

2020



GROWING TOGETHER

CORPORATE SOCIAL RESPONSIBILITY

Impact Report 2020



2020

OUR COMMITMENT

At Webcor, we believe that we can only “grow together.” To continue to grow as a successful business, we need our people and our communities to grow in parallel.

We recognize that community concerns are fundamental issues to our business, and we work diligently to incorporate sustainability into our best business practices. We consider the impacts of our business activities on the interests of all our stakeholders, shareholders, customers, employees, suppliers, business partners, local communities, and the global environment.

As signatories to the United Nations Global Compact, we pledged to integrate the Sustainable Development Goals (SDGs) into our CSR strategy.

Through this partnership, we commit to align our practices and operations with all UN Global Compact principles and take action to advance the Sustainable Development Goals (SDGs). We focus on integrating the Sustainable Development Goals into our key initiatives to enhance our social and environmental programs and our business strategy.

 NO POVERTY	 ZERO HUNGER	 GOOD HEALTH	 QUALITY EDUCATION
	 GENDER EQUALITY	 CLEAN WATER	 CLEAN ENERGY
 ECONOMIC GROWTH	 INNOVATION	 REDUCED INEQUALITIES	 SUSTAINABLE CITIES
 RESPONSIBLE CONSUMPTION	 CLIMATE ACTION		 LIFE BELOW WATER
 LIFE ON LAND	 PEACE AND JUSTICE	 PARTNERSHIPS	 SUSTAINABLE DEVELOPMENT GOALS
 ENJOY OUR ACHIEVMENTS!			

SUSTAINABLE
DEVELOPMENT
GOALS

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ABOUT THIS REPORT:

Since 2016, Webcor has been releasing its Corporate Social Responsibility (CSR) Impact Report to provide a detailed summary on how we handle and assess progress toward our CSR goals and respond to a wide variety of stakeholders' expectations and inquiries.

This Report outlines our progress on our most vital issues throughout the year, and our responses to urgent perils such as COVID-19.

Our purpose goes beyond profits to benefit our employees, communities, and the planet. We are proud to share our progress towards a more sustainable future for all.

CREATING

FUTURE

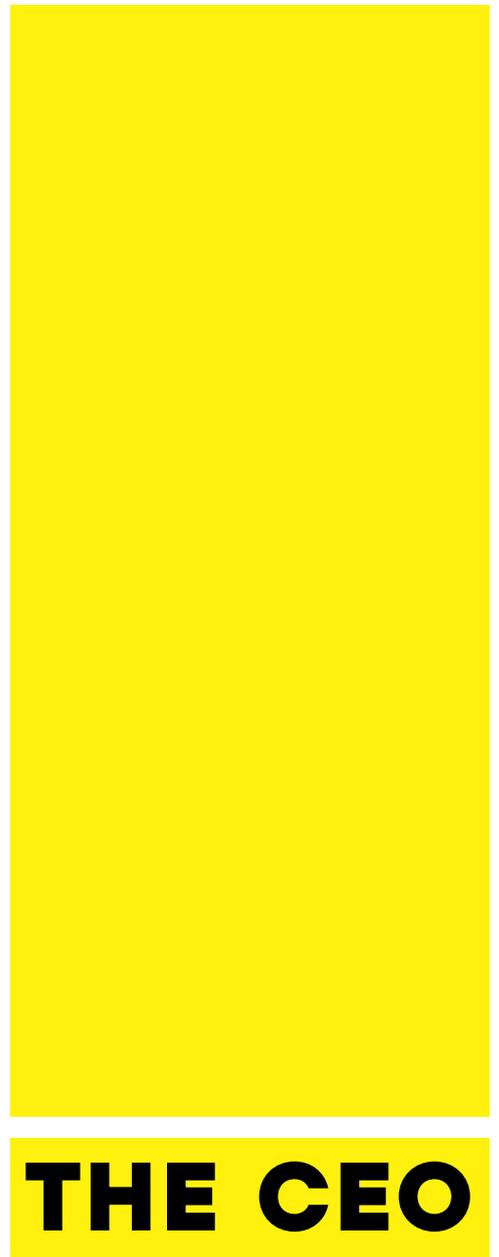


“ Together, we shall continue to accelerate our company’s growth and seek to build long-term value for our stakeholders and build a more inclusive and sustainable world for generations to come.”

WISSAM NESR
CHIEF EXECUTIVE OFFICER



ONE STEP FURTHER...



A MESSAGE FROM THE CEO

During this unprecedented time, Webcor's corporate social responsibility commitment remains as strong as ever as we face the pandemic and climate change's social and economic impact. Our purpose is to be a catalyst of change in the face of significant global issues impacting our communities while remaining focused on protecting our people, customers, and environment.

As we have clearly seen from the unfolding of last year's events, Webcor has tackled challenges with company-wide resilience, which is a credit to our people. We express our gratitude and admiration for how they have stepped up to the challenge with courage and a mindset to transform all obstacles into opportunities in service of Webcor's future. We also express our profound gratitude to our customers and business partners who have continued to support us throughout the years.

In this report, we highlight our projects and partnerships that help us move closer towards our goals. We provide details on how we continue to impact our communities and minimize our footprint positively. We continue to focus on our two main goals in fighting hunger and promoting quality education. This year, in response to the challenges presented by COVID-19, we gave emphasis to programs that promote good health and wellbeing.

Enabling and empowering our people is and will remain our top priority. We want to aim higher at improving employee wellbeing and training. We continue to support and align our operation and strategy with the Ten Principles of the United Nations Global Compact in the areas of human rights, labour, environment, and anti-corruption.

Difficult times inspire innovation and progress. They also remind us how interconnected we are and that we are stronger when we come together. The pandemic reality brought an entirely new set of challenges; however, at Webcor, we responded with agility and resolve. We came together as a family aligned and committed to our shared future.

I am incredibly proud of what our company has accomplished and even more excited about the positive impacts our actions will yield in the future.

Wissam Nesi
Wissam Nesi
CHIEF EXECUTIVE OFFICER

OVERVIEW

CORPORATE OVERVIEW

CORPORATE



WHO WE ARE

Webcor is an agro-industrial food production and distribution company specializing in sourcing, manufacturing, distributing, and trading of soft commodities and Fast-Moving Consumer Goods (FMCG). Over the past 40 years, we have built a strong reputation and developed valuable long-term relationships with suppliers and manufacturers across the globe.

Our highly experienced team, combined with our leading market research, and our commitment to industry best practices, allows us to meet the demands and consolidate our presence in Africa. We develop our own brands and partner up with multinationals in the same sector to provide a comprehensive product portfolio to our customers.

One of our main strengths is our deep understanding of the markets in which we operate. Our competitive advantage relies heavily on the synergies generated by our operating model: driving innovation, cost reduction throughout the supply chain, reduction of time to market, and the agility to respond to sudden changes.



“Our greatest opportunity lies in the global shift towards local production. We have led the distribution and imports of goods to Angola for many years, and now we are strengthening the value chain with invincible local production units that will assure our sustainable future.”

Wissam Nesr,
CHIEF EXECUTIVE OFFICER

WHAT WE DO



Strategic Sourcing and Trading

Our business is split into two main sectors: Fast-Moving Consumer Goods (FMCG) and Soft Commodities.

Our longstanding partnerships with some of the best International Brands globally and our House of Brands' development allows us to fulfill our promise to our customers to bring them a wide selection of products.

Our teams take the most outstanding care in applying rigorous quality testing to select and produce our products.



Industrial Manufacturing

Our firm commitment to industrialization has resulted in manufacturing plants and job creation in Angola.

From milling to dairy to plastics, we continue to diversify our product portfolio through our own investments and joint ventures with some of the world's leading manufacturers. Our plants are run with innovative operational efficiency and dedicated to top quality, safety, and environmental practices.



Wholesale and Distribution

The fleet of trucks in our efficient and extensive distribution network responds to growing geographical demand, ensuring timely delivery at more than 110 strategically located points of sale. More than 300 consumer products are distributed across all 22 provinces in Angola, Mozambique, and the DRC.

We combine the ability to deliver quickly with a broad customer network, covering most marketing channels. It was this difference that has secured Webcor Group's growing role in Africa over the past four decades.

QUICK HIGHLIGHTS



Local wheat flour production capacity: 320,000 metric tons per year

Grandes Moagens de Angola (GMA) aims to supply about %60 of the Angolan population's total consumption needs.



Local dairy production capacity: 100,000 liters of milk per day and 6,000 metric tons of butter per year

Lactiangol is the most reputable brand in the dairy industry in Angola, operating since 1994.



More than 110 points of sale in Africa

Over 300 consumer products are distributed across all 22 provinces in Angola, Mozambique, and the DRC.



Over 3000 employees worldwide

Our people are the engine and the heart of our Company. With a workforce of around 3000 people across the globe, our success is attributed to our highly skilled and dedicated team, a relentless drive to improve our capability, and in-depth knowledge of the markets in which we operate.

VISION, MISSION, AND VALUES



OUR VISION

To be recognized as the leading branded food company in Africa.

OUR MISSION

Creating sustainable access to food by offering a comprehensive range of high-quality products that are affordable and accessible through a wide distribution network while enhancing the local agriculture and manufacturing industries and enabling our people, consumers, and communities to flourish.

OUR VALUES

Our values are the essence of our identity and the compass for our actions moving forward. They serve as the guiding principles for our Company: how we think and how we address our employees, our customers, our business partners, and the communities in which we operate.

In a market that is constantly evolving and changing, our values are a constant, absolute, and timeless guiding light.

E

ENGAGE

We are engaged in forging sustainable relationships with all our stakeholders. We are fully committed to our team, customers, business partners, and community.

A

ACCELERATE

We demonstrate remarking flexibility in adapting to diverse and rapidly changing environments. We are quick in implementing innovative solutions that meet market challenges.

G

GLOW

We shine through embracing our family spirit, a spirit that is geared by courage, ethics, and integrity.

L

LEAD

We strive always to be pioneers, never failing to push ourselves one step further. We are trendsetters in the emerging markets in which we operate.

E

EMPOWER

We value our human capital. We find it imperative to build the capabilities of our people and foster entrepreneurship.

CORPORATE GOVERNANCE & BUSINESS ETHICS

BUSINESS ETHICS

CORPORATE GOVERNANCE

CORPORATE GOVERNANCE & BUSINESS ETHICS

We are committed to earning our stakeholders' trust by practicing good corporate governance principles, ensuring strong assurance and internal controls, and implementing effective management reporting.

All employees must abide by the Webcor Code of Conduct in carrying out their duties and functions to preserve public trust and ensure the Company's sustainable growth. Our code reflects the principles set out in global ethical guidelines, which include:

- The United Nations Global Compact
- The United Nations Universal Declaration of Human Rights
- The Guiding Principles on Business and Human Rights and Sustainable Development Goals (SDGs)
- Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational

The Speak Up Program ensures a protected avenue for concerns to be raised to senior levels of management.

OUR COMMITMENTS

- Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Our business success is intertwined with our partners' integrity, strength, and sustainability in our value chain. Webcor is committed to conducting business with integrity, transparency, and respect for universal human and labor rights and environmental sustainability.

Key areas: Diversity / anti-discrimination; Equal employment opportunity / Fair labor and employment practice / Proper workplace conduct; Protection of human rights; Workplace health and safety; Speaking up / no retaliation.

- We always vow to be transparent as a responsible and transparent organization.

Key areas: Accurate recordkeeping; Tax compliance; Financial integrity and anti-fraud; Antitrust/fair competition; Anti-corruption/bribery; Avoiding conflicts of interest; Privacy (e.g., data privacy of employees, customers, consumers) and cybersecurity.

- As a signatory to the United Nations Global Compact, we proudly partner with all shareholders to accelerate our progress towards a more sustainable path.

8 DECENT WORK AND ECONOMIC GROWTH



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIP FOR THE GOAL





LEADERSHIP

Our Board comprises six members, each appointed by our Annual General Meeting of Shareholders. In addition to our shareholders, three independent members, are serving on the Board, whose key roles are to bring strategic thinking and the vast breadth of their experience and provide independent oversight.

