

Corporate Social Responsibility Report

Highlights from the Second Half of 2023

Aug - Dec. 2023





MESSAGE FROM THE MANAGING DIRECTOR

MESSAGE FROM THE CSR TEAM

HIGHLIGHTS OF 2023

KEY PERFORMANCE METRICS

GULF RESEARCHER AT A GLANCE

GULF RESEARCHER'S CSR STRATEGY

VISION FOR THE FUTURE

TESTIMONIALS

About Gulf Researcher's CSR Program



Gulf Researcher's CSR Program stands as a testament to the company's unwavering commitment to societal well-being. In 2023, the company took a proactive approach by strategically reframing its CSR goals. This initiative aligns more closely with the company's core values, demonstrating the organization's commitment to responsible corporate citizenship and its dedication to creating a lasting positive impact on the community, environment, and valued employees.

Gulf Researcher is pleased to present the "Annual Report of 2023 - Highlights from H2", covering the period from August to December 2023, which encapsulates the essence of the company's impact and overall performance and represents a strategic reframing and reinvigoration of its CSR approach.





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Message from the Managing Director

At Gulf Researcher, giving back has always been a core part of who we are. We care deeply about our community, the environment, and of course, our exceptional team. Recently, we reevaluated our CSR program to further align it with our core values. We're focused on creating real, lasting change. We're using our knowledge and expertise to empower youth, help communities, promote sustainable initiatives, and foster a workplace where our team can thrive

Our Dedication...

We're passionate about making a real difference in the communities we touch. That's why we actively support youth education initiatives, prioritize eco-friendly practices, and invest in the well-being of our team. Our commitment to impactful initiatives reflects our long-term vision: to create a positive societal impact and foster the growth of the next generation

▶ To Our Team...

I want to take a moment to express my heartfelt appreciation to our incredible team. Your dedication, demonstrated in every task you undertake, is what drives our success. Your commitment, particularly apparent in our CSR initiatives, is truly inspiring. Together, it all reflects a genuine passion for leaving a positive mark on the world

▶ To Our Partners...

Our journey to success has been shaped by collaboration with our stakeholders. Your pivotal contributions have propelled us beyond our initial goals in a record time. The positive impact of your involvement in our programs is evident, and we deeply appreciate your continued confidence in us as we forge ahead together

► To Our Clients...

Looking back on our journey, we're especially thankful for the trust and support of our clients. We're privileged to have you by our side, not just as clients, but as partners in making a positive impact on the world

Here's to a remarkable journey for Gulf Researcher and thank you to everyone who's been a part of it!

It's through our collective efforts that we're forging a path towards a brighter and more enlightened future for all.





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Message from the CSR Team





Fatima Alraee



Aysha AlSulaiti



Noor Sarwani



Aysha Janahi



🗕 🗕 Team India 💼 🛶

Surya Vajpeyi



As a company that has consistently prioritized giving back, it is truly fulfilling to be a part of a team that played a key role in strategically reshaping the CSR program and making it more robust and effective in achieving its objectives. Organizing these initiatives has been both enjoyable and meaningful, as they align strongly with our personal values and the core principles of the company. We did not expect to surpass our initial goal for the number of initiatives executed, but the passion demonstrated by the company, its management, and the team has propelled us to exceed expectations.



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Highlights of 2023



August



Gulf Researcher adopted a proactive stance and strategically reshaped its Corporate Social Responsibility and Employee Engagement (CSR & EE) program to underscore its dedication to community contribution and foster active engagement amongst the team.





The company extended aid during the aftermath of floods in Libya and earthquakes in Morocco, demonstrating a swift and compassionate response to communities in need.





The company bolstered team communication with an internal newsletter, initiated the "Pinktober" campaign matching bake sale funds for breast cancer awareness, introduced wellbeing sessions at the office, and supported the humanitarian crisis in Palestine as part of the Royal Humanitarian Foundation's campaign in Bahrain.





The organization demonstrated its commitment to environmental sustainability by installing recycling bins in the Bahrain office, contributing to the broader goal of reducing the company's environmental footprint. Furthermore, the team at the company's office in India added a festive touch to their celebrations with a Diwali lunch.

December



Gulf Researcher celebrated Bahrain National Day to honor the rich cultural heritage and patriotic spirit of the nation, fostering a sense of unity among employees and expressing solidarity with the broader Bahraini community. Additionally, the India team celebrated Secret Santa for Christmas.



