

Country	Case Study 2019 - Title	Category/Stakeholders	New/On-Going	Remarks
Kosovo	LAB	Community of Hani i Elezit/Unemployed Individuals	On-Going	Unemployment and poverty rates were considerable and job opportunities were scarce for the population and this problem continues to be more prevalent in the Municipality of Hani i Elezit, the community where our company it operates. In this respect, Sharrcem initiated this project in 2014 with the aim to create new small and medium sized enterprises with the goal of poverty and unemployment reduction. The education of local community members in entrepreneurship and business management as well as agriculture aimed to help them in establishing new small and medium sized enterprises to create employment. Sharrcem has allocated a substantial budget to this project since in the beginning, respectively for the creation of the project as well as for the implementation of the project planned activities over the years. Results to-date since 2014: 95 farming activities benefited from this project. The year of 2019 was categorized a year where apart from Sharrcem, other donors have participated with funding to the LAB, increasing the impact to the community by reducing unemployment through joint collaborative initiatives in different sectors in agriculture.
Kosovo	BOPAL	Community of Hani i Elezit	On-Going	Through this initiative, Sharrcem aims to deepen cooperation and communication with the community where it operates. The scope of the BOPAL is to detect and prioritize the needs of the community and to accordingly allocate, community development funds for improvement of the community living standards. This Board is responsible for understanding the needs of local stakeholders for financial support by the company and during the year of 2019 there were different initiatives/activities supported through BOPAL, like: culture / sports and individual solidarity help.
Kosovo	Drinking Water	Primary School, Secondary School, the Ambulance of Hani i Elezit and the Municipality	On-Going	We have continued with this project also during the year if 2019. Through this activity/project, Sharrcem is improving living conditions of pupils and citizens in general, by providing safe drinking water. Also, this initiative increases awareness on realizing the importance of providing such a services and also, on raising the voice when appropriate services are lacking.
Kosovo	Let's Do it Kosovo	Worldwide Initiative/Community of Hani i Elezit	On-Going	We are all aware that such an initiative has an important aim to increase the awareness of the pupils for preserving a clean environment. With good will, we have joined this campaign during the 2019 also and we have encourages the community to provide its support, and join forces, in creating a cleaner environment for all. Through this initiative and the cooperation with the relevant stakeholders we contribute positively to the environment.
Kosovo	PACT 4 Youth Internships	Youth/Community of Hani i Elezit	On-Going	The initiative Pact 4 Youth continues to be listed in our top agenda and as a very important topic for our plans and actions. Within the year of 2019, 25 youngsters were accommodated for the internship/traininship in our company. They have started by first going through Health and Safety induction training and afterwards they have been allocated in the fields of their interest.
Kosovo	Visit of Students from Secondary School	Students from Secondary School	New	In order to inform and educate the young generation, respectively students in the field of environment and to provide knowledge on cement production technology, with the cooperation of Hani I Elezit schools, we have accommodate students where we organized a lecture by providing to them a general knowledge of the cement production process through a presentation prepared by our Environmental Manager. The overall environmental projects and our commitment toward the environmental protection were presented to them in order to raise awareness, especially among students, on environmental issues.

Kosovo	Visit of Students from University of Prishtina	Students from University of Prishtina	New	We are open to welcome stakeholders at our premises at any time, and especially the students. There was a study visit organized from the students of the Faculty of Chemistry from the Public University of Prishtina. They have been able to see closely the technology of cement production, environmental activities and commitments, quality control and laboratory equipment's. During this visit, the students had access to information about environment and environmental components, such as air, water, soil, biodiversity, climatic conditions, changes due to global warming, thinning of the ozone layer etc. - which we hope that we have managed to have raised the skills and knowledge in this very important field.
Kosovo	Quarry Rehabilitation	Society	On-Going	The improved/successive QRP at Dimce quarry, for the 5- year period 2016-2020 is in progress. All the planned activities for 2019 were done during over the years. The objective of the rehabilitation plan at Dimce quarry is to restore the depleted pit, by trees planting at depleted benches and backfilling and leveling of quarry plateau. The implementation of the rehabilitation plan at the quarry has turned out to be a real composite and practical example of preserving and returning back the natural area in a state compatible with the surrounding environment and with respect to the needs of the local stakeholders.
Kosovo	Fire Drill Event	Sharrcem Employees, Contractors, Municipality of Hani i Elezit and the Society	On-Going	We continue with our commitment toward the health and safety every time more and. There were different engagements held concerning the health and safety during this year also. The fire drill event was held within our premises in cooperation with the Police Authorities, Public Medical Health Center and Fire Fighter Team. We consider that any kind of safety training is beneficiary and important for everyone. The fire drills are an important part of our fire safety procedures for many reasons. Not only we do want to ensure that all of our employees, customers and visitors to our premises understand what they need to do if there is a fire, but it also helps everyone to witness how effective our fire evacuation plan is and to improve certain aspects of our fire provisions. Such training is a test to verify that our fire alarms are working, and are also helping us to check our equipment. Such an education/training programs have proven to be effective in reducing inefficiencies and in addressing critical related factors.
Kosovo	Training with Municipality Representatives, Police Authorities and Fire Brigade Team	Municipality Representatives, Police Authorities and Fire Brigade Team	New	Sharrcem, continuously strive to embed safe and sound behavior throughout the organization in our everyday activities and to create an environment in which everyone and all of us are responsible for our own and our colleagues' safety. Apart from ensuring to identify all legal obligations with respect to H&S and address them in a satisfactory manner and defining all necessary Occupational Health and Safety functions required by national and local legislation, the commitments to Health and Safety continues to be the first priority for Sharrcem. We want to share our know-how and commitment toward the Health and Safety with our stakeholders as well. Within the year of 2019, there was one training that has been organized for the representatives from public institutions with topic "Protection from the Fire". The training was held in the premises of the Municipality of Hani i Elezit by our Health and Safety Manager.
Kosovo	Best Employee Award	Sharrcem Employees	On-Going	There was organized an event in order to provide an award to the employees who were respecting the most the safety working rules. There were present different stakeholders where we discussed a lot regarding the best practices for Health and Safety, regulations and rules, as well as there was a recognition to Sharrcem being engaged and committed to Health and Safety. Also during the same day the best Sharrcem employee, manager and the team that complied with the safety rules at work were elected and awarded. With the organization of such initiatives, Sharrcem aims to develop and continuously improve good relationships with all internal and external stakeholders for mutual respect and understanding.