The Board provides strategic direction over the design and implementation of corporate policies pursued by the executive management and oversees the general course of affairs and business of Webcor Group.

COMMITTEES OF THE BOARD

The Board is assisted in its duties by two standing committees:

- **Audit Committee** – responsible for ensuring good governance and providing assurance to the Board and headed by a member of the Board.
- **Strategic Committee** – responsible for overall long-term group strategy and comprising only independent members of the Board.

MANAGEMENT COMMITTEES

Management governance is characterized by empowered individual accountability; however, several management committees exist to promote collaborative information sharing and decision making. The Committees are either standing and operational or short-term and project based.

These include:

- **Executive Committee** (standing) – responsible for the development, implementation, and oversight of Group strategy and headed by the Chief Executive Officer. The ExCom comprises senior members of the Executive Leadership Team and reports to the Board.
- **Investment Committee** (standing) – responsible for overseeing the lifecycle of strategic projects and mergers and acquisitions.
- **Financial Risk Committee** (standing) – responsible for overseeing Group Financial Risk.
- **IT Steering Committee** (standing) – responsible for IT strategy and investment Information Security Committee (standing) – responsible for overseeing the implementation of the information security policies and strategy within the Group.
- **Angola Operational Management Meeting** (standing) – responsible for oversight and decision making for major or critical Angola-wide operations.
- **ELINK Committee** (project) – responsible for the Group ERP implementation.
- **Data Analytics and Master Data Management Committee** (project) – responsible for the Data Analytics Program.
- **GENEX Committee** (project) – responsible for general expenses optimization Investment Committee (standing)



GRIEVANCE MECHANISMS

Grievance procedures help us better identify grievances and allows them to be addressed as early as possible. These mechanisms can allow affected people to receive remedy sooner and address their concerns and help us resolve incidents before they escalate or lead to otherwise preventable harm.

THE SPEAK UP PROGRAM

The Speak Up program is an internal grievance mechanism put in place for all employees who have a complaint about ethical breaches. The “Speak Up” program supports the proper implementation of our code. It is designed to foster a safe working environment by deterring malpractices and averting crises.

Any employee can report breaches orally or in writing and they can also choose to be anonymous. An Investigation Committee comprising 4 senior members is then appointed to resolve the issue. The Group applies the highest standard of confidentiality in handling all reports received and ensures that no employee who reports a concern in good faith suffers retaliation.

In 2019 we investigated 2 cases related to fraud and discrimination, and in 2020 1 case related to discrimination.

THE INCIDENT MANAGEMENT AND CRISIS RESOLUTION (IMCR)

The Incident Management and Crisis Resolution (IMCR) program is considered a tool to investigate and communicate all unusual and serious incidents among the regions and entities to the Audit Committee to:

- Highlight and update the actions, corrective actions, and precaution measures adopted by the respective management to mitigate the risk and avoid future recurrence;
- Seek guidance from the IMCR Committee when needed;
- Serve as lessons learned and benchmarks for other regions/entities.

IN 2019, 14 INCIDENTS WERE REPORTED AND SOLVED

LIST OF CASES REPORTED - IMCR 2020

#	Department	Nature of Incident	Risk Rating
1	Commercial	Fraud	Low
2	Production	Fire	Medium
3	Finance	Improper provided Information	High
4	Finance	Fraud	High
5	Commercial	Fraud	High
6	Perishable	Fraud	Low
7	Finance	Cyber Attack	High
8	Finance	VAT Returns Loss	High
9	Warehouse	Fire	Medium
10	Finance	Improper provided Information	High
Total High-Risk Cases (Fraud, Cyberattack, VAT loss & Improper provided information)			6
Total Medium Risk Cases (Fire)			2
Total Low Risk Cases (Fraud)			2

Corporate Governance and Business Ethics

Corporate Governance

Area of focus	Topic	Policy	2020 Achievements	Initiatives for 2021
Corporate Governance	Corporate Governance	Continuously strive to strengthen the corporate governance system.	<ul style="list-style-type: none"> Redrafting AngoAlissar's Policies & Procedures; Updating parts of the entities Authorization Matrixes; Strengthened customer files over 20 Banks in 2020. 	<ul style="list-style-type: none"> Continuing to update policies and procedures; Redrafting of the existing Authorization Matrixes to ensure proper governance with the recent organizational structural changes.
	Risk Management	Strengthen risk management throughout the major areas to mitigate the risk of business disruptions.	<ul style="list-style-type: none"> Significant improvement within big parts of the audited entities in comparison to their previous audits; Strengthened crisis management system and business continuity plans (COVID-19 Response). 	<ul style="list-style-type: none"> Initiation of the Internal Audit Management System, which will enhance the visibility/accessibility/action over audit database; Initiation of the Risk & Control Matrix, which will provide the auditees with a self-assessment risk measuring tool for their control reference; Strengthen cooperation within the Group in business continuity planning.
	Information Security	Maintain the trust of customers, employees, and business partners by protecting information.	<ul style="list-style-type: none"> Continuously strengthened information security programs: <ul style="list-style-type: none"> System Center Operations Manager (Monitoring); System Center Configuration Manager (Asset Mgt); Cloud based User Identity Security; Two-Factor Authentication; Enterprise Mobile Management Phase 1 and Phase 2 (2021); Team Foundation Server (securing source codes). Creating a culture of security: <ul style="list-style-type: none"> Employees are now in the habit of reporting suspicious e-mails; Suppliers and Customers are also communicating if they suspect they have been breached to avoid fraud. Increase in requests for services with better privacy agreements: <ul style="list-style-type: none"> E.g., Adopting OneDrive and no longer use WeTransfer or Drop box; Stronger Authentication - Multi-Factor Authentication was rolled out to most senior level employees. Mailbox services shifted to the cloud and Exchange Online, which actively monitors for dangerous malware and viruses. 	<ul style="list-style-type: none"> Implementation of technology solutions: <ul style="list-style-type: none"> Network Access Control; System Center Orchestrator/Automation – IT & HR; Cloud User Identity Security enhancement; Endpoint Computer Encryption; Azure Information Protection – Data Loss Prevention; Removeable Media Protection.
	Tax Strategy	Comply with all applicable tax laws and regulations of each country and region, as well as the standard rules and guidance regarding international taxation.	<ul style="list-style-type: none"> Adjust our tax strategy and systems to accommodate and comply with the Angolan tax framework's significant changes. 	<ul style="list-style-type: none"> Keep ensuring that the tax strategy is supported by technology, reporting, compliance, and internal mechanisms that can accommodate numerous changes in reasonable time frames at reasonable costs.

Business Ethics

Business Ethics	Ethics and compliance	Foster an ethical culture based on Webcor's Values and the Group Code of Conduct.	<ul style="list-style-type: none"> Provided training and messages on ethics and compliance via e-mail, newsletter, and the Intranet; Speak up relaunch campaign Opening a new communication channel for anonymous feedback (Intranet) 	<ul style="list-style-type: none"> Continuously work to foster an ethical culture; Continuously access compliance risks across business activities.
	Anti-Corruption	Prevent any forms of corruption practices.	<ul style="list-style-type: none"> Continued employee training; Speak up relaunch campaign; Opening a new communication channel for anonymous feedback (Intranet). 	<ul style="list-style-type: none"> Maintain continuous communication with employees at all levels regarding our Code of Conduct and Business Ethics using all available internal channels.
	Human Rights	Continue to make reasonable efforts to ensure that operations, products, or business relationships do not cause adverse human rights impacts.	<ul style="list-style-type: none"> Continued activities regarding our commitment to respect human rights. 	<ul style="list-style-type: none"> Continued activities regarding our commitment to respect human rights.
	Employees	Respect and support each employee's ambition to grow and promote well-being.	<ul style="list-style-type: none"> Continued activities regarding our commitment to respect human rights Several activities regarding physical and mental health; Restructure of the Employee Service Department in Angola. 	<ul style="list-style-type: none"> Several activities regarding physical and mental health; Continuously improve the employee experience.
	Quality	Pursue product quality and safety, and improve accessibility.	<ul style="list-style-type: none"> Apply and explain nutrition information on packs, at point-of-sale, and online; Maintaining the quality management system and continue to improve the quality of products. 	<ul style="list-style-type: none"> Maintaining the quality management system and continue to improve the quality of products in a continuous approach.

STAKEHOLDERS ENGAGEMENT

Our stakeholders are important to the productivity and performance of our business. They are the groups and people with which we communicate and are impacted by our activities. We are working with our key stakeholders to ensure that we are all making efforts to meet targets that are demanding but achievable. We aim to strengthen our stakeholder engagement in 2021.



Stakeholder – Engagement / Communication

Area of focus	Stakeholders	Policy	2020 Achievements	Initiatives for 2021
Stakeholders' Engagement	Customers	<ul style="list-style-type: none"> Provide products that deliver quality and safety; Enhance accessibility and affordability. 	<ul style="list-style-type: none"> Important notices regarding products and services; Launch of an in-house developed customer complaint tool; Several Social Media websites that promote dialogue and clarify usability and benefits; Launch of several products in smaller packages to correspond to customers' needs. 	<ul style="list-style-type: none"> Strengthen the feedback mechanism to improve product quality; Launching the new Webcor Website.
	Shareholders	<ul style="list-style-type: none"> Ensure swift and appropriate disclosure; Achieve continued growth in corporate value. 	<ul style="list-style-type: none"> General meetings of shareholders and presentations on financial results. 	<ul style="list-style-type: none"> Launching the new Webcor Website.
	Business Partners	<ul style="list-style-type: none"> Ensure appropriate, transparent, and fair procurement practices in line with Webcor's Code of Conduct. 	<ul style="list-style-type: none"> Ensured business continuity plans for essential food items. 	<ul style="list-style-type: none"> Approve the Supplier Code of Conduct Audits and surveys related to CSR procurement.
	Employees	<ul style="list-style-type: none"> Support employees with diverse backgrounds; Support individual career-building efforts; Promote an open dialogue culture. 	<ul style="list-style-type: none"> Active communication on the Speak Up Program; Survey on internal communications; Continuous learning and training; In-house newsletters and Intranet. 	<ul style="list-style-type: none"> Continue to invest in employee tailored programs that improve their experience and help them make the most of their diverse individual strengths and skills.
	Local Communities	<ul style="list-style-type: none"> Promote initiatives that contribute to communities' welfare 	<ul style="list-style-type: none"> Emergency relief response; Local volunteer activities; Community involvement in two campaigns related to environmental impact and reducing waste. 	<ul style="list-style-type: none"> Activities for contributing to the community regarding environmental information, good health and nutrition, and fighting hunger.
	NGO's and other organizations	<ul style="list-style-type: none"> Collaborate with NGOs to help address social challenges; Participate in CSR-related organizations and projects. 	<ul style="list-style-type: none"> Several activities held in collaboration with NGOs. 	<ul style="list-style-type: none"> Continue the work with several NGOs to fight hunger, promote education and reduce inequality.

MAKING BETTER PRODUCTS



BETTER PRODUCTS

As a food producer and a food distribution company, our primary goal is to make and deliver better and affordable products.

Overall, our activities and products should always make a positive difference to our community and our environment while contributing to Webcor's ongoing success.

OUR COMMITMENTS:

1- PROVIDING HEALTHIER AND NUTRITIOUS CHOICES

We aim to contribute positively to the health of the countries where we operate. We ensure that our customers have access to nutritious and affordable food by advancing healthier ingredients and fortifying essential minerals and vitamins.

Some of our products (Milk Powder, Edible Oils, Margarine) are fortified with Vitamins A & D. Biba fat-filled milk powder, a substitute to whole milk powder, is enriched with Vitamins (A, D, and C) and Minerals (Iron and Zinc).

