

IMPACT & SUSTAINABILITY Report 2024



REPORT HIGHLIGHTS

01

Driving Positive
Change



02

Message from
the CEO



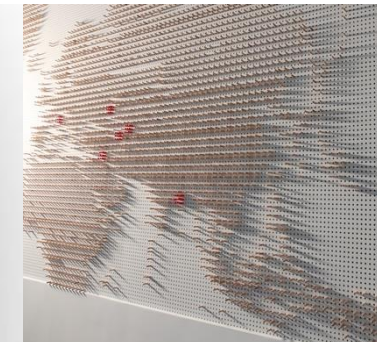
03

Sustainable Development Goals
Pillars & Initiatives



04

Our Continuing
Commitment





01 DRIVING POSITIVE CHANGE

Compliance, business ethics, sustainability and social responsibility, along with our core values and mission are at the forefront of The Net Global daily work practices. Our actions in the areas of Compliance and Ethical Social Responsibility, Quality, Safety, Environment, Gender Equality, Education, and Corporate Excellence are inherently linked to:

- Our vision, mission, purpose and strategic goals.
- Our culture and values that are linked to KPIs and performance reviews.
- Our investments.
- Our selection of candidates and partners.
- Our Code of Business Conduct, internal processes, regulations, and quality control.
- Our standard operating procedures covering all aspects of our service functions and lines of business.



02 MESSAGE FROM THE CEO

Dear Stakeholders, Partners, and Employees,

As we reflect on another transformative year at **The Net Global**, I am proud to share the progress we have made in advancing our commitment to **sustainability** and **social responsibility**.

This year, we took a significant step forward by embedding sustainability into our core strategy. From promoting environmentally sustainable solutions to empowering communities through education and gender equality, our initiatives have been **purposefully designed** to deliver **measurable impact** across critical areas.

These achievements would not have been possible without the **dedication** of our employees, the **trust** of our stakeholders, and the **collaboration** of our partners. Together, we are proving that businesses can lead the way in building a **sustainable** and **equitable future**.

As we move forward, we remain unwavering in our commitment to **broadening our efforts** across all facets of sustainability. While much work still lies ahead, I am confident that through **innovation**, **partnership**, and **shared purpose**, we will achieve even greater milestones in the years to come.

Thank you for being an integral part of this journey. Together, let's continue to drive **positive change** for a **better world**.

#DrivingPositiveChange

Mourad Aoun
CEO

03 SDG PILLARS

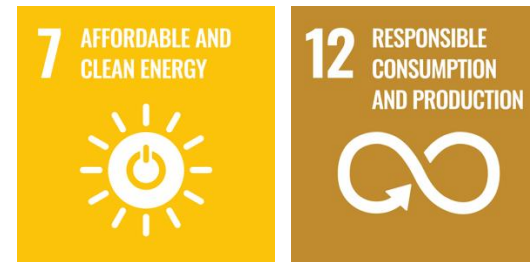
At The Net Global, our commitment to sustainability and social responsibility lies at the heart of our values and long-term strategy.

In 2024, we prioritized 6 Sustainable Development Goals (SDGs) that align with our vision and corporate culture. To drive these efforts forward, we established a dedicated committee equipped with a structured roadmap to track, evaluate, and communicate the progress of our initiatives effectively.

Strategic Focus



Business Responsibility



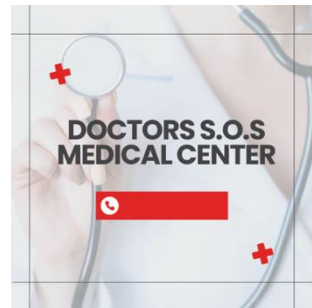
3 GOOD HEALTH
AND WELL-BEING



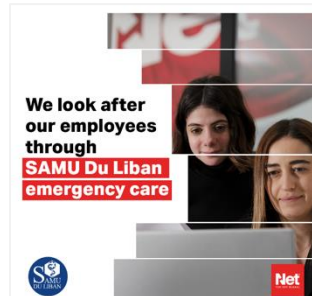
PHYSICAL HEALTH AWARENESS

Physical Health Awareness

We prioritize physical health awareness within our organization by providing comprehensive healthcare benefits in addition to insurance coverage. Through our partnership with Doctors S.O.S, employees have access to free medical visits and follow-up care at the clinic, with discounted consultation fees extended to their family members. Besides, all employees are registered on the SAMU Du Liban app, granting access to advanced medical emergency assistance and professional diagnosis online.



