoFort Internal Recycled Paper	2019	2018
Total paper collected (KG)	243,693	1,639.4
Trees Saved	4,062	27.3
Gallons of Water Saved	1,705,854	11,475.8
Gallons of Oil Saved	93,416	628.5
tCO2e Offset	4,062	27.3

Our Green services also support our clients through holistic solutions for data security and disposal of retired IT assets in accordance to industry best practices, international security standards, and with full commitment to green protection. We provide secure data destruction service, and recycling methods that promise zero landfills, zero incineration, and the processing of all materials in an eco-friendly manner, whilst maximizing the reuse of all disposed components.

Green data destruction solution of retired IT assets

3,948 Retired media assets were securely destroyed by InfoFort in 2019

Shredding and recycling solutions

108,682,200 sheets were securely shredded by InfoFort in 2019

GreenBox

InfoFort recognizes that sharing our experience and promoting green behavior with our stakeholders, specifically corporations, is as vital as implementing these values and will widen our positive impact. This notion prompted the launch of a novel service called GreenBox in 2014, a free service for our corporate partners to help them create and maintain:

Awareness

on paper waste 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

In 2019, 1,267 GreenBox were distributed. This shows a 5% increase from last year as we continue to increase our outreach to corporate partners through this initiative.

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

GreenBox



802
Total Clients



1,267
Number of Greenboxes distributed



243,693 KG
of Paper Recycled



1,705,854
Gallons of Water Saved



93,416
Gallons of Oil



4,062
Number of trees saved



4,062
Offset tCO2

Materiality Index

ENVIRONMENTAL ASPECTS						
#	Material Aspects	Materiality	Aspect Boundary	Notes on Materiality	Alignment with GRI Standards	Page Number (s)
1	Water Consumption	Immaterial		Because our water consumption is strictly for municipal use and we withdraw and discharge water through the municipal system	GRI-303	6,24,28,30
2	Energy Consumption	Material	Within our organization and engage external stakeholders outside our organization	We are keen to monitor and manage energy consumption in order to reduce our operational costs and minimize our negative environmental impact. We also engage stakeholders to take part in energy conservation through our green box initiative.	GRI-302	25-26
3	Fuel Consumption	Material	Within our organization	Fuel consumption is recorded and tracked to measure Greenhouse Gases (GHGs) and reduce our carbon footprint. We continue to work on implementing fuel efficacy programs.	GRI-305	26-27
4	Greenhouse Gas (GHG) Emissions	Material	Within our Organization	We measure scope 1 and 2 of GHG Emissions	GRI-305	24,26,27
5	Effluents and Waste	Immaterial		Because our water consumption is strictly for municipal use and we withdraw and discharge water through the municipal system	GRI-306	3,7,8,24,28
6	Materials	Immaterial		Given the nature of our business, this topic is not material for our operations	GRI-301	NA
7	Biodiversity	Immaterial		Not applicable since we are a service company	GRI-304	NA
8	Environmental Compliance	Immaterial		Not applicable since we are a service company	GRI-307	NA
9	Supplier Environmental Management	Material	Within our operations and outside our operations	We implement ESG guidelines, including a Green Purchasing Policy, which applies to all InfoFort countries.	GRI-308	7,13,27

