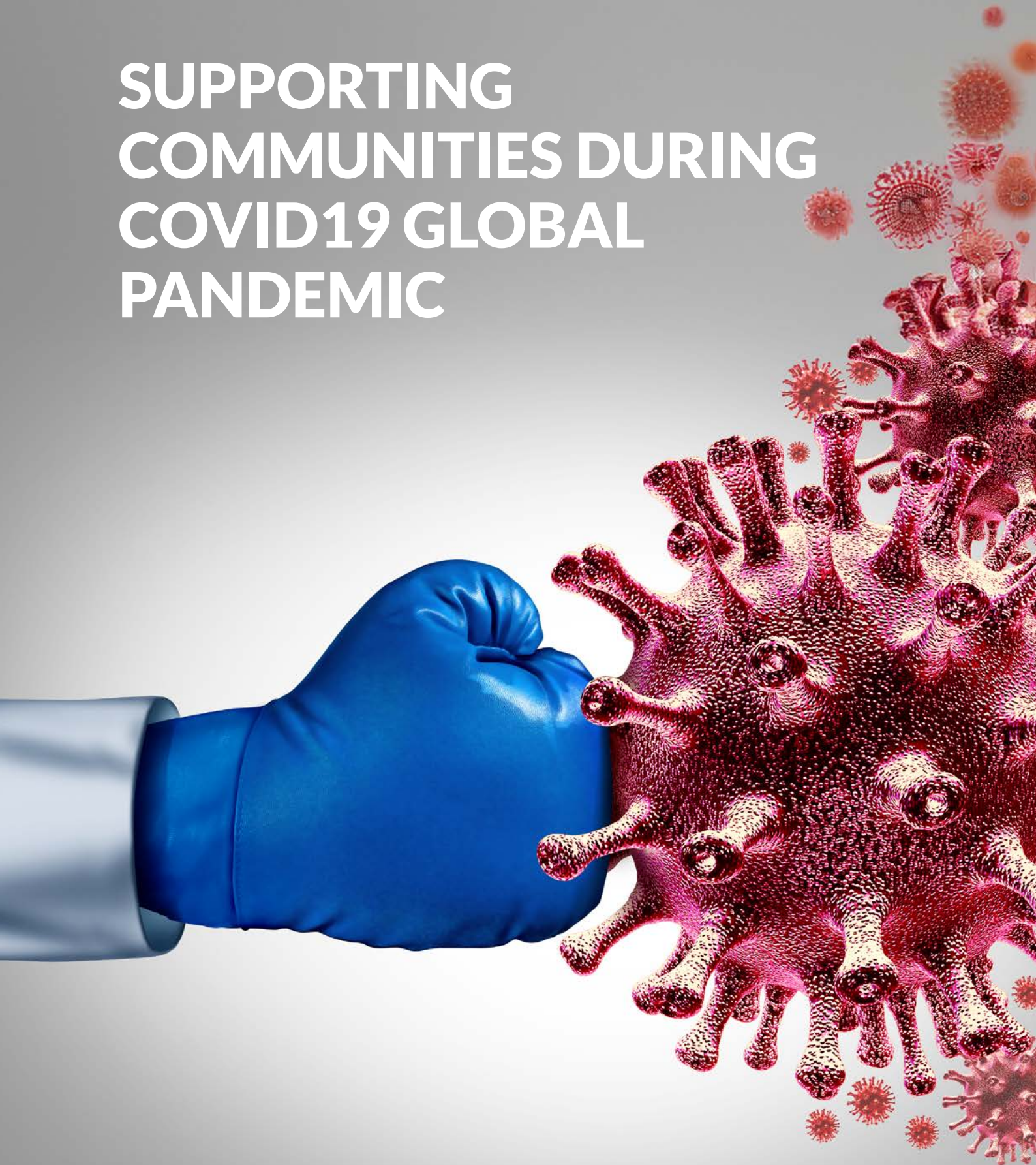




INDEVCO

**SUPPORTING  
COMMUNITIES DURING  
COVID19 GLOBAL  
PANDEMIC**



# Supporting Communities During COVID19 Global Pandemic

**Our commitment** is to foster innovation to serve the community, while protecting the wellbeing of our people during the COVID19 global pandemic.

## How we manage this topic

The world faced an unprecedented threat in the 21st century from the global pandemic COVID19 which disrupted business and life as we know them. The crisis highlighted the critical role of the industrial sector worldwide and the importance of secure and reliable suppliers to support needs in situations of emergency. Identifying the needs of its local communities amid COVID19, INDEVCO took it upon itself to focus all its resources and manufacturing expertise into helping overcome the pandemic while securing business continuity.

