

This document sets out our sustainable development actions for the year 2021. We will continue to work with all the concerned parties to reinforce these commitments and ensure the protection of people and the ecosystem where we operate, meet the expectations of our customers, and leave a positive impact in our society.

## Listen & Exchange

Throughout the years, we have created solid ties by listening to and exchanging with our clients, stakeholders, and employees in the respect of human rights and ethics.

### Closer Links

- **100%** treated complaints
- **44** meetings with our stakeholders
- Qualitative survey with more than **65** discussed topics



### Employees' Well Being

- **95** employees' trainings
- **298** checks for the attendants' accommodations at the service stations
- **2,357** days worked from home
- **27** internal yoga courses and outdoor events



### Business Ethics

- **230** performed conformity procedures
- **2** human rights audits at the suppliers' end
- **18** employees attended compliance trainings
- Celebration of Business Ethics Day internally with **65** attendances



## Preserve & Improve

We apply management systems for Hygiene, Safety, Environment, Quality, and Transport in accordance with international standards to preserve the protection of people and improve our activities impact.

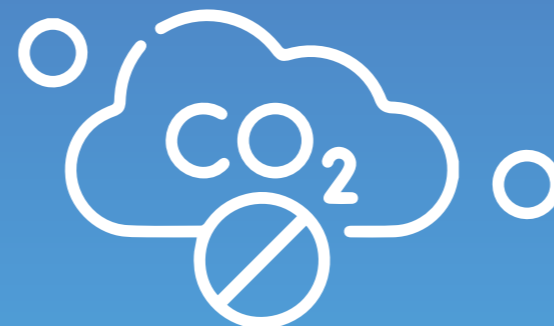
### At the Service Stations

- **186** installed hydrocarbon separators to treat the collected spills
- **23** service stations equipped with solar panels:
  - **787** MWh\* of solar energy production
  - **716** tons\* of reduced carbon emissions
- More than **450** product tests done by the mobile laboratory
- **809** ATEX equipment, safe to use in explosive atmospheres
- **9,800** liters of collected and recycled used oils
- **143 kg** of collected and recycled used plastic



### At Dora Fuel Warehouse

- Installation of ATEX LED lights: **6.75** tons of avoided CO<sub>2</sub> emissions
- Installation of cyclones on the generators exhausts: **50%** of reduced emissions
- Paperless maintenance: **13.5 kg** of avoided CO<sub>2</sub> emissions
- **22.7%** of the areas are spill proof



### Product Transport and Trucks

- **132** installed cameras and on-board computers to control the drivers' behavior and location
- **76** medical tests for the drivers
- **12,118** truck checks
- **Zero** truck accidents



## Contribute & Grow

We strive to grow while contributing to the community through charitable giving, volunteering, and supporting local businesses.

### Charitable Giving

- Supporting the reconstruction of **161** apartments after the port blast
- Donating more than **100,000** liters of diesel to 4 public hospitals across the Lebanese territory



### Volunteering for the Community

- Road safety awareness campaign with a total social media reach of **287,592**
- **39** safety related trainings to external parties
- Beach cleaning with *Swim Initiative*: **6m<sup>3</sup>** of collected trash



### Local Support

- Supporting Lebanese businesses with **222** selected local suppliers and contractors