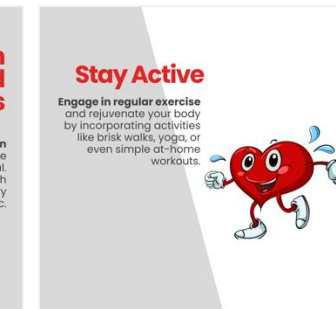
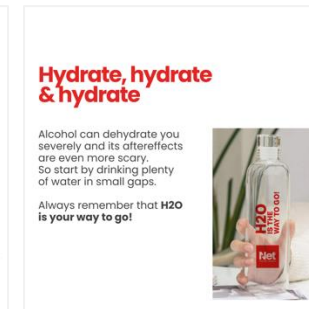
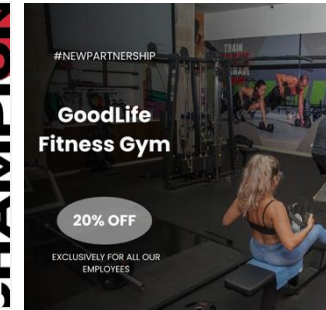
thenetholders Quick medical assistance at your fingertips! 📱
If you ever have a medical concern, remember that all our team members have access to a free consultation with Doctors SOS Medical Center.



thenetholders Now that the weather is getting colder, it's important to take extra care of your health. ❄️ The doctors at SAMU du Liban are always ready to assist you, whether you have a minor concern or a severe symptom. 📱 Don't forget to take advantage of this fantastic service that the company offers for your health and well-being! ❤️

Active Living & Wellness Tips

Encouraging an active lifestyle, we foster employee participation in sports activities, including our corporate football team. We also communicate regular health and wellness tips to employees and encourage them to stretch by following our "Break & Stretch" routines at least once a day to stay active and energized.



PHYSICAL HEALTH AWARENESS

Movember Awareness

We raise awareness on Movember, encouraging our employees to prioritize their health by getting tested and addressing key men's health issues, including prostate cancer, testicular cancer, and mental health.



thenetglobal.group Join us in our commitment to raising awareness for prostate cancer this Movember. Together, we can make a difference.

#OneWorldOneNet #TheNetGlobal #Movember
#ProstateCancerAwareness

thenetglobal.group When it comes to their health, too many men don't talk, don't take action, and die too young. It's time to raise awareness of men's health issues, such as prostate cancer, testicular cancer, and men's suicide. Get checked today!

Pink October Awareness

We prioritize women's health by promoting the importance of breast cancer screening. Through awareness campaigns and educational initiatives, we encourage all female employees to prioritize regular screenings for early detection.



thenetholders It's Pink October! As we come together for Breast Cancer Awareness Month 🧡, we encourage you to prioritize your health 💖. Early detection can make all the difference. Take action today - test yourself! 💪👩

thenetholders To our ladies, we remind you that early detection can save your life. Don't forget to get checked this month!
#PinkOctober #EarlyDetectionMatters #BreastCancerAwareness



CULTURE OF APPRECIATION & ENGAGEMENT

We foster a culture of appreciation and engagement by celebrating special occasions that bring our team together. We believe in recognizing our employees' hard work and dedication through various activities dedicated to Employee Appreciation Day, including Happy Hour events, Burger and Beer gatherings, Ice Cream Days, Lemonade Days, Festive Christmas Gathering, etc. These initiatives not only show our gratitude for our team's contributions but also provide opportunities for camaraderie and celebration within the company.