SOCIAL ASPECTS

10	Employment	Material	Within our organization	Due to its direct impact, we pay close attention to employee retention and turnover	GRI-401	7,16-21
11	Labor/ Management Relations	Material	Within our organization	Six months notice minimum for any operational changes	GRI-402	19
12	Diversity and Equal Opportunity	Material	Within our organization	We celebrate diversity as it enriches our operations and ensure that our policies reflect this	GRI-405	7,16
13	Empowering Women	Material	Within our organization	We pay special attention to retaining women and providing a working environment that supports women to return to work and grow within the organization	GRI-405	7,18
14	Human Rights Assessment	Material	Within our organization and extending to our suppliers	We ensure following human rights laws in all our operations. We also include human rights aspects in our supplier management processes	GRI-412	13,16
15	Customer Satisfaction & Retention	Material	Within our operations	We implement initiatives to measure customer satisfaction and ensure proper actions are taken accordingly	GRI-103	5,14
16	Data Privacy	Material	Within our organization and externally to ensure privacy is not breached	Our company's policies and guidelines support data privacy and implement national and international regulations	GRI 418	23
17	Marketing and Labeling	Immaterial		Not applicable since we are a service company	GRI-417	NA
18	Occupational Health and Safety	Material	Within our organization and externally	We have a health and safety policy and framework and engage with suppliers regarding HSE issues	GRI-403	13-15,20-21
19	Customer Health and Safety	Immaterial		We do not produce any products or services that require health and safety impact assessment	GRI-416	NA
20	Socio-Economic Compliance	Material	Within our organization and outside as it is related to our customers and national and international laws and regulations	Direct impact on our business and stakeholders	GRI-419	5,14-16,20-22

21	Supplier Social Assessment	Material	Within and outside our operations as it is related to our supply chain	We proactively address labor rights with our suppliers	GRI 414	13
22	Our Local Community	Material	Inside and outside our organization extending to local communities	Our initiatives aim to positively impact the local communities	GRI-413	7,12,20
23	Training and Education	Material	Within our Operations	We invest in training and education as we firmly believe that it is essential for employee satisfaction and retention as well as customer satisfaction and retention	GRI-404	19

GOVERNANCE

24	Governance	Material	Within our operations	As a global organization, we ensure transparency in communicating our governance structure, policies and procedures	GRI-102	14
25	Risk Management	Material	Within our operations and externally as it impacts our stakeholders	InfoFort plays a proactive role in addressing risks across various our operations including policies frameworks	GRI-102	11,13-15
26	Non-Discrimination	Material	Within our operations	We follow Aramex Non-Discrimination and Non-Harassment policy	GRI-406	14
27	Freedom of Association and Collective Bargaining	Material	Within our operations	It is important for our stakeholders that InfoFort does not employ any policies that prevent our employees or suppliers from having the right to join collective bargaining agreements, as we maintain the freedom for our suppliers and employees to join them in countries that allow for this. Formal agreements and collective bargaining can protect employees and safeguard their rights.	GRI-407	NA
28	Child Labor	Immaterial		We follow local laws in our countries of operation	GRI-408	NA
29	Forced or Compulsory Labor	Immaterial		We follow local laws in our countries of operation	GRI-409	NA
30	Security Practices	Material	Within our operations and externally as it impacts our stakeholders	We make sure that we communicate with our employees, including security employees, on the importance of human rights and how they relate to our policies.	GRI-410	14-15,23,29

31	Rights of Indigenous Peoples	Immaterial		We do not operate in areas with indigenous populations or that have indigenous rights – therefore this is not applicable to our operations	GRI-411	NA
32	Public Policy	Material	Within our operations	As we do not affiliate ourselves with any political or governmental system, we have a strict policy against giving political contributions to governments	GRI-413	NA
33	Anti-corruption	Material	Within our Operations	Corruption can have significant legal and financial implications, as well as a negative impact on our stakeholders and on the areas in which we operate. This is why we adopt Aramex's relevant policies	GRI-205	14

ECONOMIC ASPECTS

34	Procurement Practices	Immaterial		We are a service business	GRI-204	NA
35	Indirect Economic Impacts	Immaterial		Our work helps develop the communities mainly in terms of job creation and reduction of dependence on paper	GRI-203	12
36	Market Presence	Material	Within Our Operations	We follow local laws and encourage hiring local employees that can grow within the organization to reach senior management	GRI-202	16,17
37	Economic Performance	Material	Within our entire operations and outside the organization as it relates to our stakeholders	Economic performance is a result of overall performance; therefore, we ensure considering all aspects and risk management to ensure economic sustainability	GRI-201	5-6