2- TRANSPARENT LABELLING

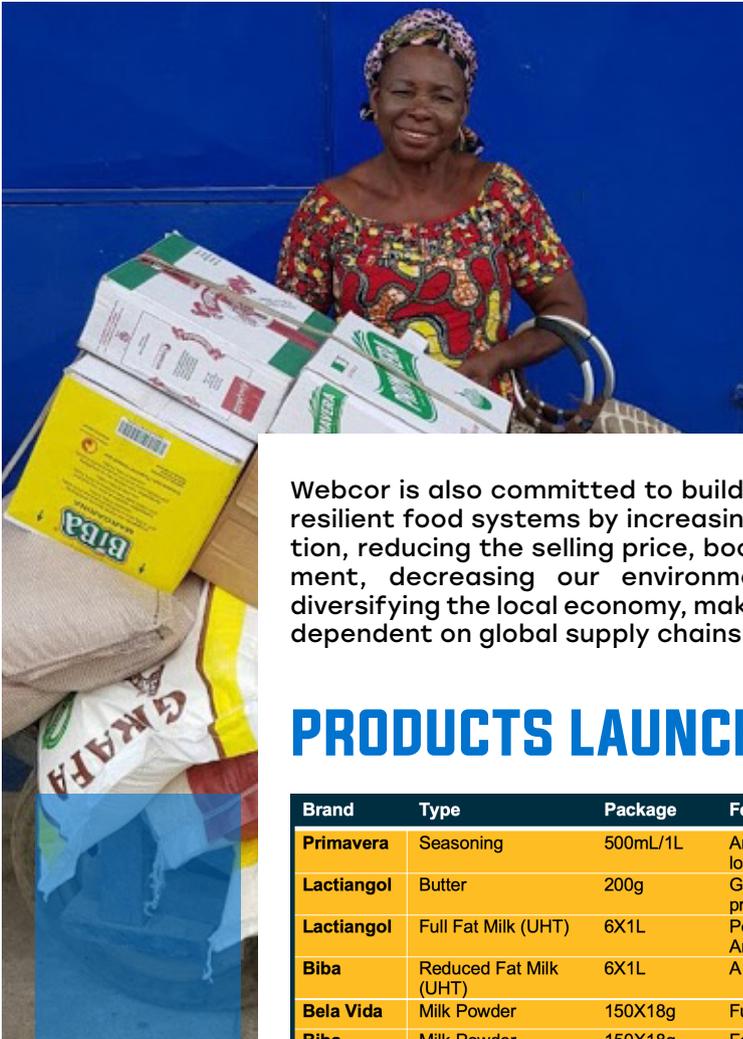
We ensure our consumers make confident and informed food choices based on diet and preferred choices, through our transparent food labeling. Accurate Food labeling helps our consumer store and use our products safely and allows them to plan when they will consume it which helps to reduce food wastage.

3- ENSURING FOOD SAFETY, QUALITY, AND ACCESSIBILITY

We monitor the quality at every stage of the production process, from sourcing raw materials to production, packaging, and transportation to warehousing, and ensuring our products are preserved and delivered in optimum condition.

We source from competitive origins so that our products can be affordable, to allow access to our consumers. We also produce single-serve packages to reach the vast majority of consumers.





2020

Webcor is also committed to building sustainable and resilient food systems by increasing domestic production, reducing the selling price, boosting local employment, decreasing our environmental impact, and diversifying the local economy, making the country less dependent on global supply chains.

PRODUCTS LAUNCHED IN

Brand	Type	Package	Features
Primavera	Seasoning	500mL/1L	An addition to Primavera Brand, produced in Angola. Perfectly targeted to the local market at an affordable price.
Lactiangol	Butter	200g	Gold and Silver in new 200grs format, economically affordable high-quality products made in Angola.
Lactiangol	Full Fat Milk (UHT)	6X1L	Portfolio extension to address consumers as per new market trends. Made in Angola.
Biba	Reduced Fat Milk (UHT)	6X1L	A new addition to BIBA brand UHT liquid milk, produced in Angola.
Bela Vida	Milk Powder	150X18g	Full cream milk powder now available in small, easy to use packs.
Biba	Milk Powder	150X18g	Fortified and enriched Biba milk powder in single-use, consumer-friendly, and economical packs.
Biba	Milk Powder	25Kg	Fortified and enriched Biba milk powder now available for industrial usage pack.
Biba	Condensed Milk	12X390g	Sweet Condensed milk now produced in smaller cartons for customer benefit, made in Angola.



GRANDES MOAGENS DE ANGOLA

Grandes Moagens de Angola, GMA, is the first mill in Africa to achieve the GMP+ certification. The GMP+ certification demonstrates the rigor of the overall production process and the quality of the final product.

It also demonstrates the commitment of all the GMA staff in the search for operational and product excellence.



OUR APPROACH TO SOCIAL RESPONSIBILITY

SOCIAL RESPONSIBILITY

OUR APPROACH



OUR APPROACH TO SOCIAL RESPONSIBILITY



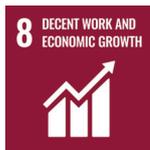
We adequately respond to the challenges and opportunities presented to us as a business and as a corporate citizen.

At Webcor, we have always believed that true growth is only achieved when the communities where we are present develop and fulfill their potential. While defining our goals, we work to prioritize the SDGs according to the direct and indirect impact that we have and the challenges they raise:

FOCUSED

COMMITTED

ALIGNED



Throughout our business’s growth over the years, we were better positioned to engage in sustainability programs and initiatives across Sub-Saharan Africa. We have always been driven by the belief that we “grow together.” Under the same name, “Growing Together,” our sustainability strategy is designed to drive positive impact and sustainable development through our business activities.



Our People

Our employees are the key to our success. We depend on their tireless dedication and passionate commitment.

We do our utmost to create a rewarding work environment that promotes the well-being of our people.

Our Communities

We strive to create a positive impact on the communities where we operate.

Webcor invests in sustainable projects in partnership with non-profits to address community concerns.

In our work, we encourage our people to be actively engaged in their communities through volunteering and raising awareness.



Our Environment

We recognize our responsibility to protect our environment and minimize our footprint.

We work to reduce our value chain’s environmental impact through sustainable green initiatives.

OUR PEOPLE



OUR PEOPLE



MAKING A BETTER WORKPLACE TOGETHER

At Webcor, we value our people and recognize that they are critical to our success. We aim to hire and retain the best talent and provide training and development opportunities and a healthy work environment, combined with the best benefits to assist our people in their personal and professional lives.

OUR COMMITMENTS



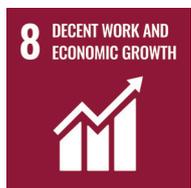
A healthy and safe work environment is essential to maintaining a happy and high-performance workforce. We focus on the financial, physical, and psychological well-being of your workforce.



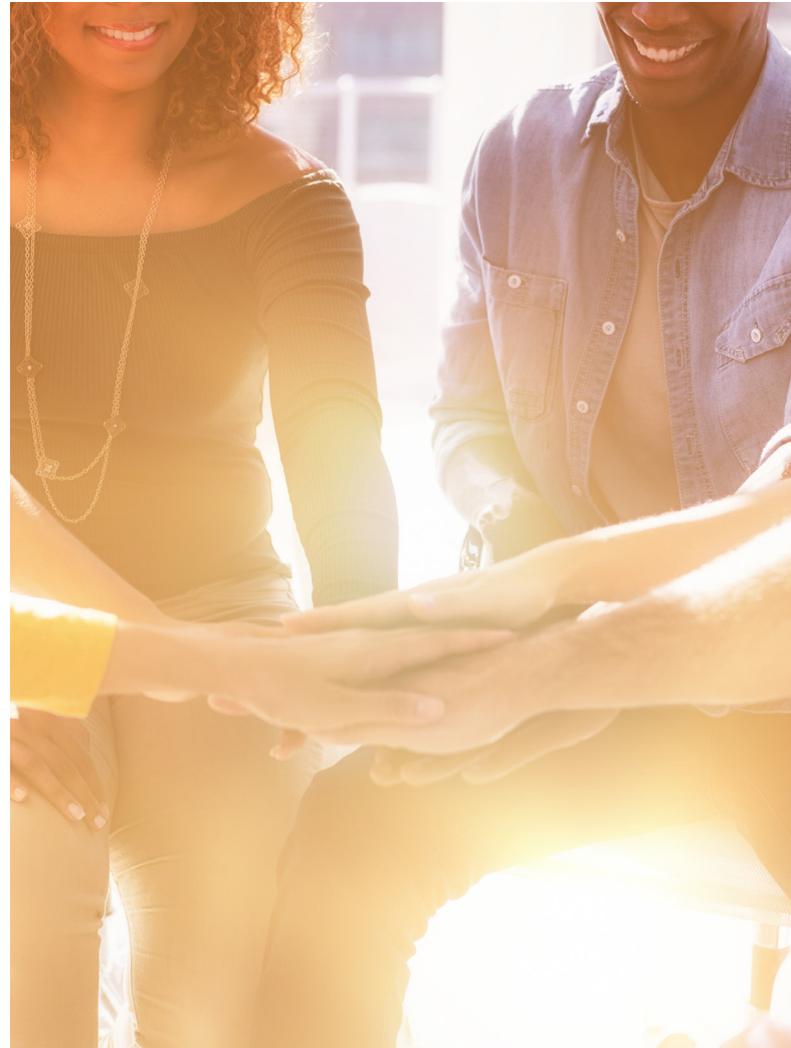
We are committed to nurture and empower our employees by developing their talents and strengthening their skills. We also offer full scholarships to the children of our committed employees, based on their merit.



As a business operating in a global market, we have a strong and enduring commitment to diversity and inclusion. We are committed to develop and ensure an inclusive environment where all people feel understood, valued, supported, and respected.



Webcor ensures that all employees receive fair compensation benefits and packages tailored to the local marketplace. We strive to offer our employees competitive benefits matching or exceeding local and industry standards.



GOOD HEALTH AND WELL-BEING

We understand that professional and personal lives do not operate independently. By providing a safe, supportive, and healthy work environment, we improve our people's overall well-being. Our well-being program is a global initiative of education, activities, and support, tailored to our people's needs and based on four focus areas:



Additionally, and as part of our health and well-being program, we provide a safe and healthful workplace for employees, ensuring that Occupational Health and Safety Requirements are strictly followed across our business.



OUR COVID-19 RESPONSE

Since the early days of the pandemic, Webcor has been considered a vital company providing essential goods to the communities in which it operates. We responded to the covid-19 pandemic to support our vital stakeholders such as employees, customers and communities through diverse CSR initiatives.

Early on in February, it became clear we needed to deploy our business continuity and pandemic preparedness plan:

- While several workers were already prepared to operate from home, we had to expand our ability to accommodate more than 3,000 personnel with the requisite equipment and VPN capacity;
- Establishing the COVID-19 Response Team that includes senior leaders from across the Group as well as members of Human Resources, CSR, and Communications teams;
- Conducting thorough risk assessments and develop mitigation plans regarding business continuity and health and safety protocols that every operation had to implement. Protocols and processes were adjusted as needed;
- Ensure that all our facilities are regularly cleaned and sanitized. We also adapted our facilities layout to follow international health and safety guidelines;
- Ensure all employees and customers use face masks and maintain social distance (2 meters). Employees in Africa were given Personal Protective Equipment. Training became mandatory for our frontline employees that engage with the public daily;
- PCR testing for all employees based in Luanda, Angola, during the imposed sanitary fence;
- Creating a multi-channel communication strategy to keep all of our key stakeholders informed on the latest developments and guidelines provided by the World Health Organization, Governments, and other relevant local authorities;



COVID-19 testing for all employees based in Luanda, Angola, May 2020



Webcor DMCC, Dubai, UAE, June 2020

- Special arrangements and flexible work hours were given to employees with children or caregivers of senior family members.

Thanks to these procedures, together with the prudent approach and support of employees, of the Company, we comfortably returned 90% of our workers to their workplace by July 2020.

However, senior staff or employees with chronic medical conditions stayed working remotely. Webcor continues to closely track developments across countries and is prepared to have people working from home if, at some point in time, conditions change.