CULTURE OF APPRECIATION & ENGAGEMENT

Iftar Gatherings, Christmas and End of Year Celebrations

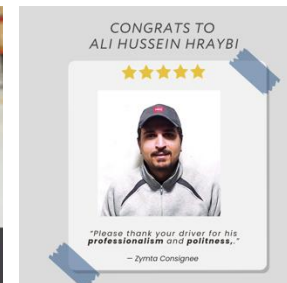
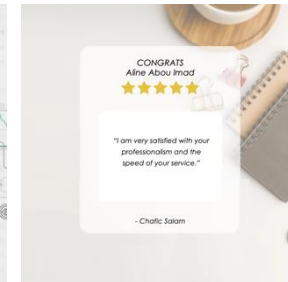
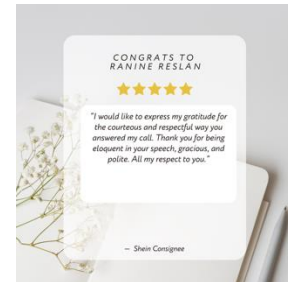
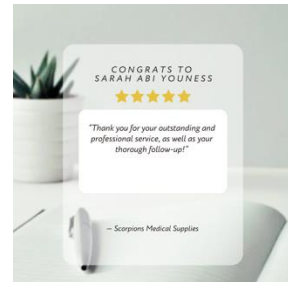




CULTURE OF APPRECIATION & ENGAGEMENT

Employee Recognition

Our employees are the heart of our success. We celebrate their dedication through thoughtful recognition initiatives. From spotlighting their achievements with glowing client testimonials and public congratulations to honoring standout performers in our Driver of the Month program, we make every effort to show our appreciation. Employee Appreciation Day is an opportunity to show appreciation to our employees. We celebrate this international day to acknowledge their hard work and reinforce our commitment to valuing their contributions. At The Net Global, recognition goes beyond a gesture - t's a core part of our culture.



thenetglobal.group Today is a chance to recognize the incredible work you do, from early morning shifts to late night services. Every one of you plays a vital role in keeping our logistics engine running smoothly.

thenetholders Today we appreciate and thank all of YOU for your efforts, hard work and dedication. Happy Employee Appreciation Day everyone!



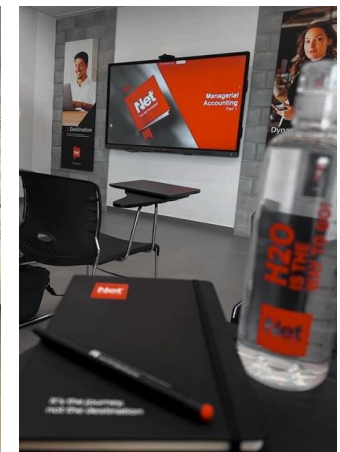
4 QUALITY EDUCATION





THE NET ACADEMY

We offer an empowering career development ecosystem that promotes corporate culture, supports corporate strategies, and enhances individual and team behaviors, skills, and effectiveness. The Net Academy enables our employees to further enhance their hard and soft skills competencies and managerial effectiveness, facilitating their integration into a community of like-minded peers. Through this Academy, we strive to create an environment that promotes a unique culture fostering high achievement and self-initiative, where employees can thrive both personally and professionally, empowering them to be effective drivers of institutional change.





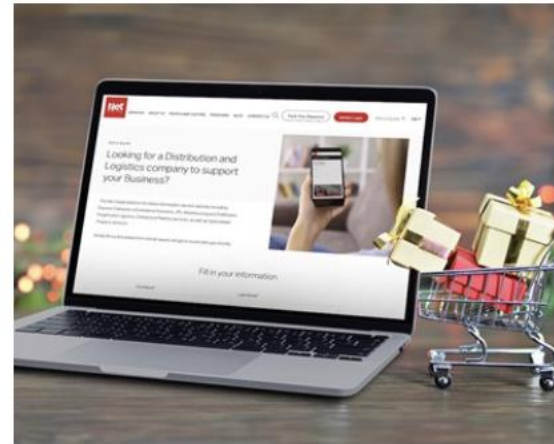
THE NET SEED

We reaffirm our commitment to a future where businesses can adapt, thrive, and lead in an ever-changing, technology-driven landscape.

Conceived by esteemed academics and global business leaders, The Net Seed pioneers a new approach to business management research, with a specific focus on international contexts.

Recognizing the need for deeper insights into managerial practices across diverse cultures and economies, we have established The Net Seed to enhance global business understanding and improve managerial effectiveness worldwide.

Today, The Net Seed stands as a respected research center, cultivating knowledge and innovation in global business management.



