

ITG

COMMUNICATION ON PROGRESS

United Nations Global Compact

29 March, 2017 – 29 March, 2018



Integrated Technology Group

www.itgsolutions.com



STATEMENT FROM OUR CEO

Statement of continued support by our CEO

March, 2017

To our stakeholders:

*I am pleased to confirm and reaffirm ITG's support of the Ten Principles of the United Nations Global Compact in the areas of **Human Rights, Labor, Environment and Anti-Corruption.***

Integrity and good business ethics is what ITG was and is committed to since its first days of operation. And as we grow further, our commitment towards such positive values remains stronger than ever, as we strive to maintain good conduct at all times, and in all markets and countries in which we operate.

We believe in doing the right thing. We believe that it is a responsibility we hold towards ourselves and towards others, and thus we aim to ensure that this is reflected in everything we do, among ourselves, with our partners, suppliers, clients, competition, and our community.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours sincerely,

Walid Tahabsem

President & CEO



PRINCIPLE 1: BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

PRINCIPLE 2: MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

HUMAN RIGHTS PRINCIPLES

Human Rights Principles

Assessment, Policy and Goals

ITG supports the UNGC on Human Rights. The company has clear policies supporting human rights under its “Code of Conduct” communicated to all employees and published on the ITG employee portal. Our company is highly committed to providing an equal opportunity work environment. ITG encourages openness and honesty, and aims to provide an environment that is supportive, and where everyone is treated fairly, and with courtesy and respect. ITG believes in its responsibility towards the various communities in the countries it operates, and continues to demonstrate its strong commitment towards helping in building sustainable development. The company provides a safe and healthy environment, and is committed to the privacy of its staff. The plan is to grow ITG’s involvement in community development programs and initiatives that promote human rights by at least 30% for this upcoming year.

Implementation

Reporting of any violations of human rights is done through communicating such violations to the employee’s management and/or to HR, where proper investigation is conducted accordingly. ITG does not allow for any retaliation against an employee for reporting misconduct in good faith. A grievance policy is in place for employees to use for reporting cases. A suggestions box is also available for all staff to use as needed with the option for anonymity. A steering committee, of which HR is part of, is responsible for follow up and monitoring of the various cases and developing procedures as needed to ensure compliance.

HUMAN RIGHTS PRINCIPLES

On another aspect related to community development, ITG carries out various CSR programs. Such programs focus on the areas of education and empowerment of youth and women in underprivileged communities. As an example of one of ITG's CSR programs is the "Knowledge Stations" (community centers) that ITG sponsors in various communities. ITG has established this initiative in partnership with local NGOs and CSOs. These Knowledge stations are developed with the aim to provide the women, men and children in these communities with access to technologies to help them develop their skills and improve their employability and job opportunities.

Education is seen to ITG as a basic human right. As such, ITG is involved in global initiatives that aim to provide access to education for those in need, especially world refugees. ITG is a founding member of the "World Refugees School" initiative, of which phase I addresses the Syrian refugees' crisis.

Measurement of Outcomes

Regarding the company's grievances, Our HR systems and records are well maintained and keep track of all related issues and grievances. During last year, one grievance was filed. Actions was taken accordingly, and the issue was resolved. We will continue to monitor all incompliances and develop procedures as needed.

Labor Principles

PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING;

PRINCIPLE 4: THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOR;

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOR; AND

PRINCIPLE 6: THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Assessment, Policy and Goals

ITG supports the UNGC principles on Labor. The company's employment contracts and bi-laws along with ITG's Code of Conduct include a clear position on labor rights and principles and in accordance to the various employment laws in the countries in which we operate.

ITG is also an equal opportunity employer. All employment decisions at ITG are made based solely on job requirements and qualifications of applicants. ITG does not permit any discrimination or harassment of any sort based on age, race, color, gender, religion, beliefs, origin, disability, sexual orientation, or any other basis as protected and applicable by law in the countries in which ITG operates. ITG believes in the significance of women's participation in the workforce and as such is highly committed to gender equity. ITG was awarded the UN Women Gender Equity Seal in 2013 (ranked first in Jordan), thus ensuring that all activities and operations in the company are aligned with such policies, and that its women employment rate is increased year by year. Our current rate is around 40% where the country average is 14%.

ITG is also an active board member of the Jordan Strategy Forum (JSF) which is an entity that encourages and helps in advocating for positive changes in the country in various aspects. One of the involvements of ITG in labor related rights and activities is being one of the key initiators of a special initiative to be coordinated through JSF and with the Jordanian Ministry of Labor, to help improve not only the overall labor situation in the country, but also improve the country's business environment related to labor. This is the "Golden List" initiative which provides rankings and

LABOR PRINCIPLES

incentives to companies based on various categories and benchmarks related to various labor and employments aspects such as equality, respect of labor rights, safety, health, etc.

ITG's workforce comprises of at least 44% women even in its most technical departments. The plan is to maintain the momentum of high women participation in the company and work on maintaining this to a minimum of 50% over the years.

Giving back to the Community: ITG firmly believes in giving back to the community and that is made possible by the generous support of our employees. In 2018, we provided technical training to youth through partnerships with Jordan INJAZ, as well as provided job training to university students across Jordan. In addition to that, ITG's monthly Jordanian Dinar programs encourages our employees to give back with financial matching programs that supports the people most in need in our communities.