MENTAL HEALTH AWARENESS MONTH

2020 has taken a toll on mental and physical health as we traveled through developments and challenges that we have not seen in our lifetimes. We recognize that these difficulties affect everyone in different ways, and it was important to find ways of supporting each other and establish an open dialogue. In this context, Webcor launched a mental health awareness month in November under the “**Break the Stigma**” initiative. The purpose was to shed light on mental health, the stigma and taboos behind it, and help Webcor members live their best quality life through immediate and actionable strategies. Every week articles, videos, and tips were shared, as well as the opportunity to join support groups.



Every Thursday, we held a Mental Health and Emotional Intelligence workshop moderated by a field professor for all Angola employees.

“The workshop was very informative, and we were able to address very serious matters in a relaxed and comforting environment.”

Gelson Pimentel
HR Assistant at Angoalissar

“It was a really enlightening session. I learned how it is important to take care of our well-being and mental health.”

Emilia Silva,
OHST at Lactiangol



Dr. Saliha Afridi, PsyD. (US)
CLINICAL PSYCHOLOGIST & MANAGING DIRECTOR
Dr. Saliha Afridi founded The LightHouse Arabia in 2011 to make a positive impact on the mental health in this region. She is a generalist, with training and experience in a wide range of mental health issues. It is her life goal to work with children, adolescents, adults and families and give them the courage to address the challenges that face them – and to guide them on a path to happiness.

ONLINE WEBINAR

MEN'S MIND MATTERS

Raising awareness about Men's Mental Health - Online webinar for all employees, November 2020

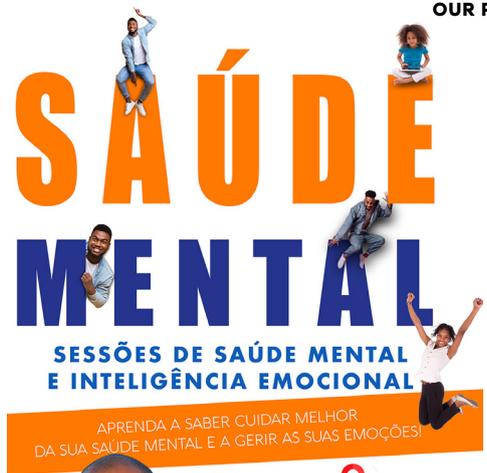
“WE’RE CONNECTED”

At the height of the Pandemic, Webcor launched an internal newsletter, “We’re Connected,” and the Intranet, under the same name, to deliver important news to our company and exchange advice and in-depth posts on a healthy lifestyle for the mind and the body.

As part of our global education and support initiative, we also use these platforms to share free online courses in several fields, ranging from finance, marketing to learning a new language or even a musical instrument.



OUR PEOPLE



Mental Health and Emotional Intelligence online workshop, Angola, November 2020



In November, we also offered, in a partnership with LightHouse Arabia, an online webinar for the whole Group focused on Men's Mental Health – “Men's Minds Matter.”



WEBCOR GROUP, MAR, 2021



March is Women's month. This month is an opportunity to reflect on the incredible women in our world, whether they be our moms, spouses, sisters, girls, companions, instructors, associates, childcare educators, specialists or attendants, caretakers, housekeepers, and of course, our colleagues. Women are the pillars of our families and our society as a whole.

Março é o mês da Mulher. Este mês é uma oportunidade para refletir sobre as incríveis mulheres que nos rodeiam, sejam elas as nossas mães, esposas, irmãs, companheiras, cuidadoras, professoras e educadoras de infância, as nossas empregadas domésticas, e claro, todas as nossas colegas. As mulheres são os pilares das nossas famílias e da nossa sociedade como um todo.



is for Women

we thank you for adding your voices in support of Women's Rights. At Webcor we believe in a more inclusive world wher...

Read More

WEBCOR HIGHLIGHTS



Webcor and Henkel Sign Distribution Agreement



Lactiangel Launches New Butter



Imex has a new online shop



At Webcor , we regard good management of work health and safety is an essential part of doing business. We are committed to implement all measures necessary for the continuous improvement of our health , safety and workplace conditions.

OCCUPATIONAL HEALTH AND SAFETY

Each Company and department have the responsibility to:

- Identify and evaluate health and safety risks;
- Implement controls that eliminate or reduce risks;
- Report all incidents and investigate serious incidents;
- Maintain a risk-based emergency management program;
- Set improvement targets and track performance;
- Ensure the workforce has the appropriate level of competency and adequate resources;
- Undertake periodic checks and audits that test the effectiveness of these measures.

We take the following measures across our offices:

- Monthly checks on the status of fire extinguishers;
- Installed first aid boxes and regular replenishment when needed;
- Communicate and reinforce the need for the use of PPEs (Personal Protective Equipment) for all employees;
- Conduct regular safety committee meetings to discuss potential safety issues and concerns.

COMPANY



HEALTH AND SAFETY - 2020 HIGHLIGHTS

Workshops and training:

- Mechanical Hazards;
- Risk analysis at the workplace;
- Evacuation procedures in case of emergency;
- Manual handling of cargo;
- Alcohol misuse and work-related safety issues;
- Working at height;
- Hot work;
- PPE's (Personal Protective Equipment) and CPE's (Collective Protective Equipment) - maintenance, employer's duties, and worker's duties.

Maintenance:

- Preventive maintenance plan with grinding line stopped every Monday for 12 hours;
- Plant shut down for maintenance/cleaning and disinfestation every three months.

Audits:

- 5S internal audit every three months;
- GMP + audit (SGS certification renewed in 2020).



Workshops and training:

- Manual handling of cargo;
- Working at height;
- Hot work;
- Emergency plan and security plan during a fire emergency;
- The CPAT (Commission for the Prevention of Accidents at Work) was established.

Quality Control & Maintenance:

- Plant shutdown for maintenance/cleaning and disinfestation every three months;
- Noise measurement and follow up measures;
- Implementation of raw material and finished product specifications;
- Revision of the quality control laboratory analysis monitoring plans;
- Review of the Good Manufacturing Practices Manual;
- Elaboration of the Good Laboratory Practices Manual.

Other Actions:

- Monthly general preventive disinfestation of installations and contact surfaces against COVID-19.



Actions taken:

- Regular safety committee meetings;
- Conducted hazards identification and risk assessments;
- Weekly sanitation and alcohol dispensers were installed;
- Re-established the first aid room. Continuously maintaining first aid boxes in all areas.

Maintenance:

- Periodic preventive maintenance in all machines and equipment.

Audits:

- Monthly 5S internal audit;
- PPE's (Personal Protective Equipment) and CPE's (Collective Protective Equipment) regular inspections;
- Safety incident reporting and follow up investigations.



Workshops and training:

- PPE's (Personal Protective Equipment) and CPE's (Collective Protective Equipment) - maintenance, employer's duties, and worker's duties;
- First aid and basic life support training;
- Working at height;
- Hot work;
- Emergency plan and security plan during a fire emergency.

Other actions taken:

- Execution of emergency plans in all units, according to presidential decree 195/2011; Monthly general preventive disinfestation of installations and contact surfaces against COVID-19.

Audits

- Risk assessment in all business units and follow up corrective measures, namely PPE usage, fire equipment and build structure conditions - execution of emergency plans in all units, according to presidential decree 195/2011.



DESINFECTANTE NÃO TÓXICO
SEGURO PARA UTILIZAÇÃO EM TODAS AS SUPERFÍCIES!



Deep disinfection and sanitation at Lactiangol through a nebulization process using a safe biocide, which effectively eliminates a large set of bacteria and viruses, namely SARS-CoV-2 (Covid-19), Mycobacterium Tuberculosis (Tuberculosis), and H1N1 / H5N1. Luanda, Angola, August 2020



Deep disinfection and sanitation at Webcor DMCC. Dubai, UAE, July 2020

OPERATIONAL ACCIDENTS REPORTED IN 2020

Operational Accidents Reported		
Company	2019	2020
Lactiangol	4	0
Angoalissar	20	12
GMA	20	3
Ora	14	4
Imex	10	3
Skyland	1	0
TOTAL	69	22



**- 68%
REPORTED
ACCIDENTS**



4 QUALITY EDUCATION



QUALITY EDUCATION AND EMPLOYEE DEVELOPMENT

We invest in training and development to meet our business's future needs and our employees' strengths and aspirations.



CENTRO DE FORMAÇÃO PROFISSIONAL
ACADEMIA ANGOALISSAR



Angoalissar Academy during a training session, Luanda, Angola, November 2020

THE ANGOALISSAR ACADEMY

The AngoAlissar Academy is a training project focused on developing employees' skills through tailor-made training courses based on the employee professional level. The Academy promotes a culture of learning and sharing of business know-how. Academy is continuing to grow and to pursue step by step the goals set at the time of its foundation.

In 2019, 629 employees took part in a training or continuing education program. Our employees received training in topics catered to their needs like ISO90001:2015 – quality management, leadership skills, customer service, treasury fundamentals, finance, Portuguese for expats, and other topics.

TRAINING AND CONTINUING EDUCATION PROGRAMS IN 2020

Topic	Courses	Hours (Total)	No. Participants
Leadership	Leadership	20	12
	Training Management and Concept Design	40	1
HR	Internal Customer Service	20	65
	HR - Primavera Software Certified User	16	2
Accounting	Accounting - Primavera Software	16	2
Languages	English	30	1
	Portuguese For Foreigners	24	1
IT Software / Applications	Office 365	40	1
	Microsoft Visio	16	1
	Microsoft Outlook	8	13
Health and Safety at Work	Hygiene and Food Safety	16	15
	Commission for the Prevention of Accidents at Work	20	12
	Fire Prevention and Extinction	28	52
	Forklift Safe Driving	20	12
TOTAL		314	190

ALI NESR EDUCATIONAL PROGRAM – ANEP

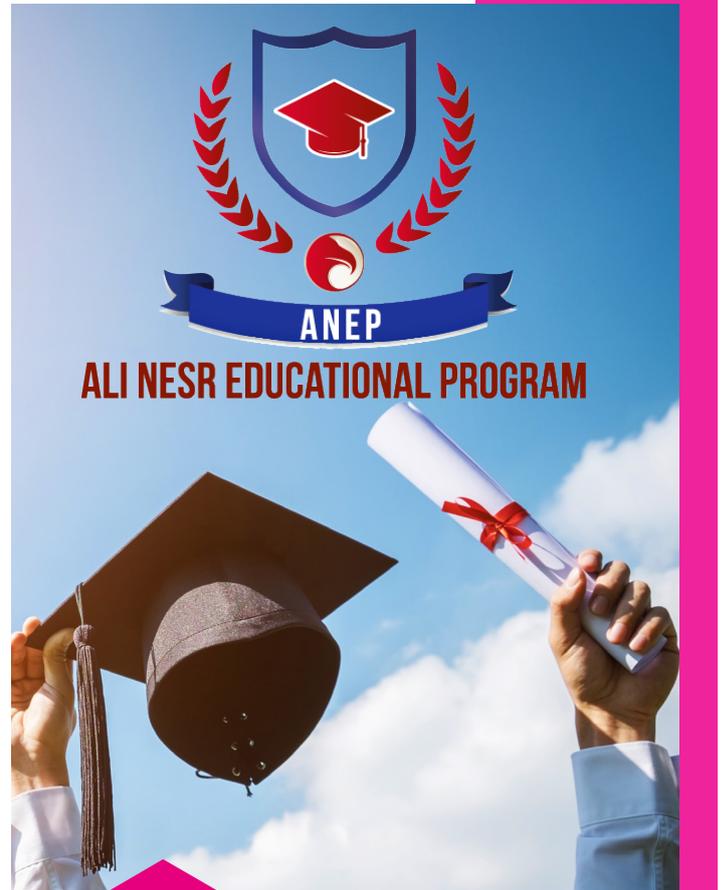
Webcor is proud to provide annual university scholarships for employees' children through the Ali Nesr Educational program (ANEP), an association established by Mr. Ali Nehme Nesr, the Founder and chairman of Webcor Group, to support the higher education of the distinguished children of our employees. The program offers high academic performers among the sons and daughters of Webcor's employees a chance to pursue an undergraduate degree at prestigious institutions by providing them with full scholarships to support their goals.