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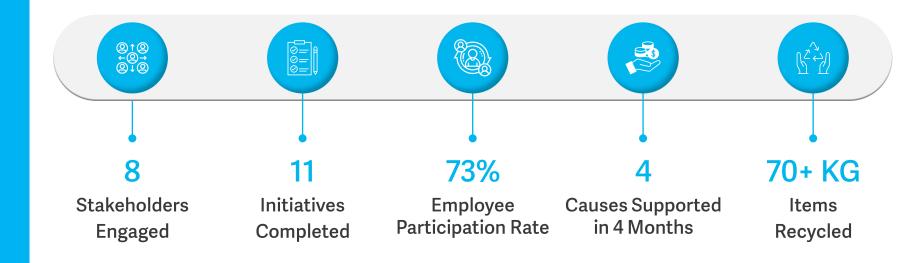
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Key Performance Metrics



These key performance metrics reflect the substantial impact of Gulf Researcher's CSR initiatives over the past couple of months, highlighting the company's commitment to fostering positive change within its team, the community, and the environment it serves.





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Gulf Researcher at a Glance

Introducing Gulf Researcher

Foundation of Excellence

Established in 2013, Gulf Researcher is a full-service research company that offers comprehensive solutions to clients in both the public and private sectors. With a team of research experts possessing profound industry knowledge, Gulf Researcher has successfully expanded its footprint to four additional countries, strengthening its global presence and reinforcing its commitment to delivering excellence in research services.





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Gulf Researcher at a Glance

Business and Operations

Providing best-in class research since 2013



80+

Team members



11 years

of research experience



25K+

Research tasks delivered



5

Office locations



2,600+

Project teams supported



2300+

Professionals supported



GULF RESEARCHER AT A GLANCE

Gulf Researcher at a Glance

Global Presence

The company maintains a dynamic global presence with offices in Bahrain, KSA, UAE, India, and Egypt. This strategic setup allows the company to extend its reach and influence while focusing on operational efficiency across these active locations.





Research Team

60

Non-Research Team

24





Full-Time Employees









Employees



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Gulf Researcher at a Glance

Mission & Vision





Mission To push the boundaries

We pride ourselves on going beyond the obvious. We enable our clients to discover new directions, set ambitious strategies and plan clear actions that inspire successful outcomes.





Vision

To empower informed decisions

In a world inundated with data and misinformation, Gulf Researcher provides clarity and empowers informed decision-making. Our client's success is our own and we work hard for it.



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Encapsulating Key Milestones

Enhanced Client Security through Cloud Transition - 2019

Gulf Researcher transitioned its IT security and infrastructure to the cloud, aiming to provide a seamless and secure experience for its clients. This transition allowed the company to leverage Microsoft, a renowned provider, to enhance Gulf Researcher's overall security profile and efficiency. This move provided advanced security measures and increased control over the company's infrastructure, enabling swift responsiveness to evolving threats and a robust security framework.

Achieved ISO 27001 Certification Milestone - 2022

As part of its achievements, Gulf Researcher secured the renowned ISO 27001 information security certification, reinforcing its commitment to global best practices. This underscores the company's dedication to safeguarding client information, facilitating the expansion of research offerings, and fostering international client relationships by effectively managing evolving risks.

Improved Efficiency with GR Connect - 2023

Gulf Researcher aimed to revolutionize its research operations with the introduction of GR Connect. The platform helps facilitate the optimization of research team utilization, the reduction of errors in reporting, and the enhancement of overall administrative efficiency for increased productivity. This marked a transformative milestone in the company's commitment to excellence, streamlining operations for efficient and precise work execution, and paving the way for future advancements in research and development.

Re-shaped a Responsible Future through CSR - 2023

Recognizing the responsibility to give back to the community and environment, Gulf Researcher redesigned its CSR program, aligning the program's goals with the company's core values. A dedicated team within Gulf Researcher works tirelessly to channel the company's expertise and resources towards initiatives that benefit the community, the environment, and the Gulf Researcher team.

Introduced the Knowledge Management Function - 2023

The Knowledge Management function at Gulf Researcher has emerged as a pioneering force in strategically leveraging collective knowledge assets from the research department. With a dedicated focus on optimizing operational efficiency, fostering innovation, and providing essential support to internal departments such as business development. KM at Gulf Researcher operates through a dual strategy, blending cultural and interpersonal efforts with tangible asset development while empowering the research team.



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The Team

Diversity and International Talent

10

Nationalities

At Gulf Researcher, diversity is integral to the company's collective strength, and by 2023, the team expanded to include 84 individuals. Representing 10 nationalities, employees seamlessly communicate in a rich tapestry of 14 languages, celebrating the unique strengths everyone contributes.

There has been a remarkable 118% increase in the women's workforce between the years 2022 and 2023



Versatility in Education

Gulf Researcher has a diverse team with educational backgrounds in business, economics, sciences, engineering, medicine, architecture & design, law, computer science, politics, liberal arts and other.