INDEVCO manufactures essentials, and as such, it maintained operations at plants to ensure supply and delivery of consumer goods, hygiene products, and sanitizers, as well as protective gear (masks, gloves, etc.). The company put in place very stringent health and safety practices to secure the safety and wellbeing of employees and all stakeholders in the process.

See <https://www.indevcogroup.com/our-response-to-coronaviruscovid-19/>



## UN Sustainable Development Goals



### IMPACT

-  **60 ventilators to 29 hospitals** in Lebanon
-  Launched mass production of PPE in Lebanon & the U.S.
-  Donated **1 million masks** to Lebanese Ministry of Public Health
-  Donated **hand sanitizers & soaps, dispensers, & detergents** to various ministries, municipalities, healthcare institutions, NGOs, & others in Lebanon & Saudi Arabia
-  Supported **Together Society** in Saudi Arabia to help 30,000 people
-  Donated **200 Napco boxes** to nurses at Saudi German Hospitals (SGH)
-  Financially contributed **1.5 million EGP** to Tahya Misr Fund to support underprivileged families

### COUNTRIES

-  Egypt
-  Lebanon
-  Saudi Arabia
-  U.S.

## Why this topic matters

In Q4 2019, a global threat known as COVID19 began spreading across Asia and other nations. By 2020, the World Health Organization (WHO) had declared COVID19 a pandemic wreaking havoc globally and leaving no nation unaffected. In March 2020, the world went on lockdown, businesses and schools shutting down and life changing dramatically. As people suffered the physical and mental impacts of the virus, businesses struggled to maintain operations while securing the wellbeing of their employees. In fact, between January and mid-March 2020, businesses in the Arab region lost \$420 billion in market capital [1]. With so much remaining unknown for much of 2020, governments and health organizations went through trial and error in finding systems, treatments, and regulations to reduce the spread of the disease and the toll on healthcare infrastructure and the economy.

The impacts of the pandemic extended far beyond the health of populations. The World Bank stated that in 2020, approximately 100 million more people globally were pushed into extreme poverty, with over 160 million additional people facing hunger than in 2019. The educational sector was heavily impacted with 1.6 billion students out of school [2]. In 2020, studies found that as many as 40 million children worldwide missed out on early childhood education in their critical pre-school year [3]. In 2021, youth and children were still adapting to digital learning while schools opened and closed frequently due to outbreaks.

Unfortunately, the pandemic impacted the most vulnerable populations more than others. Domestic gender-based violence increased, while women and girls were more likely to lose jobs or drop out of school. With the healthcare sector facing strain and inability to cater to the dramatic increase in healthcare needs, older persons increasingly faced age-based discrimination and were denied the quality healthcare their human rights granted them because they were perceived as lower priority than treating younger generations. As the healthcare sector shifted full focus to treating the pandemic, other vulnerable persons with disability or health issues were faced with less accessibility and availability of essential services to maintain their quality of life [4]. In 2020, there were 32 million older persons and close to 60 million people who live with one or more disabling conditions in the Arab region who were at heightened risk of complications or suffering disproportionately from COVID19 [5].

In 2019, Lebanon faced uprising and a financial crisis which resulted in a shortage of the U.S. dollar. When COVID19 struck in 2020, hospitals and other healthcare institutions faced difficulties in acquiring vital medical supplies, including masks, gloves, and other protective gear, as well as ventilators and spare parts [6]. Furthermore, as lockdowns became frequent and operating from the convenience and safety of home became the norm, businesses and people increasingly went digital. This pushed e-commerce to surge globally. With the dollar crisis and issues with importing, opportunities arose for online local businesses to cater to the local market needs.



## OUTCOMES

### Product Innovation/Development

In the early months of 2020, the first COVID19 patient set foot in Lebanon, shedding light on urgent healthcare needs. INDEVCO quickly realized that no medical ventilator producers worldwide could supply Lebanon and that there was an acute shortage globally. Taking swift action, we rose to the challenge.

In the face of adversity, our member companies joined forces, marshaling their expertise and resources to develop essential products that would aid healthcare institutions and governments in their battle against the virus. With hospitals teetering on the edge of capacity and communities at risk, we stepped up to bridge the gap.