We also provide guidance and support to our students throughout their 4-year scholarship program by assigning mentors and advisors to help them successfully navigate and make the most of their college experience.

Our scholarships are granted annually, and the ANEP committee selects candidates. The Committee oversees the students' performance and reassesses the grant for the following years according to students' academic performance.

All students undertake a yearly summer internship program to allow them to develop their technical skills. During their internship, students are mentored and trained by Webcor employees.

ANEP	Granted Scholarships	No. Students Graduated	Total Active Scholarships
2019	12	2	32
2020	12	1	42



51 SCHOLARSHIPS GRANTED SINCE 2016

A CULTURE OF DIVERSITY AND INCLUSION

We believe that a culture focused on diversity and inclusion is the key driver of creativity and innovation. We strive to build products by including perspectives from all backgrounds. We support all employees' recruitment, retention, and advancement irrespective of age, marital status, ethnic origin, gender, sexual orientation, nationality, religion, or disability.

Webcor supports all employees across the full spectrum of diversity and strives to create an ecosystem where we can all rally together to make an impact.

USING NEW COMMUNICATIONS CHANNELS TO CELEBRATE DIVERSITY AND INCLUSION

With the launch of our Intranet and internal newsletter, we added two powerful channels to convey a message of belonging, allowing everyone to have a seat at the table, no matter where they are in the globe. We are connecting people of all experiences and backgrounds, allowing us to collaborate at new heights.



Celebrating Diversity - Dubai, UAE, February 2020



The following principles articulate the guidelines for the new communication strategy, based on a more conscious culture and interconnection:



All Different, All Equal

We become better people and more powerful as a Group when we respect and value what makes us so special: our unique, personal differences.



Mind Wide Open

We foster a culture of open-minded individuals that show a desire to connect and are ready to listen to new ideas from everywhere and anywhere, whatever the background of the person or whichever team came up with it.



Inspire and Be Inspired

We care for our people, our communities, and the world we share. Place your heart in everything you do. Be considerate to others; be an inspiration.



Dare to Be Bold

Whatever your position is in the Group, show leadership and courage when it comes to innovating.

WORKFORCE SNAPSHOT 2020

- 30 Nationalities
- 88% Local workforce
- Ethnicity, Male/Female new hires
- Female Managerial Position 11%

8 DECENT WORK AND ECONOMIC GROWTH



FAIR EVALUATION, COMPENSATION, AND BENEFITS

Webcor applies a standard evaluation system. Our employees receive an annual performance evaluation, during which their performance is evaluated, and key strengths and challenges are identified. The performance reviews assess employees' potential for promotions and bonuses and help identify individual professional training and development needs.

In 2021 all of Webcor's permanent employees received regular performance and career development reviews.

HEALTH BENEFITS

We closely abide by local labor and social security laws, which govern employees' retirement benefits, disability, and individuality coverage:

- Private health insurance to all our local employees in Angola (2,658 employees) ;
- Life and disability insurance to all our expats in Angola (210), Dubai employees (50), and employees in our Switzerland office (14);
- Besides national social security, employees in our Beirut office also benefit from life, personal, accident, and health insurance;



OUR COMMUNITIES



OUR COMMUNITIES



TOGETHER, GIVING BACK

TOGETHER, GIVING BACK

We believe that being involved with and serving our community is a vital part of our mission. We partner with local charities to help those in need, and join efforts to help build more resilient and sustainable communities.

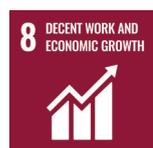
OUR COMMITMENTS



2 ZERO HUNGER
Food is a fundamental need in life. The ability for people to feed themselves is a fundamental human right to which we are committed.



3 GOOD HEALTH AND WELL-BEING
We are committed to enhancing the welfare of key stakeholders in our business, including the communities we live and work. We actively engage our employees to participate in several initiatives to educate and raise awareness on good health and nutrition.



8 DECENT WORK AND ECONOMIC GROWTH
We are committed to having a pivotal role in supporting local farmers, providing not only products but complete service. To close our cycle, we also pledge to source fresh products locally.



10 REDUCED INEQUALITIES
Additionally, our strategy involves developing more local production units that will create jobs and make food more accessible and affordable to all.



17 PARTNERSHIPS FOR THE GOALS
To better address global and local societal issues, we partner with local NGOs to support and develop initiatives to meet our more sustainable and resilient future goals.



EMERGENCY RESPONSE AND DISASTER RELIEF



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



SUPPORTING UNDERPRIVILEGED FAMILIES AND CHILDREN

The COVID – 19 Pandemic profoundly affected our communities, as millions of people have lost their jobs putting them at increased risk of hunger. To respond to this emergency crisis, we activated emergency funds that allowed us to distribute over **160 tons of food** to several NGO's we support under our **Action Against Hunger** initiative.



Emergency Response – Food Donations Angolissar, Luanda, Angola, May 2020



Ora invest in-kind donations, Luanda, Angola, December 2020



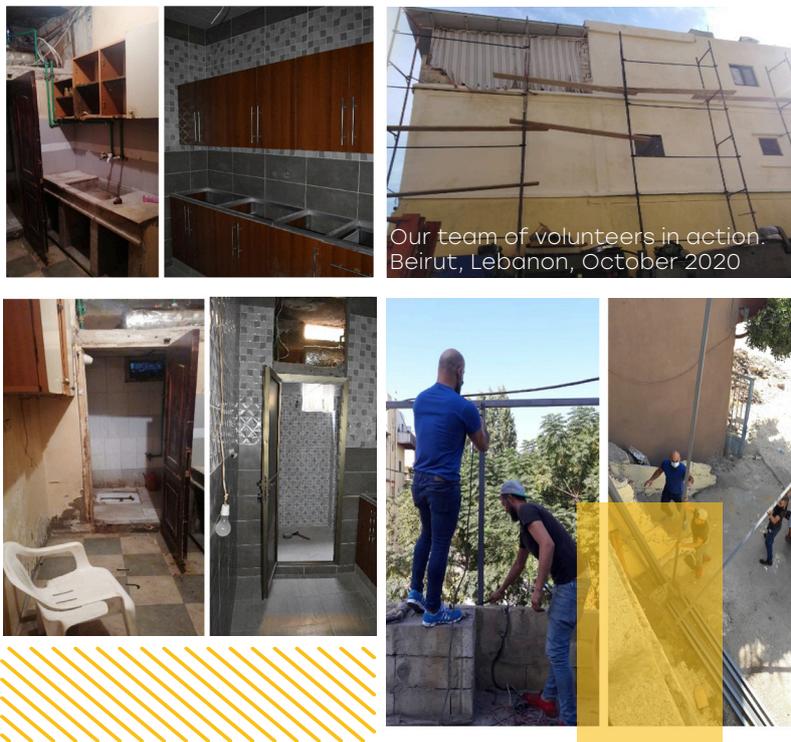
Imex donating water tanks at the Provincial Government in Luanda, Angola, May 2020



BEIRUT EMERGENCY RESPONSE

In August, our Lebanese community, already in a dire condition amidst a political, social, and financial crisis, was severely hit by what became known as the Beirut Blast. As a response, Webcor launched the “Engage to Rebuild” initiative

Our employees volunteered to conduct an on-ground exploration of damages and identified families we will support through this initiative. Webcor’s team members are working alongside local contractors to help these families in restoring their homes.



Our team of volunteers in action. Beirut, Lebanon, October 2020

SUPPORTING HEALTH FRONT-LINE WORKERS AND LOCAL AUTHORITIES

Early on, one of our first steps was to ensure that health and local authorities’ workers had priority in our retail stores and warehouses worldwide.

Our Procurement Team worked together to source and purchased a full container of PPEs to be given to local public hospitals in Angola when these materials were scarce.

“We are no longer just sourcing food to feed a country. We are now saving lives.”

Azzam Fakh
Logistics

RAISING AWARENESS

Since the beginning of March, our teams on the ground distributed informative literature about Coronavirus to warehouse customers to raise awareness and teach them how to protect themselves and prevent the virus’s spread.

We knew how important information could make a difference, even before the virus reached Angola. We were all running against time.

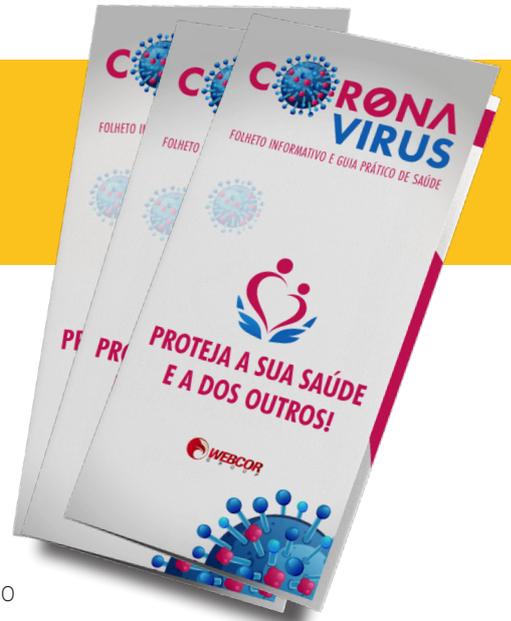
We created posters about protective measures, distributed informative leaflets, and established priority services for people with disabilities, pregnant women, or women with small children and the elderly.



We were also pioneers in establishing social distancing rules, both inside and outside our premises, and enforcing hand sanitization at all our points of sale.



Ensuring safety precautions in all our premises, Angola, April 2020



Informative leaflet distributed to costumers and neighboring communities in Angola, April 2020

LUZ BANCO ALIMENTAR

Continued our longtime partnership with LBA to support its mission to ending hunger in Angola. Luz Banco Alimentar (LBA) is a non-profit organization co-founded in 2016 by our CSR Manager and a group of people to fight hunger in Angola by establishing partnerships with local entities. LBA aims to eradicate hunger by providing food for the needy who cannot work, promoting capacity building for the underprivileged, preventing food waste, and developing nutritional awareness.

Sister company, AngoAlissar, is a strategic partner of LBA. It supports the NGO by donating a warehouse facility and ensuring food boxes' delivery every month to several local NGOs. Webcor also supports LBA by providing volunteers and assistance.



LBA food collection at Intermarket, December 2020






IN 2020, LBA DISTRIBUTED OVER 1.800KG OF FOOD







ANGOALISSAR
O Seu Mundo Alimentar

www.angoalissar.com



LBA and Angoalissar's Christmas Donations at Missão Evangelista e do Espírito Santo de Angola, Luanda, Angola, December 2020

PROUD IN PINK

In October, we held our #ProudinPink campaign, a global effort to raise awareness on breast cancer about early identification, signs, and symptoms of this disease. Webcor asked all employees to wear pink on the 29th of October and donate to the Cancer Association of Angola to support their mission of prevention and early detection of breast cancer amongst underprivileged Angolan women. We doubled the impact of our employees' donations by price, matching a dollar for- dollar.



3 GOOD HEALTH AND WELL-BEING

17 PARTNERSHIPS FOR THE GOALS



SUPPORTING LOCAL FARMERS

Supporting local farmers helps to build the local economy. While the number of medium-size farms is rising in Angola, increased smallholder productivity will be the most significant growth driver.

Since its conception, Vera Nova's goal has been to have a pivotal role in supporting local farmers, providing products and complete service.

Fertilizers and seeds are carefully sourced all over the world, focusing on quality first. The response of other inputs in crop production depends on the seed material used. As per fertilizers, they improve the quality of soil health, which, in turn, will help produce quality food, and its intake of micronutrients can accelerate Angola's efforts towards ending malnutrition.

