

# **Fostering Employee *Diversity & Inclusion***



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## OUR COMMITMENT

is to provide quality employment and decent working conditions for people of all backgrounds

### Management Approach

Providing decent and inclusive work has been embedded in INDEVCO for over six decades. The industrial manufacturing industry is male-dominated; however, INDEVCO identifies economic inclusion, employment and engagement of people with disabilities and women as an important material topic, with boundaries extending from our HR and operations to universities, educational institutions, and partner NGOs. INDEVCO and member companies leverage on the education and value that both groups can offer. In 2018, INDEVCO reevaluated and improved its approach to hiring people with disabilities, as well as enhanced efforts to support work-life balance for working mothers.

### Context

In recent years, the Lebanese and Saudi Arabian governments have introduced legislation and focused on economic inclusion and rights of persons with disabilities to work in the private sector. In 2018, Lebanese Ministry of Labor communicated the enforcement of Law 220 / 2000 on the Rights of Disabled Persons, following the national Shura Council final decision in 2017. <sup>[1]</sup> Saudi Vision 2030, meanwhile, set a major objective for equal opportunities, calling for lifelong talent development and job opportunities for people with disabilities and women. <sup>[2]</sup>

Lebanon and Saudi Arabia both ranked among the lowest countries in the Global Gender Gap, 140 and 141 respectively out of 149 surveyed countries. Based on the pace of improvement in closing this gap over the years, the World Economic Forum estimates that it would take an additional 153 years in the Middle East and North Africa to close the gender parity. Strong and aggressive support from policy-makers and private companies can accelerate closing the gap. In 2018, Lebanon's performance remained unchanged, while Saudi Arabia witnessed some improvements in wage equality and women's labor force participation. <sup>[3]</sup>

## OUTCOMES

### Supporting Persons with Disabilities

*Egypt, Lebanon, Saudi Arabia*

In 2018, INDEVCO Chairman & CEO endorsed the implementation of Law 220/2000, which takes effect in October 2019, governing the rights of disabled persons. INDEVCO evaluated existing operations and set targets across Egypt, Lebanon, and Saudi Arabia to reach national quotas for employment of people with disabilities. The group is also assisting existing employees attain or renew expired social affairs cards.

#### Recruiting People with Special Needs

INDEVCO Human Resources & Organizational Development (HROD) Department partnered with Lebanese NGO, ProAble, to use its online recruitment platform to screen qualified candidates with disabilities for our workforce in Lebanon. Our Recruitment Unit selects candidates based on required job competencies, including physical and mental requirements related to safety and operations in a manufacturing environment.

## IMPACT

**Employed ~ 170 Persons**

with disabilities in Egypt, Lebanon, and Saudi Arabia  
(95% male, 5% female)



**Trained 30% of INDEVCO Employees with Disabilities**

in Egypt, Lebanon, and Saudi Arabia



#### TRAINING COURSES TAKEN BY PEOPLE WITH DISABILITIES

##### Personal Development Courses

Communication Skills  
English Beginners - Part One  
Industrial English  
Team Building

##### Quality & Operations Courses

British Retail Consortium (BRC) Standards for Food Safety & Quality  
Quality & ISO Standards  
Quality Assurance

##### Occupational Health & Safety Courses

5S Methodology for Workplace Housekeeping  
Emergency Response  
Fire Fighting Basics  
Heavy Equipment & Personal Safety  
Machine Operational Safety  
Sanitation and Housekeeping

Implementing Disability-Friendly Work Space






Our companies offer reserved parking, disabled access into buildings and restrooms with safe passageways, floor designations, and appropriate signage. In Lebanon, our consumer and institutional disposables manufacturing plant, Sanita, maintains a safe and secure packing section for persons with special needs at its plant in Zouk Mosbeh, while Phoenix Group facilities in Safra meet international standards for inclusive working conditions for disabled persons.

Raising Public Awareness

Sanita's Zouk Mosbeh plant is featured in ProAble's 2018 national campaign, the largest online campaign to raise awareness about the importance of fair employment of persons with disabilities in Lebanon. Sanita actively recruits persons with special needs, currently over 4% of the employee population.

In addition, INDEVCO and Sanita shared their commitment to inclusive and quality work for all during events organized by the Global Compact Network Lebanon (GCNL).

TYPES OF DISABILITIES

- Amputations 
- Down Syndrome 
- Mobility & Dexterity Impairments 
- Speech Difficulties 
- Paralysis 

CONFERENCES	FOCUS GROUP	PARTNERS
<p><b>Enhancing Diversity Within Organizations</b> 'Diversity Through Recruitment &amp; Development' Sanita August 2018</p> <p><b>Lebanon Collaboration for SDGs Event</b> 'SDG Challenge: Are You Ready to Take It?' Panel Discussion Sanita January 2018</p>	<p><b>SDG8 Decent Work &amp; Economic Growth Round Table</b> INDEVCO HROD &amp; Sanita September 2018</p> 	<p>   </p>



## Strengthening the Role of Women in the MENA Workforce

Bahrain, Egypt, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, UAE

INDEVCO employs over 600 women in the Middle East and North Africa region, including over 100 women in Saudi Arabia. In 2018, over 130 women in Lebanon and Saudi Arabia attained training for personal and skill development, health and safety, and quality and operations.