We rallied behind the heroes on the front lines – the healthcare responders, the courageous souls battling the outbreak head-on. With every innovation, every effort, we worked tirelessly to equip and empower those who are safeguarding our communities.

### Personal Protective Equipment (PPE)

#### Medical Masks, Gloves, & Disinfectants

Sanita, our consumer and away-from-home disposables manufacturing company, upgraded its diaper machinery to launch mass medical mask production. The company pushed full force with the production of its hand sanitizers, household disinfectants, masks, gloves, and other healthcare protective gear.

Prepak, our rigid plastic packaging manufacturer, innovated and launched production of reusable respiratory masks.

See full article at <https://news.indevcogroup.com/consumer-brands/sanita-launches-a-new-protective-line-of-hygiene-and-disinfection-products/>



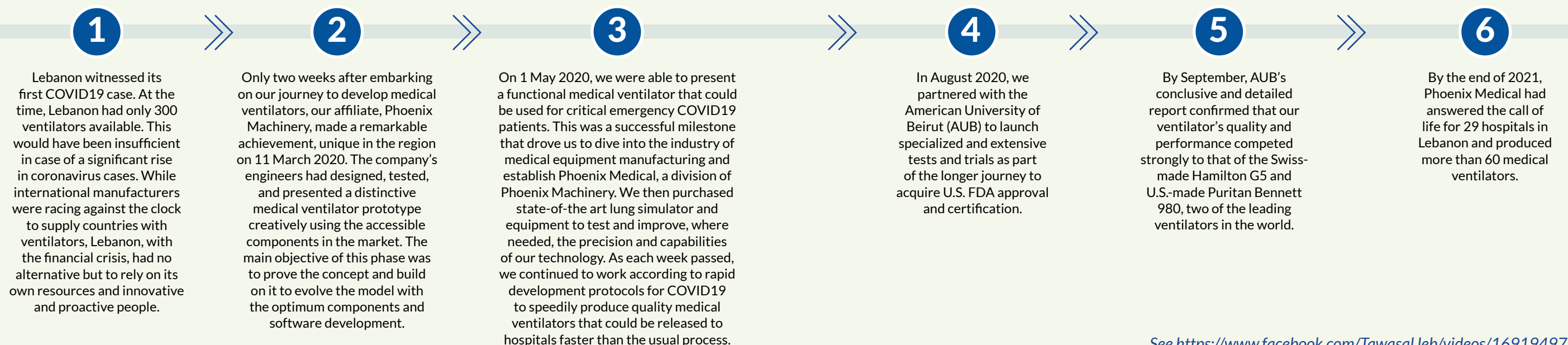
#### Protective Suits



Masterpak, flexible packaging manufacturer, launched production of plastic protective suits (2-piece, single piece, & apron) at its plant in Zouk Mosbeh, Lebanon.

Specialty Coating & Laminating in Doswell, VA in the U.S. launched production of isolation gown rollstock for converting into Level 3 medical gowns, available in white, blue, yellow, and custom colors.

### Medical Ventilators



See <https://www.facebook.com/Tawasal.leb/videos/169194977422875/>

## Other Solutions

### Mask Production Technology

Phoenix Machinery, our machinery and parts manufacturing company developed the technology to help hygiene converting companies transform existing machinery to produce products such as masks.

See full article at <https://news.indevcogroup.com/sustainability/phoenix-machinery-helps-hygiene-converters-produce-protective-masks-amid-covid19/>



### Corrugated Separator Line

INDEVCO Paper Containers, our corrugated packaging manufacturing division, developed a social distancing line for shop floor, desk, and table separation.

See full article at <https://news.indevcogroup.com/sustainability/indevco-paper-containers-launches-a-new-social-distancing-product-line/>



### Anti-COVID Additive

Micro Epsilon, division of Masterpak, developed a new Anti-COVID additive with a Japanese supplier and Saint Joseph University (USJ). The permanent sanitized surface additive can be applied directly in plastic films or printed/coated over surfaces.







## E-Commerce

In line with our Chairman CEO's call for action 'We listen to change', we're dedicated to making a positive impact by responding to the evolving needs of our community.

Recognizing the vital importance of keeping citizens safe at home, INDEVCO took proactive steps to provide practical solutions, introducing '961Home,' our online e-commerce platform and mobile application, available on both Google Play and Apple stores.

961Home was designed with our community in mind, offering a comprehensive range of Sanita household products. From essentials like baby and feminine care items to household detergents, tissue, and towels. In 2021, we expanded our e-commerce platform to offer a selection of Délices du Monde food items, including coffee and cereals. Committed to making life easier for customers, 961Home offers exclusive discounts and delivers products to each consumer's doorstep free of charge!