With a team of highly-skilled agronomists, the Company works directly with the farmers through the lifecycle - from inception to extraction and within - as it is essential to ensure the transfer of knowledge and training takes place while collectively building a seasonal plan for the crops, ensuring crop quality and business profitability for farmers.



LOCAL SOURCING

Local businesses are the foundation for economic security, and supporting local businesses and farms today ensures that there will be local businesses and farms to support tomorrow's entrepreneurs and farmers.

<p>2 ZERO HUNGER</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>
<p>10 REDUCED INEQUALITIES</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>

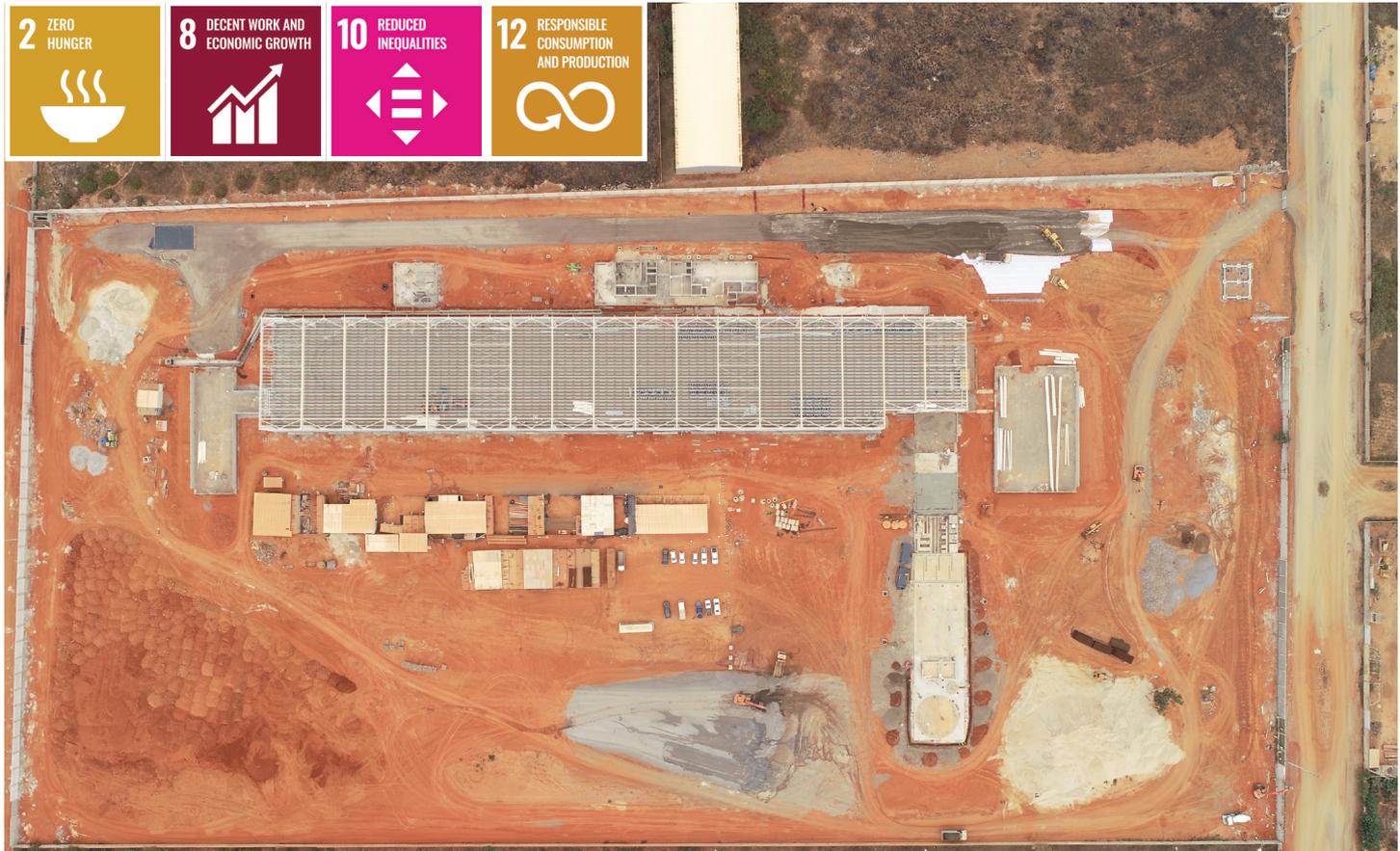
IN 2020 WE INCREASED OUR LOCAL PURCHASES BY 10% COMPARING TO THE PREVIOUS YEAR

INVESTING IN LOCAL PRODUCTION FACILITIES

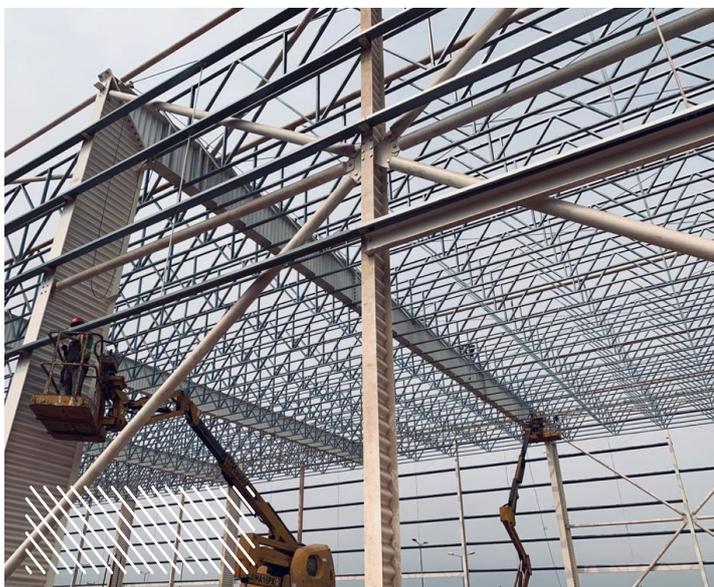
Unlocking the next wave of business innovation and growth is only possible by centering our strategy on creating shared value.

In 2020, we invested over **100 million USD** in reinforcing local production infrastructures and signed new alliances that will generate thousands of jobs and positively contribute to a more diverse and resilient economy across the region.

Local production reduces costs and enables Webcor to deliver a product much closer to consumers' expectations regarding prices and without compromising quality.



Construction site - Dulceria Nacional, the Factory of Cookies, Biscuits, and Confectionery, a partnership between Webcor and Arcor, which will be located at the Industrial Development Pole in Viana and will create 70 direct jobs in its operation phase. **Viana, Angola**, September 2020



Construction site - Grandes Moagens de Angola. The new flour mill will significantly impact the region with a production capacity of 600 tons/day and a storage capacity of 68.000 tons and will be fully operational by 2021. **Lobito, Angola**, September 2020



OUR ENVIRONMENT



ENVIRONMENT



CARING FOR EARTH AND ITS NATURAL RESOURCES

At Webcor, we recognize that global environmental protection and sustainable development are a major challenge faced by the world. We all need to take action and move towards a lower-carbon future.

OUR COMMITMENTS

13 CLIMATE ACTION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

The Group is committed to protecting the environment and respecting our planet. We aim to manage and minimize our impact on the ground across all our operations to ensure that we grow sustainably and not at the expense of future generations.

We communicate key environmental issues and solutions so that our team members and our communities can make well-informed decisions about the environmental impact of all aspects of our business and their own actions.

To reduce our carbon footprint, continuously modernizing our facilities with energy-efficient electronics, lighting systems, and technologies wherever and whenever possible.



OUR GUIDING PRINCIPLES



THE 5 R'S

REFUSE

Refuse everything we can reduce, re-use, or substitute with an eco-friendly option.

REDUCE

Reduce all forms of consumption and take better care of our natural resources.

RE-USE

Ensure that we give a prolonged life to all sorts of materials by re-using when possible.

RECYCLE

Efficiently recycle all sorts of materials.

RETHINK

Promote innovative ideas to re-use materials.

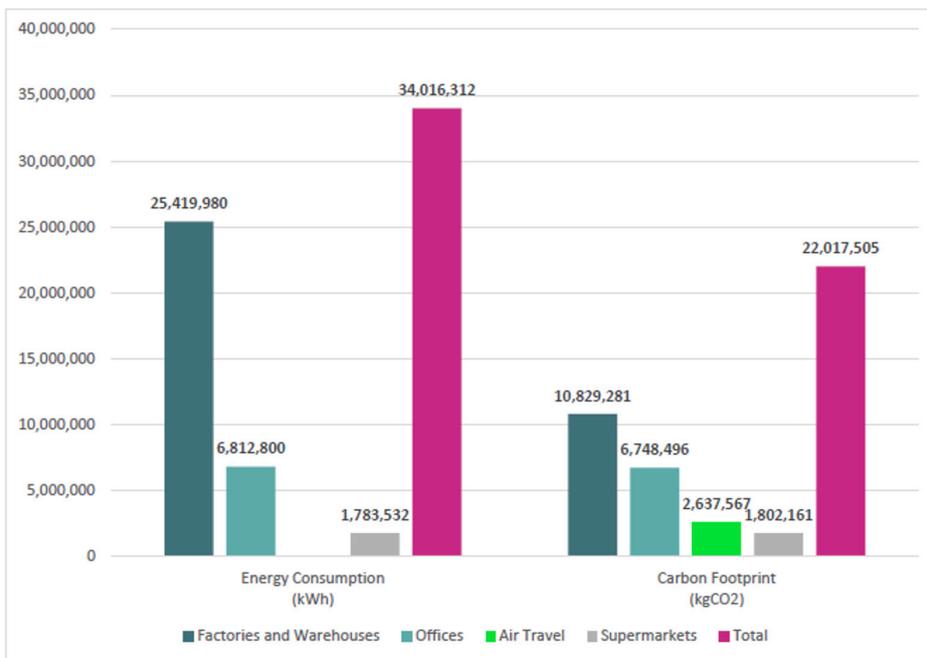


REDUCING CARBON EMISSIONS

Energy consumption is a principal source of human-caused greenhouse gas emissions. To drive progress in reducing our energy use and greenhouse gas emissions, we conducted an audit of all nineteen of Webcor’s largest facilities , with GRFN, a Dubai based independent multi-disciplinary consultancy that delivers energy-saving and sustainable engineering and design solutions.

ANNUAL ENERGY CONSUMPTION AND CARBON FOOTPRINT BREAKDOWN

The total annual carbon footprint for these premises stands at 22 million kgCO₂; with 2.64 million kgCO₂ resulting from the air travel and 19.36 million emitted by the buildings/facilities.



Buildings’ Emissions

19.36M
kgCO₂

Air Travel Emissions

2.64M
kgCO₂

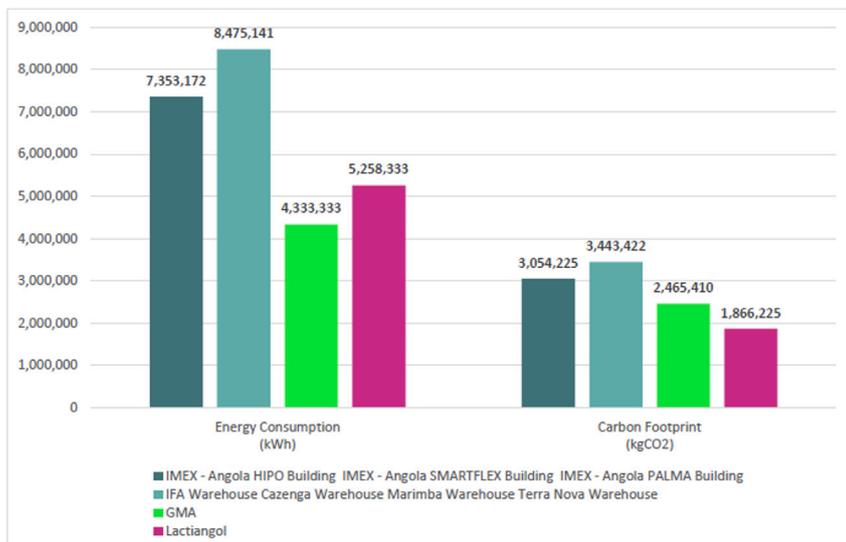
TOTAL EMISSIONS

22M
kgCO₂

FACTORIES AND WAREHOUSES - ENERGY CONSUMPTION

Out of Webcor’s 19 facilities that were audited , 9 were factories and 10 were warehouses. Total energy consumption for Webcor’s factories and warehouses is 25,420 MWh corresponding to a carbon footprint of 10.83 million kgCO₂.