Unlocking Holiday Success: How Retailers Can Master the Rush

The holiday season is undoubtedly one of the busiest times for retailers, marked by a dramatic surge in orders, tight deadlines, and heightened customer expectations. While this period presents several...



From Asia to MENAT: Shaping the Future of Cross-Border eCommerce Logistics!

The Net Global recently participated in three prominent e-commerce conferences across Asia, further strengthening its position as a leading player in connecting e-commerce activities from China to ...



The MENAT Region: A Rising Force in Global E-Commerce

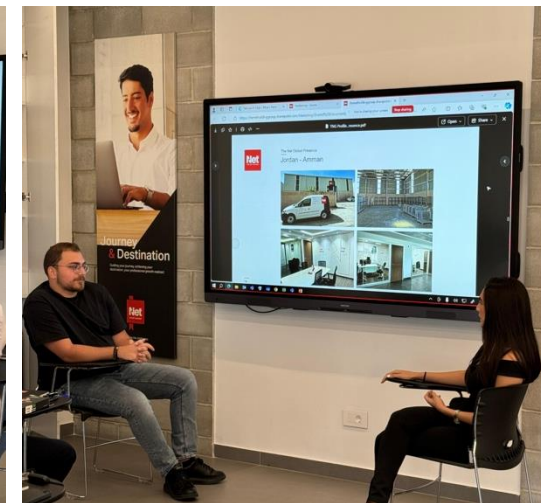
In the dynamic landscape of the digital age, the Internet of Things (IoT) and e-commerce are revolutionizing our daily lives, consumer behavior, and the global economy. These technologies have tran...



STUDENT CAREER EXPERIENCE PROGRAM

We cultivate student talent through The Net Global Student Career Experience Program (SCEP), a paid program offering valuable work experience aligned with students' academic fields.

SCEP provides hands-on training, skills development, and field experience, with the potential for full-time employment upon graduation. The program spans multiple departments, including People and Culture, Sales, Customer Service, Finance, Operations, Warehousing, and IT, leveraging The Net Global's expertise in Express, Freight, Logistics, and eCommerce services.



5

GENDER
EQUALITY





DIVERSITY & EQUALITY

Diversity & Gender Equality

We celebrate diversity and pride ourselves to be an equal opportunity employer, promoting a unique culture that fosters high-achievement, dedication, self-initiative, and empowerment. We have zero tolerance for any breach of our Code of Business Conduct and make sure it's employed across our offices.



Women Leadership & Empowerment

We champion Women Leadership and Empowerment by prioritizing women across our company, particularly in managerial roles. We are proud that nearly 70% of our leadership positions are held by highly-driven women, demonstrating our strong commitment to creating an inclusive and empowering workplace.

Our team is

50%

highly driven women

To the incredible women who keep our logistics engine powered!

Happy International Women's Day

Happy International Women's Day to all the powerful women who lead with passion and inspire with purpose

International Women's Day
#IWD2023
#EmbraceEquity



CELEBRATING LEADERSHIP & EMPOWERMENT

Celebrating International Women's Day

International Women's Day holds a significant place in our calendar, where we not only celebrate the achievements of women globally but also reaffirm our commitment to gender equality and women's empowerment within our organization.



Honoring Mothers & Fathers

We celebrate the importance of family and the diverse contributions of all our employees. We honor Mother's Day and Father's Day with special events and gestures to recognize the dedication and love that parents bring to both their families and their work. These occasions serve as reminders of the balance between personal and professional lives that we encourage and support.



17 PARTNERSHIPS FOR THE GOALS



FONDATION USJ 15

Mercredi 13 Décembre 2023

Cérémonie d'inauguration de la Salle de Conférences C504 de la Faculté de Gestion et de Management

THE NET GLOBAL

15h30 Dévoilement de la plaque

15h40 Mot de bienvenue, Mme Cynthia Ghobril Andrea, Directeur de la Fondation USJ

15h45 Mot du Doyen de la Faculté de gestion et de management, Pr Fouad Zmokhol

15h50 Mot du Recteur de l'USJ, Pr Salim Daccache s.j.

15h55 Mot du Président Directeur Général de THE NET GLOBAL, M. Mourad Aoun

16h00 Mot de clôture et photo de groupe



In a connected world,
we draw the line that
unites businesses
across the globe.