### Supporting Working Mothers in Lebanon

With a heavy emphasis on work-life balance, INDEVCO extended its Maternity Policy, so that all mothers of children up to the age of 8 are eligible to benefit from reduced working hours to balance responsibilities at home. Women still predominantly hold responsibility for the household, carrying out at least two and a half times more unpaid household and care work than men.<sup>[4]</sup>

During International Breastfeeding Week, the first week of August 2018, INDEVCO launched a breastfeeding awareness session for employees across operations in Lebanon. The Breastfeeding Fundamentals Workshop brought together 28 INDEVCO mothers and mothers-to-be on 7 August at the Reston Hotel in Jounieh. For the workshop, INDEVCO partnered with LACTICA, an NGO dedicated to normalizing and promoting breastfeeding in Lebanon. Doctors specialized in infant nutrition and lactation consultants from LACTICA highlighted scientific studies presenting

## IMPACT

**600+ Women**  
employed across MENA operations



**26%**  
of all female employees in Lebanon & Saudi Arabia received training



**100%**  
of working mothers in Lebanon with a child 8 years or younger are eligible to benefit from INDEVCO's maternity policy



real benefits of breastfeeding for babies and mothers, tips on positioning, latching, preparations, and working and breastfeeding. The initiative, organized by INDEVCO HROD and Sustainability Departments, coincides with Lebanon's 2018 national breastfeeding campaign, which emphasizes the role businesses play in supporting successful and continued breastfeeding for working mothers.



## Empowering Female Employees in Saudi Arabia

Major reforms in Saudi Arabia transformed the rights of women in the Kingdom overnight. After new legislation lifted the ban on women driving in June 2018, Napco National launched an employee benefit program to support female employees interested in obtaining a driver's license.

The initiative, which will run through until July 2019, provides women who want to attain their driver's license, regardless of nationality or position, a one-time compensation of 500 Saudi Riyals, as well as one day leave not deducted from annual leave or salary. The benefit program aims to partially compensate fees paid to attain the license and working days off needed to take driving lessons. The initiative was organized by Napco Communications Department in alignment with INDEVCO HROD Department, and INDEVCO Sustainability Department.

[See Appendix L for references.](#)



## TRAINING COURSES TAKEN BY FEMALE EMPLOYEES

### Personal Development Courses

Accountability & Change  
Accounting Principles (Advanced)  
Achieving High Performance  
Acting & Achieving  
Analytical & Critical Thinking  
Archiving Tools (Advanced)  
Brand Awareness through-  
Social Media  
Business Writing (Intro)  
Code of Ethics  
Communication Skills  
Digital Marketing Skills (Advanced)  
Emotional Intelligence  
Employee Contracting  
English (Beginner, Elementary,  
Intermediate, Industrial Levels)  
Enterprise Resources Planning (ERP)-  
Production Module  
Finance for Non-Finance Professionals  
Financial Analysis Skills (Advanced)  
High Performance Coach Academy  
High Performance Teams  
Internal Auditor  
International Trade Finance  
Lead Auditor  
Leading With Emotional Intelligence  
Microsoft Excel (Beginner & Advanced)  
Microsoft Outlook (Advanced)  
Microsoft PowerPoint (Advanced)  
Microsoft Word (Beginner)

Negotiation Skills (Advanced)  
Procurement Management Principles  
Public Relations  
Selling Skills Basics  
Social Security Regulations  
Strategic Brand Leadership-  
& Brand Transformation  
Team Building  
Technical Exhibition / Informative-  
Sessions  
Time & Stress Management  
Train the Trainer  
Wellness Awareness

### Occupational Health & Safety Courses

5S Methodology for Workplace  
Housekeeping  
Emergency Response  
Fire Fighting Basics  
Safety Awareness

### Quality & Operations Courses

Project Management Concept & Executive-  
Project Management  
Standards Awareness & Interpretation

## APPENDIX L

### Fostering Employee Diversity & Inclusion References

1. The Daily Star Newspaper (2018, July 28). Disability law implementation, at last?  
<http://www.dailystar.com.lb/News/Lebanon-News/2018/Jul-28/458205-disability-law-implementation-at-last.ashx>
2. Saudi Vision 2030 (n.a.). Thriving economy rewarding opportunities.  
<http://vision2030.gov.sa/en/node/8>
3. World Economic Forum (2018, October). The Global Gender Gap Report 2018.  
[http://www3.weforum.org/docs/WEF\\_GGGR\\_2018.pdf](http://www3.weforum.org/docs/WEF_GGGR_2018.pdf)
4. UN Women (2019, May). Gender equality starts at home: Seven tips for raising feminist kids.  
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