The highest energy consumed is by IFA Warehouse, Cazenga Warehouse, Marimba Warehouse, and Terra Nova Warehouse altogether at an annual consumption of 8,475 MWh with an associated carbon footprint of 3.44 million kgCO₂. The lowest energy consuming facility is GMA at an annual consumed energy of 4,333 MWh with a carbon footprint of 2.46 million kgCO₂, while Lactiangol has the lowest carbon footprint at only 1.86 million kgCO₂.



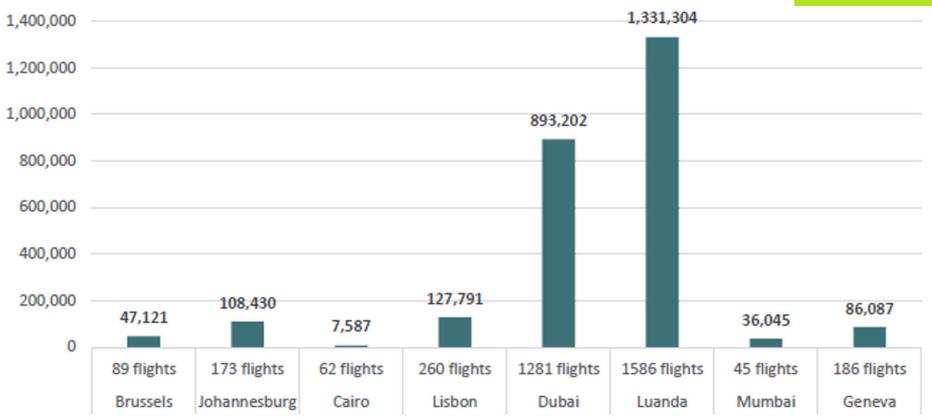
FACTORIES AND WAREHOUSES - ENERGY CONSUMPTION

Lebanon	Annual Energy Consumption 112,936 kWh/year	Carbon Footprint 86,514 kgCO2
Dubai	Energy Consumption 141,797 kWh/year	Carbon Footprint 63,809 kgCO2
Geneva	Annual Energy Consumption 54,557 kWh/year	Carbon Footprint 26,734 kgCO2
Luanda	Annual Energy Consumption 6,503 MWh/year	Carbon Footprint 6.57M kgCO2



AIR TRAVEL EMISSIONS

Air travel was classified into 8 main cities with different routes in between; Brussels, Johannesburg, Cairo, Lisbon, Dubai, Luanda, Mumbai, and Geneva with a total of 3,682 flights in 2019 leading to a total emission of 2.64 million kgCO2. Luanda has the highest emissions in 2019 at 1.33 million kgCO2 with a total number of flights equals 1,586 flights, while the least was associated with Cairo at only 7,587 kgCO2 with a total number of flights equals 62 flights.



** Flights emissions were calculated as per the ICAO (International Civil Aviation Organization) carbon emissions calculator which depends mainly on estimating the aircraft fuel burn and then calculating the passengers' fuel burn and based on the no. of seats occupied, the kgCO2 per passenger is calculated based on the below equation:

$$kgCO_2 \text{ emissions per passenger} = \frac{\text{Passenger's fuel burn} \times 3.16}{\text{Seats Occupied}}$$



REDUCTION IN WATER

Water is essential at various lifecycle stages of our products. Water is used as a raw material for products, production and packaging, and equipment cleaning in our direct operations. We mainly focus on reducing water consumption as raw materials and cleaning production equipment and packaging lines in our Industry Units.

We are determined to reduce water consumption to a minimum without affecting product quality and continuously invest in technologically advanced equipment to achieve this goal.

INDUSTRY – WATER CONSUMPTION

Company	Location	Type	Resource	Unit	Quantity	Ref. 2019
IMEX	ANGOLA	Industry	Water	m3	207,8	147.20
GMA	ANGOLA	Industry	Water	m3	14,500.00	18,315.00
LACTIANGOL	ANGOLA	Industry	Water	m3	31,895.00	35,439.00
Total					46,395.00	53,901.20



REDUCTION WASTE- TO- LANDFILL

CLEANER PRODUCTION

We keep waste out of landfills using a variety of different recycling and re-purposing measures. We reduce waste emissions by boosting yield in our production process and increasing our waste materials' recycling rate.

INDUSTRY - RECYCLING

Company	Location	Type	Resource	Unit	Quantity	Ref. 2019
GMA	Angola	Industry	Plastic	KG	13,860.00	18,200.00
IMEX	Angola	Industry	Plastic	KG	45,176.00	15,130.87
Total					45,176.00	15,130.87



INDUSTRY – WASTE TO LANDFILL

Company	Location	Type	Resource	Unit	Quantity	Ref. 2019
IMEX	Angola	Industry	Packing Material	KG	14,575	20,250
LACTIANGOL	Angola	Industry	Packing Material	KG	112,720	150,000
Total					112,720.00	150,000.00



-25%
DECREASED WASTE TO LANDFILL

ENVIRONMENT AWARENESS CAMPAIGNS

We will use a more circular approach in designing packaging for our products that can be recycled and re-used since end-consumers have a big part to play in circular economy management.

We also conducted campaigns to help with educating our communities about recycling:



DON'T WASTE, CREATE

Webcor's CSR and Marketing department launched the "Don't waste, create" campaign, inviting consumers and local artists in Angola to create art or useful items using recycled materials only. This project was designed to create more consciousness amongst the public about resources, recycling, and avoiding waste. Through the campaign, we helped promote and empower local talent in Angola.



Don't Waste Create winner, Eduardo Vueza, collecting his prize at AngoAlissar Head Office, Luanda, Angola, June 2020

BELA VIDA SAVES THE WORLD

Continuing our mission of empowering our communities to make greener choices, reduce their negative impact, and preserve our planet's well-being, Webcor invited the community to develop ideas of re-using our powder milk cans.

Our Bela Vida brand sponsored this initiative that ran exclusively on AngoAlissar's social media platforms, with an overwhelming response.



ENGAGING OUR PEOPLE IN OUR SUSTAINABILITY JOURNEY

- G**enerate less waste
- R**ecycle everything that cannot be reused
- E**ducate our people and community on eco-friendly solutions
- E**valuate the environmental impact of our actions
- N**ourish our planet and promote actions to give back to nature

We want to create powerful sustainability advocates and agents of change for our programs and initiatives, by harnessing the energy, passion, talents of our employees.

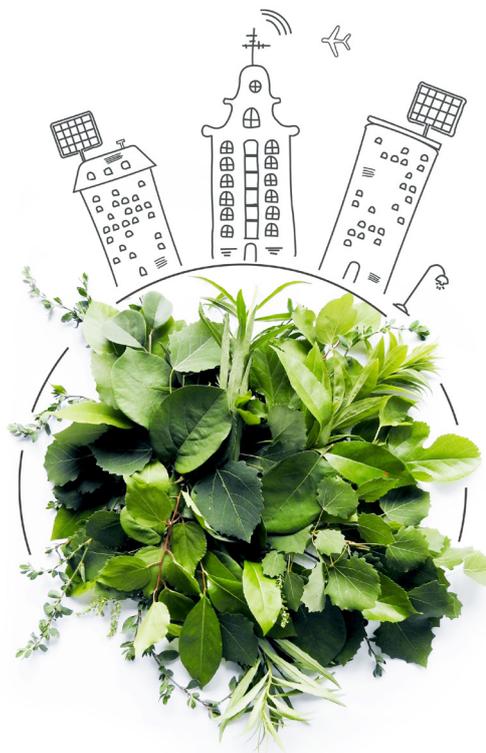


We believe in the power of collective action, and we understand that individuals can best tackle climate change when working together.

We aspire to become a sustainable company through leadership commitment, multiple stakeholder engagement, and a greener value chain approach. We count on the expertise, dedication, and passion of our employees to achieve our goals.

Waste reduction is a prime example of an area where education is essential. Our waste programs' success relies on our employees' knowledge of how to sort waste.

In December 2019, we launched The Green Team who continuously provide tangible solutions for a successful sustainable journey and champions environmental programs at the workplace. The Green Team created both "Don't waste, create" and "Bela Vida Saves the World" campaigns, from concept and design to execution.



THINK BEFORE YOU PRINT

REDUCE PAPER USE

We have significantly reduced harmful emissions from printed materials and paper consumption since 2014. We continuously raise awareness on ways to reduce paper consumption, we continue to digitize reports, forms, invoices and other documents.

The below tables show the total paper consumption patterns at our offices.



- ♻️ Share documents electronically
- ♻️ Use double-sided printing
- ♻️ Use the blank paper sides already used for draft printing
- ♻️ Print more words on each page
- ♻️ Reduce the number of pages using small fonts in large documents



CORPORATE OFFICES - CONSUMPTIONS

Company	Location	Type	Resource	Unit	Qt 2020	Qt 2019
Webcor	Dubai	Corporate Office	Paper	KG	701.55	982.17
Webcor	Geneva	Corporate Office	Paper	KG	213.75	495
Webcor	Beirut	Corporate Office	Paper	KG	460	660.00
Total					1375.3	2137.17



-36%
CONSUMPTION
667.4
GHG EMISSIONS
SAVED

CORPORATE OFFICES - RECYCLING

Company	Location	Type	Resource	Unit	Recycling
Webcor	Dubai	Corporate Office	Paper	KG	258.00
Webcor	Geneva	Corporate Office	Paper	KG	213.75
Webcor	Beirut	Corporate Office	Paper	KG	2,300.00
Total					2771.75



50.4%
RECYCLING RATE
2428.1
GHG EMISSIONS
SAVED

SUSTAINABLE DEVELOPMENT GOALS

PERFORMANCE AND MILESTONES



MILESTONES

PERFORMANCE





Policy/Indicator

- Ensure access by all people, particularly the poor and most vulnerable, to safe, nutritious, and affordable food.

Achievements 2020

- Launched several single-serve products;
- Covid-19 Emergency response – massive food donations to the communities where we serve.

Targets 2021

- Continue our support to several food banks and charitable institutions;
- Produce and source more products locally.



Policy/Indicator

- Promote good physical and mental health for our employees and our communities.

Achievements 2020

- Year-round advocacy for a healthy lifestyle and work-life balance during the pandemic;
- Informative literature for employees and communities to help stop the virus spread;
- Massive covid testing in more affected locations, or once a case was detected;
- Massive PPE distribution among employees in Angola;
- Pink October – raise awareness about breast cancer and fundraising;
- Mental Health Month – awareness sessions and a webinar focused on men's mental health

Targets 2021

- Support and encourage our employees to lead happier and healthier lives;
- Continue our support to health institutions to raise awareness about preventable diseases.



Policy/Indicator

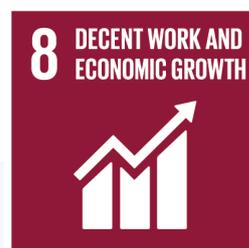
- Ensure opportunities for learning and development.

Achievements 2020

- In 2020, around 200 employees took part in a training or continuous learning program;
- We have 42 students benefiting from the ANEP scholarship.

Targets 2021

- Continue our scholarship program to ensure more young people have access to quality education;
- Continue to provide several learning opportunities in Angolissar' 's Academy.



Policy/Indicator

- Promote development-oriented policies in a safe working environment that supports productive activities, decent job creation, entrepreneurship, creativity, and innovation, for all men and women;
- Protect human and labour rights.