At INDEVCO, our mission is to serve our community and contribute to its wellbeing. With 961Home, we're making it easier than ever to access essential products and support you in staying safe and comfortable at home.

See <https://www.961home.com/>

## Employee Safety

In March 2020, INDEVCO initiated a series of informative training sessions held at our facilities in Lebanon. These sessions were aimed at equipping our employees with valuable knowledge about COVID19. Simultaneously, our dedicated communication team at Napco National launched an extensive, multilingual internal campaign across various communication channels.

This campaign was designed to heighten awareness among our employees regarding COVID19. It provided essential information on preventive measures to curb its spread and maintain personal health and wellbeing.

See full article at <https://news.indevcogroup.com/corporate/indevco-takes-precautionary-measures-to-preserve-the-wellbeing-of-employees-from-coronavirus/>



The company and its subsidiary, Napco National, implemented strict health & safety procedures across operations:

- COVID19 awareness sessions
- Safety policies, banners, & posters
- Temperature taken upon arrival
- No travel, meetings, & gatherings
- Flexibility for remote work
- Facial recognition punching-in
- Busses work at half capacity with sterilization before & after

Napco National, in agreement with Saudi Arabia's Ministry of Health, created its own quarantine building with health practitioners and doctors to limit the introduction of the virus and prevent its spread.

See full article at <https://news.napconational.com/corporate/napco-national-flexible-packaging-division-business-overhaul-meets-hygiene-and-tissue-industry-increased-demands-amid-pandemic/>



## Vaccines

In 2021, major pharmaceutical companies launched the COVID19 vaccine. INDEVCO and its affiliates worldwide helped employees and their families get vaccinated, respecting personal choices and preferences. INDEVCO North America coordinated with local county health departments to pre-register essential worker employees for vaccines.

In 2021, Napco National participated in 'We Want You to Stay Safe' campaign launched by the Health Affairs of the Ministry of National Guard in the eastern province of Saudi Arabia. The campaign aimed to vaccinate the largest number of school students with the COVID19 vaccination. Napco National distributed its Sanita brand hand sanitizers to vaccinated students.

See full article at <https://news.napconational.com/corporate/napco-national-participates-in-we-want-you-to-stay-safe-campaign/>



## Community Support

INDEVCO donated **1 million masks** to Lebanese Ministry of Public Health to distribute to the hospitals in Lebanon treating patients with COVID19.



Napco National contributed more than **200 Napco boxes** to nurses at Saudi German Hospitals (SGH) to acknowledge and appreciate the tremendous sacrifice and effort of nurses on International Nurses Day, 12 May 2020.

See full article at <https://news.napconational.com/corporate/on-the-international-nurses-day-napco-national-family-expresses-its-gratitude-to-the-health-and-safety-employees/>



Napco National joined NGO Together Society in a campaign to support Saudi families and residents, **over 30,000**, most impacted by COVID19. Napco National contributed **Ramadan boxes** filled with essentials from its wide range of consumer and household products.

See full article at <https://news.napconational.com/corporate/napco-national-joins-together-society-to-help-30-thousand-people-impacted-by-covid19/>



INDEVCO companies in Egypt financially contributed **1.5 million EGP** to Tahya Misr Fund to support underprivileged families. The national fund launched efforts to support people affected by COVID19, as well as implemented national development programs covering social support, urban development, healthcare, economic empowerment, education, and disaster and crisis in Egypt.

See full article at <https://news.indevcogroup.com/corporate/indevco-companies-in-egypt-contribute-to-tahya-misr-fund-to-support-underprivileged-families-during-covid-19/>

UNIPAKNILE in Egypt donated **100 beds** with related covers to different NGOs along with a scissor lift.

While sister company, International Paper Industries, **furnished local Health, Safety, & Environment (HSE) authorities office** in Sadat City and sponsored their HSE conference.



In collaboration with Carlton Al Moaibed Hotel and Carlton Nutrition Center, Napco National launched 'You Are Not Alone' campaign in April 2020, to distribute **healthy meals for health and security workers**, to support their continuous efforts in protecting nationals and residents' health and safety. During these challenging times, Napco aims at building partnerships that support society and meet its needs.

See full article at <https://news.napconational.com/corporate/you-are-not-alone-campaign-a-message-of-gratitude-and-support-to-health-and-security-workers/>



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