PARTNERSHIP WITH USJ

We have partnered with St. Joseph University through The Net Academy, which includes a joint certification program with the Faculty of Business Administration and Management (FGM) of USJ. This collaboration allows us to offer specialized training, leveraging the expertise of both institutions to provide valuable insights and skills to our participants. Additionally, our Student Internship Program with USJ offers university students valuable hands-on experience at our company, often leading to full-time positions. Through these initiatives, we're dedicated to fostering talent, driving innovation, and strengthening ties between academia and business.

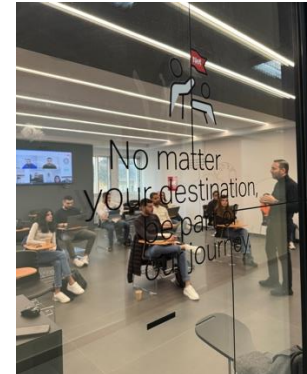




PARTNERSHIP WITH USJ

The Net Global and Saint Joseph University signed a Memorandum of Understanding to create a Cutting-Edge learning environment in the Faculty of Business and Management. This state-of-the-art hybrid classroom, meticulously renovated by The Net Global, is equipped with cutting-edge technologies, a sophisticated sound system, screens, and lighting that adhere to international standards, facilitating virtual and hybrid modes of course delivery.

The collaborative partnership between The Net Global and USJ allows both entities to conduct classes in the newly inaugurated classroom. Simultaneously, USJ students will receive hands-on training from The Net Global staff at its Net Academy providing students with practical experiences and newfound avenues for career opportunities.





PARTNERSHIP WITH OTHER UNIVERSITIES

We have partnered with the top Lebanese universities including USJ, AUB, LAU, AUST, NDU, and Sagesse to offer students the chance to apply for the Student Career Experience Program.

This initiative aims to develop a pipeline of potential talent for The Net Global by helping students start their careers early, beginning in their first year of study. It also aligns with our CSR goals by retaining youth in Lebanon and supporting them in covering educational expenses.

Additionally, the program provides students with a paid learning experience related to their academic studies, with job opportunities upon graduation.



We cultivate student talent and provide hands-on opportunities to enhance their skills and knowledge, empowering them to thrive in their future careers.



Program Objectives

- Develop a pipeline of potential talent for The Net Global, helping students start their career paths early (from their first year of study).
- Reflect The Net Global's CSR goals by retaining youth in their country and helping them cover their educational expenses.
- Offer students a valuable paid learning experience related to their academic studies, with job opportunities upon graduation.

Benefits to Students

- Bridge the gap between university and employment.
- Network and gain work experience from seasoned professionals.
- Develop personal and soft skills through guided projects and mentorship.
- Receive financial compensation to cover college expenses.



7 AFFORDABLE AND
CLEAN ENERGY



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION





SAFETY AWARENESS



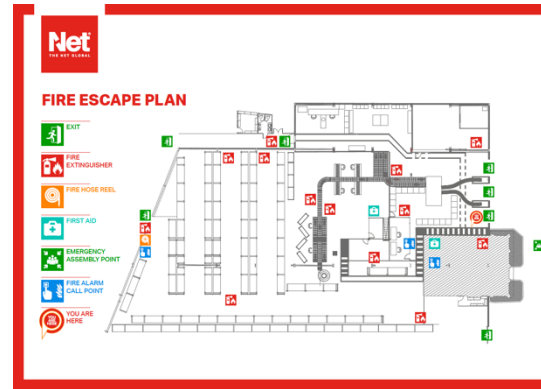
Safety Awareness

We are dedicated to ensuring the safety and well-being of our employees through comprehensive training and preparedness initiatives. We take emergency preparedness seriously, conducting regular first aid Red Cross training, fire drills and scenarios involving potential threats like system hacks or other emergencies.

By proactively addressing safety concerns and providing employees with the knowledge and tools they need, we strive to create a secure environment where everyone can work confidently and focus on achieving their best.

QHSE Awareness

Additionally, our commitment to Quality, Health, Safety, and Environment (QHSE) awareness ensures that all employees are educated on best practices to maintain a safe and healthy workplace environment.