Achievements 2020

- Conducted the annual performance evaluation for all employees;
- Health and safety workshops were conducted in all locations as part of our annual plan;
- The Group had -68% of work accidents reported comparing to 2019, surpassing our goal of achieving -20%, and maintained Zero Fatalities at work.

Targets 2021

- Continuously improve our work environment and make it as safe and secure as possible;
- Several investments in local production will boost economic growth and job creation in Angola by 2021.

13 CLIMATE ACTION



Policy/Indicator

- Integrate climate change measures into policies, strategies, and planning;
- Improve education, awareness-raising, and increase human and institutional capacity on climate change and impact reduction.

Achievements 2020

- Conducted an audit on all Webcor's assets on consumptions and carbon emissions;
- Reduced all measured consumptions in industry and corporate offices, surpassing the targets established for 2020;
- We conducted two campaigns to raise awareness of climate change and encourage re-usage in the communities.

Targets 2021

- Continue to communicate with colleagues and communities to engage in a more sustainable future for all;
- Promote recycling and on-site treatment of water and waste that cannot be avoided or re-used locally.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Policy/Indicator

- Continuously strive to strengthen the corporate governance system;
- Strong commitment to fight any form of corruption, bribery, and fraud;
- Continue to make reasonable efforts to ensure that operations, products, or business relationships do not cause adverse human rights impacts.

Achievements 2020

- Provided training and messages on ethics and compliance via e-mail, newsletter, and the Intranet;
- Speak up relaunch campaign;
- Opening a new communication channel for anonymous feedback (Intranet).;

Targets 2021

- Continue to improve our reporting mechanisms;
- Benchmark markets and industry trends to ensure the Group complies with best practices.

17 PARTNERSHIPS FOR THE GOALS



Policy/Indicator

- Build multi-stakeholder partnerships to mobilize and share knowledge and financial resources that will allow us to achieve the SDGs.

Achievements 2020

- Several activities were held in collaboration with NGOs as part of our Emergency Response efforts.

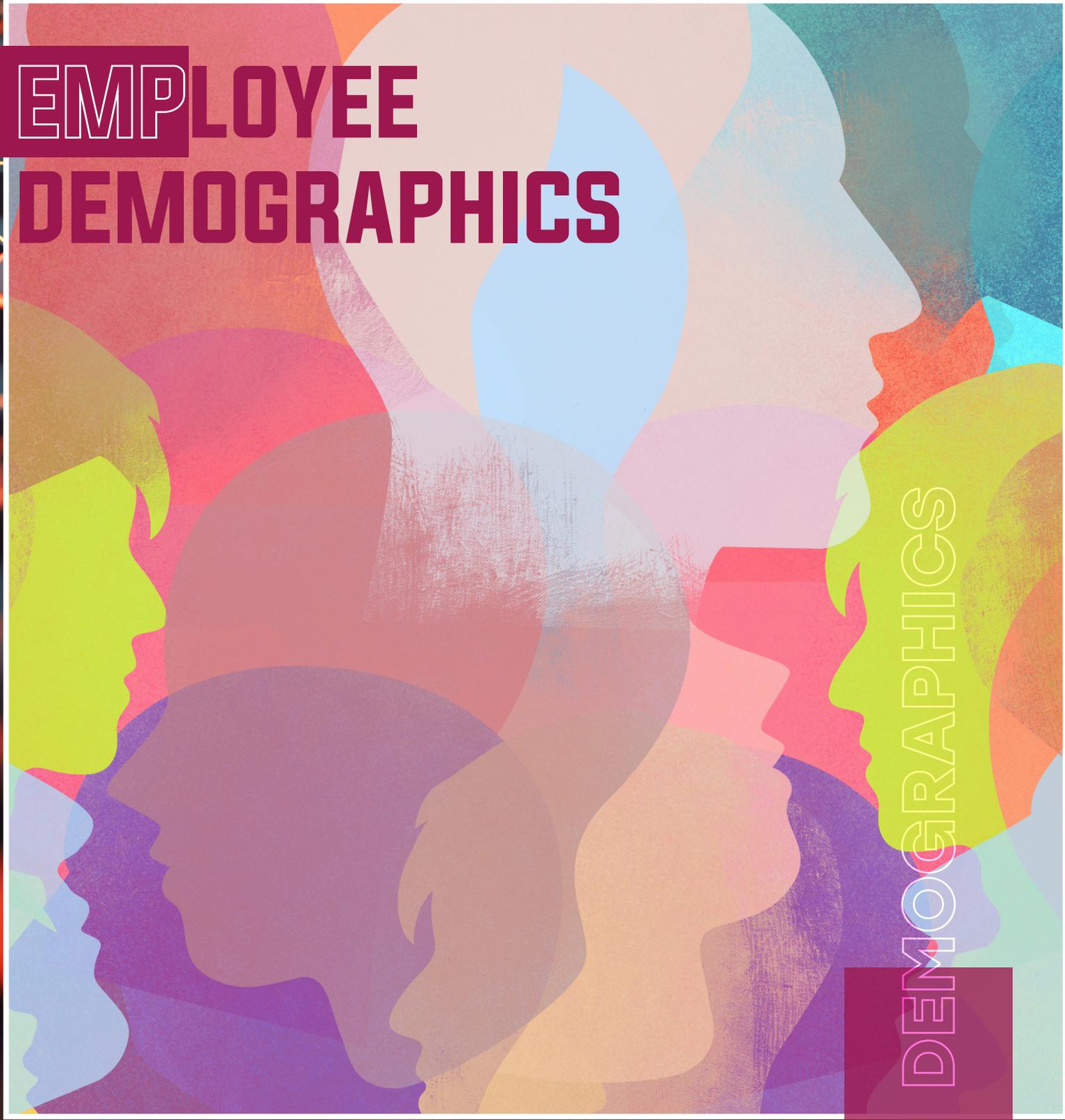
Targets 2021

- Continuous shareholder commitment to achieve the SDGs





EMPLOYEE DEMOGRAPHICS



DEMOGRAPHICS



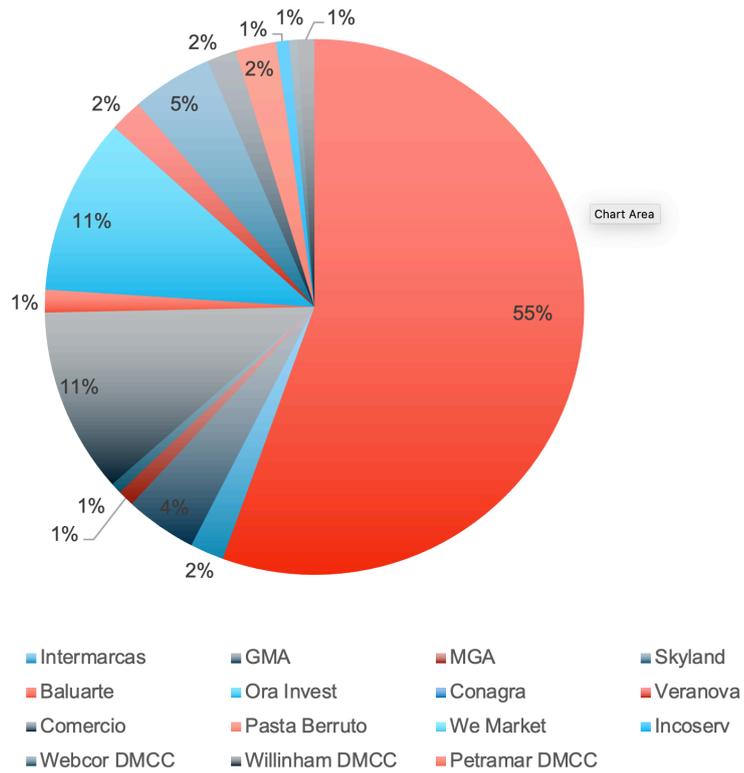
EMPLOYEE DEMOGRAPHICS

Entities / Regions	Country	Number of Employees - December 2019	Number of Employees - December 2020	Workforce Increase Rate 2020	Left employees during 2020	Employee Retention Rate 2020	Number of Male Employees	Number of Female Employees	Number of Male Employees (%)	Number of Female Employees (%)	Number of Expatriated Employees	Number of Nationals	Number of Expatriated Employees (%)	Number of Nationals (%)
Angoalissar	Angola	1900	1703	-10%	184	80%	1198	505	70%	30%	128	1575	8%	92%
Intermarcas	Angola	90	62	-31%	9	59%	46	16	74%	26%	4	58	6%	94%
GMA	Angola	131	132	1%	8	95%	113	19	86%	14%	14	118	11%	89%
MGA	Angola	31	30	-3%	11	61%	23	7	77%	23%	3	27	10%	90%
Skyland	Angola	20	20	0%	1	95%	13	7	65%	35%	6	14	30%	70%
Imex	Angola	249	343	38%	11	133%	293	50	85%	15%	24	319	7%	93%
Baluarte	Angola	33	42	27%	14	85%	39	3	93%	7%	3	39	7%	93%
Ora Invest	Angola	362	327	-10%	21	85%	164	163	50%	50%	14	313	4%	96%
Veranova	Angola	52	60	15%	15	87%	36	24	60%	40%	11	49	18%	82%
Lactiangol	Angola	155	149	-4%	15	86%	107	42	72%	28%	3	146	2%	98%
Comercio	Mozambique	53	54	2%	0	102%	42	12	78%	22%	3	51	6%	94%
Pasta Berruto	Italy	72	75	4%	7	94%	43	32	57%	43%	75	0	100%	0%
Incoserv	Lebanon	29	23	-21%	3	69%	13	10	57%	43%	23	0	100%	0%
Webcor SA	Switzerland	21	14	-33%	9	24%	10	4	71%	29%	14	0	100%	0%
Webcor DMCC	UAE	22	16	-27%	3	59%	12	4	75%	25%	16	0	100%	0%
Willinham DMCC	UAE	31	31	0%	4	87%	23	8	74%	26%	31	0	100%	0%
Petramar DMCC	UAE	3	3	0%	0	100%	3	0	100%	0%	3	0	100%	0%
Total		3254	3084	-52%	315	-----	2178	906	-----	-----	375	2709	-----	-----

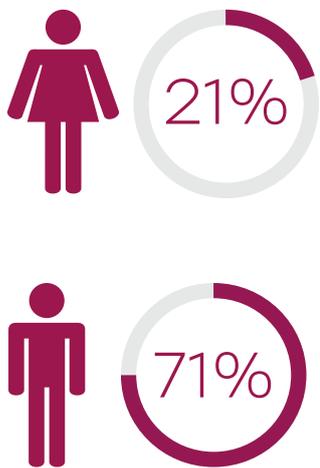
EMPLOYEE DISTRIBUTION BY COMPANY

Entities / Regions	Country	2019	2020	2020(%)
Angoalissar	Angola	1900	1703	55%
Intermarcas	Angola	90	62	2%
GMA	Angola	131	132	4%
MGA	Angola	31	30	1%
Skyland	Angola	20	20	1%
Imex	Angola	249	343	11%
Baluarte	Angola	33	42	1%
Ora Invest	Angola	362	327	11%
Veranova	Angola	52	60	2%
Lactiangol	Angola	155	149	5%
Comercio	Mozambique	53	54	2%
Pasta Berruto	Italy	75	75	2%
Incoserv	Lebanon	29	23	1%
Webcor SA	Switzerland	21	14	
Webcor DMCC	UAE	22	16	1%
Willinham DMCC	UAE	31	31	1%
Petramar DMCC	UAE	3	3	
Total		3257	3084	

Overall Employee Distribution by Company 2020



EMPLOYEE DISTRIBUTION – BY GENDER AND NATIONALITY



WEBCOR IS HOME TO:

30

DIFFERENT NATIONALITIES



WEBCOR GROUP GROWING TOGETHER

2020 WEBCOR GROUP CSR IMPACT REPORT

**CORPORATE
SOCIAL
RESPONSIBILITY**

Impact Report 2020

2020

GROWING
TOGETHER



www.webcorgroup.com