The team's wide-ranging expertise fosters collaboration, ensuring comprehensive research and innovative solutions. Additionally, the multilingual fluency broadens the scope and impact of our research, enriching our understanding of global markets and trends.

45 + Areas of Expertise





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The Team

Weekly Team Bonding Sessions

The weekly team bonding sessions serve as the perfect opportunity for the team to come together, strengthen connections, and create a sense of unity. Whether engaging in exciting team-building activities or participating in collaborative problemsolving exercises, these sessions create a positive and inclusive environment. Carefully designed to promote trust, encourage open communication, and spark creativity, the team bonding sessions enhance collective productivity and effectiveness through these experiences.



20+ Team Bonding sessions

Team Communication Dynamics

One way the company strengthens connections and bonding within the team is by enhancing communication among team members, promoting a deeper understanding of each other. This effort extends beyond events; the organization highlights interesting facts and information about team members in the newsletter and organizes engaging games during company events. This commitment to communication reflects the company's dedication to a positive and inclusive work environment, laying the groundwork for robust collaboration and teamwork.



Training & Development Sessions

Gulf Researcher emphasizes its commitment to team development through various training programs and investments in professional growth. Notably, it provides financial support for employees' educational pursuits and to long-serving team members. In addition, the integration of LinkedIn Learning provides personalized courses tailored to individual positions, offering convenient access to resources. These curated courses, covering vital skills like time management and numerical proficiency, underscore the company's dedication to enhancing its team's professional development.



22 + Trainings assigned



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CSR at Gulf Researcher

Gulf Researcher's Corporate Social Responsibility strategy serves as a catalyst for lasting impact. Committed to positive change, the organization uplifts communities through research, upskilling, and environmental sustainability. Simultaneously, the company prioritizes its team, fostering a vibrant, connected, and healthy workplace culture. These pillars shape the company's sustainable future, ensuring innovation and resilience for years to come.



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The Program's Foundational Pillars



A. The Community

Gulf Researcher's strategy revolves around leveraging their expertise to give back and engage with the community. This is achieved through various means, including education, skill development, knowledge initiatives, and a dedicated commitment to actively contribute to the well-being and growth of the communities they serve. It is an integral value for Gulf Researcher to give back, whether through empowering the community with their skills, engaging in charitable work, or volunteering. The company also recognizes the significance of supporting local and international communities in times of need, such as humanitarian crises. By combining their expertise, dedication, and a commitment to giving back, Gulf Researcher aims to make a lasting impact on the communities they serve.



B. The Environment

The organization's strategy is to integrate environmentally friendly practices into their operations. This involves conducting a comprehensive environmental assessment to identify areas for improvement. It is important for the company to develop an action plan with specific targets, engage employees through training and awareness programs, collaborate with vendors and partners, and monitor progress using key performance indicators. Continuous improvement and innovation are a priority to stay at the forefront of sustainable practices. Gulf Researcher's goal is to keep reducing its carbon footprint, contribute to a greener future, support global causes, and inspire positive change within the industry and communities.



C. The GR Team

The company places a strong emphasis on cultivating an engaging company culture and promoting the overall wellbeing of its team. By fostering a positive and inclusive work environment. Gulf Researcher aims to boost employee satisfaction and productivity. Additionally, the company provides resources and initiatives to support the physical health of team members. Recognizing the significance of the team's welfare, the organization also prioritizes creating a comfortable work environment, including the incorporation of ergonomic furniture. Through these efforts, Gulf Researcher strives to establish a supportive and thriving atmosphere where the team can flourish both personally and professionally.



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The Program's Sub-focus Areas



1. Community Betterment

At the heart of the CSR commitment lies Gulf Researcher's dedication to community betterment. This focus area dedicates efforts to enhance communities through financial aid, resource donations, and volunteering, aiming for a positive and lasting impact on the well-being of the areas it serves.



2. Youth Empowerment Through Education

Gulf Researcher's commitment to youth empowerment through education focuses on recognizing the importance of upskilling the youth for the benefit of the economy. Leveraging their expertise, the company gives back and uplifts the community by offering lectures, seminars, workshops, and more, aimed at enhancing skills and knowledge.



3. Environmental Sustainability

The company's commitment to environmental sustainability is evident in their adoption of eco-conscious workplace practices, vigilant resource conservation, and active involvement in projects dedicated to preserving the environment. In the coming year, Gulf Researcher strives to make meaningful contributions to the global push for sustainable business practices.