Net Workplace First Aid Guide

In case of workplace accident or medical emergency, the Safety Officer must:

1. Evaluate Potential Dangers
2. Check the Level of Response
3. Call for Help "140"
4. Unconscious and NOT Breathing

1. Evaluate Potential Dangers

1. Before approaching a victim make sure surroundings are safe for you.
2. Check for obvious dangers:
 - Electrical lines and devices.
 - Hazardous fumes and gases.
 - Fire.
 - Traffic and machinery.
3. Do not approach the victim until the area is safe.

2. Check the Level of Response

1. When able to reach victim, check for a response by tapping or shouting. If they do not respond, they are unconscious. Do not shake their head.
2. Do not move the victim unless there is a hazard that could cause further injury.

3. Call for Help "140"

1. You must call emergency services as soon as possible.
2. Ask someone with you, or a bystander, to call the hospital and emergency services for you.
3. Be ready to provide information regarding your location and the incident.

4. Unconscious and NOT Breathing

1. Check for breathing by gently touching the victim's neck.
2. If there is no breathing, check for a pulse.
3. If there is no pulse, start CPR.

Net Quality, Health, Safety & Environmental Policy

The Net Global commits to:

- Deliver high quality business performance while also ensuring the highest standards of customer satisfaction.
- Provide a safe, healthy workplace environment for our employees and stakeholders.
- Adopt all necessary practices to ensure the safety and health of our employees and stakeholders.
- Achieve all necessary environmental and social goals of the operation.

Our Top Management and Head of Departments are responsible for leading by example in all aspects of Quality, Health, Safety and Environment (QHSE) matters.

Our Best's Mission is to continuously CREATE new opportunities through:

- Customer centric contribution
- Business innovation and external collaboration
- Efficiency and quality in all our services
- Asset care of equipment and operational excellence
- Team spirit for perfect results
- Establishing long term partnerships with our clients

The HSE Goal is to:

- Have Zero accident frequency applicable to any occurrence involving the Health, Safety and Environment of the workforce anywhere.
- Minimize environmental impact from our operations.
- Comply with all statutory quality, health, safety and environmental requirements.

Our Best's Three Goals. The Net Global ensures that resources are made available to provide:

- Equipment and services of work that are safe, effective, of sufficient information, operation, training and risks to health and the environment.
- Safe environment for the work, handling, storage and disposal of waste and materials.
- A safe place of work with safe access.
- A safe place of work with safe access.
- A healthy working environment.
- Adequate welfare facilities and arrangements.

Supervisor to ensure all employees are competent to do their jobs and take care of the safety of themselves and others.

Supervisor to ensure the necessary resources to:

- Plan, organize, execute, control and evaluate the work.
- Monitor, measure, control and evaluate the work.
- Ensure the effective management of quality, health, safety and environmental practices throughout the Company.

Document QHSE PL-01-001-001-001

Net Fire Emergency Plan

Upon hearing the fire alarm:

1. Stop Working
2. Stop people operating machinery within of the equipment that is not immediately used in the process.
3. Proceed to the primary assembly point.
4. Do not panic. Follow the instructions of the Fire Warden.

Instructions for Safety Officers / Fire Wardens

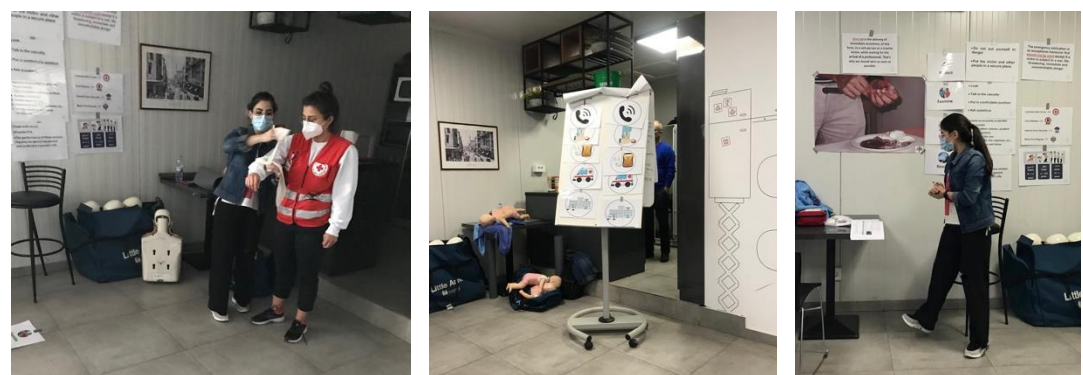
If fire is:

1. Controllable, the Safety Officers / Fire Wardens are to use the nearest fire extinguisher to put out the fire.
2. Uncontrollable, immediately call the Fire Department.
3. Check and report that each area of the building and workhouse has been evacuated.
4. Initiate "All Clear" situation.