Implementation

Reporting of any violations, discrimination or inappropriate conduct is done to the employee's management and/or to HR, and proper investigation is conducted accordingly. ITG does not allow for any retaliation against an employee for reporting misconduct in good faith. ITG employees must cooperate in internal investigations of potential or alleged misconduct. A grievance policy is in place for employees to use for reporting cases. A suggestions box is also available for all staff to use as needed. A team (a steering committee of which HR is part of) monitoring such discrimination cases is responsible for follow up and monitoring of the various cases and developing procedures and recommendations as needed to ensure compliance.

PRINCIPLE 7: BUSINESSES SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES;

PRINCIPLE 8: UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY; AND

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

ENVIRONMENTAL PRINCIPLES

Team Building: One of the things that we should all be proud of at ITG is the Social Committees. Our social committees planned and executed 16+ events that ranged from volunteering, family gathering, trips abroad to social media interactions,. These events provided opportunities for team building among ITG's employees.

Improved Company Awareness: All international companies struggle with keeping various branches and teams well connected. ITG has met the challenge by holding key company events jointly through the use of technology, senior leadership visits to all of the branches and the publication of company news via the "ITGeeeZ Newsletter" on a monthly basis that is distributed to all employees.

Measurement of Outcomes

The company's HR systems and records are well maintained and keep track of all employment and grievances issues. During last year, one grievance was filed. Actions was taken accordingly, and the issue was resolved. We will continue to monitor all incompiances and develop procedures as needed.

Environmental Principles

Assessment, Policy and Goals

ITG supports the UNGC principles on Environment. The company has clear policies, messaging and positions supporting environmental principles under its "Code of Conduct" communicated to all employees and published on the ITG employee portal. The company encourages all its employees to be

ENVIRONMENTAL PRINCIPLES

responsible individuals, and act accordingly internally and externally, towards the community and the environment.

ITG is committed to promoting and encouraging environmentally responsible actions. This goes beyond government laws and regulations. Our employees are encouraged to help protect the environment and act to the best of their ability to demonstrate such a responsibility through conservation of energy and water, recycling, minimizing waste, maintaining a clean environment, equipment re-use or refurbishment programs, etc.

The plan is to grow the company's environment related activities at a rate of 30% during the upcoming year.

Implementation

Decisions on equipment purchase are made with various aspects in mind, along with performance, energy conservation is also considered. The design of our data centers (and those we design for our clients) also take into consideration such aspects. Moving towards virtual computing and cloud services are other areas of decreasing our energy footprint as well. From another aspect, ITG encourages recycling activities. A number of recycling bins are in distributed throughout our premises and material (paper mostly) are periodically sent to recycling sites in the country. We are continuously advocating such environment protection related activities within the company and at homes through our staff. ITG also works on refurbishing some of its equipment as applicable, and distributes such refurbished devices to underprivileged communities through its CSR programs including the knowledge stations (community centers) that ITG sponsors for these communities.

As part of its efforts to promote environmental protection activities, ITG annually observes "Earth Day –Lights Out" March of

ENVIRONMENTAL PRINCIPLES

each year, as a symbolic gesture to drive awareness, and encourages its staff to participate at homes as well.

Another problem area in Jordan is the almost negligible coverage of trees (less than 1% of country area), a very sad reality that we are trying to continuously improve. In this respect, ITG is a member and a volunteer of an important organization in Jordan that aims to increasing the trees coverage through continuous planting. More on this organization can be found under www.apnature.org/en. ITG has planted over 500 trees in Jordan during the past year. This is implemented with the wonderful participation of ITG's staff who were encouraged to get involved in such environmental issues.

Measurement of Outcomes

Recycling activities are on the increase. ITG will work on further developing environmental programs within the company, encourage staff to implement, and build related procedures to ensure implementation as applicable, especially related to recycling and energy conservation.

On the trees planting front, ITG plans to increase the number of planted trees in Jordan at least by 50% in the upcoming year.

PRINCIPLE 10:

*BUSINESSES SHOULD
WORK AGAINST
CORRUPTION IN ALL ITS
FORMS, INCLUDING
EXTORTION AND BRIBERY.*

ANTI-CORRUPTION PRINCIPLES

Anti-Corruption Principles

Assessment, Policy and Goals

ITG supports the UNGC principles on anti-corruption, and has a zero tolerance policy towards corruption. ITG's staff is requested to abide at all times by applicable laws and regulations of the countries in which they work and visit. The company has clear policies on anti-corruption that are presented and communicated to its staff through ITG's Code of Conduct. These policies include areas of business courtesies, bribery, as well as fair and clean competition, as the company is committed to following anti-trust laws and competition laws in the countries in which we operate. Our plan is to continuously maintain our clean record.

Implementation

ITG's Code of Conduct is posted on the company's portal and is introduced to new staff when they join. Within its policies, issues related to anti-corruption of any sort are escalated to line managers and HR for proper actions.

Measurement of Outcomes

ITG has not been involved in any corruption related cases. Our financial audits are carried out by an external international auditing firm, ensuring that no corruption related activities are accepted.