



lingo shack™

every letter matters



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CORPORATE SOCIAL RESPONSIBILITY STRATEGY

"From those to whom privilege and opportunity are given, we have the right to expect much."

John Vasconcellos

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1. COMPANY BACKGROUND

Lingo Shack is a well-established Language Services Provider offering a wide range of professional services through its three official registered branches in Jordan, Egypt, and Switzerland. The Company is a sole proprietorship, and houses tens of in-house personnel and subcontracted staff. This year marks the 12th anniversary of **Lingo Shack**'s existence, and still aspires to continue making a difference in people's lives.

2. CONTEXT

Lingo Shack believes in the significant role the language industry plays in bridging the gaps, and facilitating the affairs of individuals and businesses. For these reasons; the Company feels indebted to society and responsible towards this world. We understand that the growth of our business is interlinked with the development of local communities, which explains the reason our attention is centred on fighting poverty and promoting economic and educational development of vulnerable groups.

3. VALUES

Lingo Shack believes in universal values and consider that each corporate is indebted to the environment and society where it operates. To this end, Lingo Shack has developed a well thought out Code of Ethics to govern its operations and designed a Corporate Social Responsibility strategy to guide its actions and conduct in local communities.

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4. FOCUS AREAS

This CSR Strategy focuses on the following four areas:

a. Workplace

- i. **Lingo Shack** is an equal employment opportunity employer and does not discriminate in any employer/employee relations based on race, colour, religion, sex, sexual orientation, gender identity and expression, national origin, age, marital status, disability, veteran status, genetic information, or any other basis.
- ii. **Lingo Shack** believes its success would have not been possible without the efforts, hard work, and contributions of its personnel. The company has in place a bonus system to share part of its profits with its outstanding employees, and offers a fast-track promotion scheme to acknowledge the progress and hard work of its employees.
- iii. **Lingo Shack** believes that family always comes first, and hence allows single mothers and single fathers to work from home with flexible hours without deducting anything from their pay check.
- iv. **Lingo Shack** believes education is the key to success. For this reason; not only does the company contribute to the tuition fees of its employees who wish to continue their education, but also allows them to work on a part-time basis while still receive their pay check as full-timers.
- v. **Lingo Shack** maintains a friendly workplace where employees from different levels interact with each other with integrity and in a respectful manner.

b. Marketplace:

- i. **Lingo Shack** endeavours to meet the changing needs of its valued customers and always view work requirements through their lenses. We take any complain and feedback seriously and always try to address it promptly and efficiently. Our support does not end once the delivery of service is completed, but rather extends to accommodate any further small requests and minor changes requested afterwards. **Lingo Shack** likes to keep its customers informed and educated about the different services it provides to avoid any misunderstanding and pitfalls and ensures transparency.
- ii. **Lingo Shack** has designed a well thought out Code of Ethics that all its staff and contracted personnel are obliged to follow. **Lingo Shack** honours all payments terms and takes issues pertaining to bribery and corruption very seriously.

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c. Community:

- i. **Lingo Shack** helps local community members by offering them both material and in-kind donations. The main beneficiaries of our support are local charity organisations and disadvantaged households and individuals. In-kind support takes two different forms; offering some of our services free of charge or at discounted rates for humanitarian projects that have no or tight budgets, and allowing others to utilise our resources and assets free of charge to conduct community based activities. We are also collaborating with “Translators without Borders” to help in providing quality translation services free of charge to those who need it the most.
- ii. **Lingo Shack** believes in the economic impact it can have on local communities. We endeavour to utilise our generated profits to create more job opportunities to promote the economic growth of local communities.
- iii. **Lingo Shack** maintains its reputation as a good employer thanks to its progressive salary scale, good incentive system, and on-job training through which it helps employees to learn and develop new skills.

d. Environment:

- i. **Lingo Shack** spares no effort to offer eco-friendly services. To this end, we work hard to protect environment by using recycled materials, whenever is possible.
- ii. **Lingo Shack** encourages all its personnel and contracted partners to follow its Go Green Transport strategy (see Code of Ethics).

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