Championing Workplace Health and Safety

On World Day for Safety and Health at Work, The Net Global reaffirms its unwavering dedication to placing a high priority on health and safety in all facets of its business operations by providing ...





SAFETY AWARENESS



Safety Toolbox Talks

We consistently engage our employees in Safety Toolbox Talks to enhance hazard awareness, promote safe work practices, empower individuals to identify risks, and cultivate a culture of safety and accountability.



BE CAUTIOUS OF SLIPPERY ROADS!





ENVIRONMENTAL RESPONSIBILITY



We are deeply committed to environmental awareness and sustainability through our adherence to ISO 14001 standards and the ESGSP certification, actively engaging in various initiatives to minimize our ecological footprint.

Through educational materials, we aim to raise awareness among employees and stakeholders about the importance of environmental conservation. Embracing recycling practices for plastic and paper materials is a fundamental part of our efforts, reducing waste and promoting a circular economy.

Moreover, we have transitioned towards a paper-free office environment whenever possible, minimizing paper consumption and promoting digital solutions. Additionally, we actively implement energy-saving initiatives such as turning off lights and air conditioning when not in use, contributing to energy conservation and cost reduction.

Furthermore, our investment in solar panels underscores our commitment to renewable energy sources, reducing our dependence on non-renewable resources and mitigating carbon emissions. By transitioning to solar energy, we have reduced our energy consumption by 70% compared to our previous use of electricity and generators. This reduction has not only been beneficial for the environment but has also led to substantial cost savings, demonstrating the effectiveness and economic viability of renewable energy solutions in today's business landscape.

Through these collective efforts, we strive to foster a culture of environmental responsibility and contribute to a more sustainable future for our planet.



thenetholders Let's celebrate Environment Day by giving our planet a break! Always remember to turn off the lights and the Air Conditioning before you leave the office! 🌍



thenetholders Out with the paper piles, in with digital smiles!

Let's make the switch to digital notes for a more organized and eco-friendly workplace. This simple change brings big benefits!





COMPLIANCE & ETHICAL PRACTICES



We maintain a steadfast commitment to compliance and ethical business practices, as evidenced by our extensive certifications. With our **ISO certifications** - 9001, 14001, 45001, 27001 - we adhere to rigorous standards of quality management, ensuring consistency and excellence in our services.

TRACE certification underscores our dedication to transparency and anti-bribery practices, fostering trust and integrity in all our dealings.

Additionally, our compliance with **ESG** (Environmental, Social, and Governance) standards reflects our holistic approach to sustainability and responsible corporate citizenship.

GDP certification further demonstrates our commitment to upholding the highest standards in pharmaceutical distribution, ensuring the safety and integrity of healthcare products.

Through these certifications and our unwavering commitment to compliance, we prioritize accountability and ethical conduct in everything we do, earning the trust and confidence of our stakeholders.





04 OUR CONTINUING COMMITMENT

In our journey toward a sustainable future, our commitment to the Sustainable Development Goals (SDGs) serves as the cornerstone of our strategy. By embedding sustainability into the fabric of our operations, we have not only elevated our impact but also fostered innovation across our organization.

Throughout this report, we have highlighted initiatives that align with our SDG pillars. These initiatives demonstrate that sustainability is not just a goal – it is our responsibility and an integral part of our business ethos.

Moving forward, we will continue to prioritize impactful solutions, expand our collaborations, and measure our progress against clearly defined metrics.

Together, with our partners, employees, and stakeholders, we are confident in our ability to drive meaningful change and contribute to a more sustainable and prosperous future.

CONNECT WITH US!



Connect with us!



info@thenet.group



Our Locations



[thenetglobal.group](https://www.thenetglobal.group)