Kosovo	Blood Donation	Society	On-Going	Our company joined this campaign within the 2019 also, where many of our direct and indirect employees responded to the call. Same like previous years, each donor received a free meal at our canteen. We can freely state that the employees of Sharrcem are strongly encouraged to continue and donate blood voluntarily and regularly.
Kosovo	SOS	Childrens	On-Going	Sharrcem continued during the 2019 as well to support direct social contributions to the community and the country. These contributions are either financial or in kind. This year recipients include various local and national individuals and organizations and also one of them it is the SOS Children's Village where we have supported the SOS through the purchase of season's greetings cards prepared by children of SOS. By purchasing these cards we are trying to give the necessary financial contribution for children without parental care, but also supported the initiative for the encouragement of others in contributing for something positive.
Kosovo	New Year's Gift (Community)	Employees of Sharrcem and other Stakeholders	On-Going	Beyond the community development programs that Sharrcem has in place, the company also makes direct social contributions to the community and the country. For the tear season holidays, we have distributed to the Handikos and the local community social cases the New Year's gifts for children.
Kosovo	Project with Kindergarten	Pupils/Kindergarten from Primary Schools of Hani I Elezit	New	Good habits tend to last a lifetime if the children are taught in the early days of their childhood. To provide lectures/trainings to children about any important topic, and especially about health and safety and teach them how to behave was always the main goal at Sharrcem, so one of the steps towards increasing their awareness for the protection from fire happened during this year through a lecture/training was organized from our team from health and safety department. Apart from the lecture/training provided to students and to the house keeping employees at schools with the subject protection from fire, we have equipped all the schools in the area with the fire extinguisher equipment's. During this event, we have distributed promotional material regarding the health and safety in general to all the students, as well as we distribute to all the children of kindergarten in the municipality of Hani i Elezit the New Year gifts followed with educational books.
Kosovo	Kosovo CSR (Mentoring)	Youth of Kosovo	New	Kosovo CSR Network is implementing a UNICEF project named The Mentorship Scheme, which aims to contribute to empowering and developing young people by increasing the capacity and the ability to participate in the workforce, policy-making and decision-making processes, through private sector mentors or young mentors. Mentorship Scheme has different objectives and models depending on the circumstances of the youth they are targeting. For example, the advice and support that a young person who is starting a business requires is markedly different to the support a youth who is at-risk of dropping out of school will need. The Mentorship Scheme connects young people participating in UNICEF's initiatives with volunteer mentors coming from the private sector and alumni associations. Sharrcem as founding member of the CSR Network continues to be very active in the Network by contributing in their initiatives and also in this project volunteers. Respectively, one of our employees has delivered training to young people. First, he has attended the Train the Trainer workshop organized by the UNICEF, and then he was mentoring during the final workshop Generation Unlimited Youth Challenge.

Kosovo	Land to Municipality	Community of Hani I Elezit	New	<p>Our community suffers also from the lack of structured support for entrepreneurship to blossom. This has been a strategic objective for Titan Group in Kosovo and the policy followed by Sharrcem underlines the commitment to meet this aim. We have been open and transparent by communicating with our key stakeholders in order to do the best and mitigate the concerns of our community. One of the projects proposal which derived from the Municipality directly, was the construction of the culture house in the Municipality of Hani i Elezit but to do so, they have requested from us to provide/donate some space (land) inside our fence in order to be able and construct this building. Until now, the youth of Hani i Elezit were using one old building to play their favorite activities, which didn't give to the youth their deserved play activity areas. We are always interested in investing on youth advancement and we believe that such an important task starts by making them feel happy, engaged and active. And what can be more relaxing for the youth than have their point/area where they can go and enjoy the diverse games, activities, slides, and other cultural initiatives. Thus, after the request of the Municipality and some official meetings between Sharrcem and the Municipality, we have agreed to provide/donate the required part of land to the Municipality in order to construct the new and bigger building that fulfills the needs of our community for different cultural youth activities.</p>
Kosovo	Highway	Society	New	<p>Every business through its supply chains and networking can lead the way toward responsible behavior in the society and this is a must for the development and growth of the business. The highway connecting Prishtina and Skopje is consisting out of numerous overpasses and underpasses. Due to its qualitative work and continued success, Sharrcem has been a significant factor of this large project. The last segment of the highway involves one of the longest bridges in Kosovo, as well as in the region. We hope that such a construction of this kind of highway will help to address issues of society as this highway will connect our country with regional countries and provide road access to the rest of the world which is very important for the economy of the country by linking producers to markets, opportunities for jobs, etc. In one word, the roads are very important for the development of each country.</p>