4. Employee Experience & Engagement

The organization's commitment to employee experience and engagement focuses on prioritizing professional development and nurturing a positive organizational culture. With a steadfast dedication, the goal is to create a motivating work environment where employees are deeply connected to the company's mission.



5. Employee Health & Well-Being

Gulf Researcher's commitment to employee health and well-being is reflected in the provision of extensive benefits, wellness initiatives, and the cultivation of a supportive workplace environment. The aim is to foster a vibrant workforce with a dedicated emphasis on their holistic well-being.

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2023 Community Betterment Initiatives







Libya and Morocco Aid

- Gulf Researcher, in collaboration with Bahrain Red Crescent, demonstrated its global humanitarian commitment by providing essential financial aid to the victims of the Libyan floods and the Moroccan earthquake.
- This marked the company's initial step in international assistance, emphasizing its dedication to making a positive global impact.
- Furthermore, this initiative highlights the impact of effective partnerships in providing meaningful financial assistance.

USD 1,300

Amount donated

Pinktober Initiative

- Gulf Researcher led a 'Pinktober' initiative during Breast Cancer Awareness Month, organizing a lunchtime food sale to raise funds for cancer awareness.
- The team also conducted a comprehensive cancer awareness talk for the internal team and neighboring offices, fostering awareness.
- The company matched the total raised funds, which were then donated to the Bahrain Cancer Society.

USD 800

Amount raised and donated

Palestine Monetary Aid

- Gulf Researcher affirmed its dedication to humanitarian causes with a monetary contribution supporting Palestine as part of The Royal Humanitarian Foundation's (RHF) campaign to provide relief aid to the Palestinians.
- Through this contribution, the company renewed its commitment to global social responsibility, expressing solidarity with communities in times of critical need and providing crucial assistance to regions grappling with substantial challenges.

USD 1,300

Amount donated



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2023 Community Empowerment Through Education Initiatives

In the second half of 2023, Gulf Researcher dedicated the year to organizing program designs for community education. Focusing on the skill sets of its research experts, the company structured various programs to cater to educational institutions and talent organizations supporting youth in the country.

The company's key programs include:



Research Methods Overview Lecture

Guiding participants through fundamental research methodologies



Research Methods Seminar & Workshop

Hands-on sessions for advanced research skills



Research Office Interactive Day

In-office direct access to research professionals and educational activities



Research Competition

Discussions, methodological talks, and a mini-research competition



As of December 2023, the company initiated discussions with Bahrain Polytechnic, a notable educational institution, to forge partnerships aimed at supporting its students. Planned initiatives include joint research opportunities, training solutions, informative lectures, seminars, and a collaborative effort to organize a research competition for final year students.



In 2023, ongoing discussions explored potential partnerships with Hope Talents, specifically focusing on Research Seminars and Workshops for their Work Readiness Program. Through these potential collaborations, the company demonstrates dedication to empowering the community and contributing to the development of high-achieving talents in Bahrain.

**As of January 2024, the company has triumphantly sealed dynamic partnerships through the signing of impactful MOUs with both Bahrain Polytechnic and Hope Talents



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2023 Environmental Sustainability Initiatives



Recycling Initiatives

- In November, Gulf Researcher initiated a recycling program at its Bahrain office, featuring designated bins for paper and plastic, accompanied by informative stickers to encourage proper waste disposal. This aligns with the company's commitment to environmental sustainability and responsible waste management practices.
- Recent reports demonstrate considerable progress with increased collection and processing of recyclable materials, resulting in a noteworthy reduction in overall waste output and a smaller carbon footprint.
- In just two months, the company successfully recycled over 70 kgs of waste, signifying a substantial reduction in the amount of waste typically sent for disposal.

Comprehensive Carbon Footprint Reduction

Aiming to minimize their carbon footprint, Gulf Researcher goes beyond recycling. We've implemented energy-saving measures, including the use of energy-efficient appliances and promoting responsible electricity and water usage. This holistic commitment underscores the company's dedication to sustainable practices and environmental stewardship.



Sustainable Employee Practices

As part of Gulf Researcher's commitment to environmentally friendly practices, the company has provided 111 personalized reusable water bottles to employees, marked with their initials, effectively reducing plastic usage. In tandem, our ongoing initiative furnishes employees with reusable bags, contributing to substantial waste reduction and reinforcing their dedication to sustainable workplace practices.



Paperless Operations for Environmental Conservation

Gulf Researcher prioritizes environmental conservation by minimizing paper use. Over the past 6 months, Gulf Researcher has utilized fewer than 1000 sheets of paper. Embracing a digital-first approach, the operations are conducted online, significantly reducing their reliance on paper and exemplifying their commitment to a sustainable and eco-friendly work environment.





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2023 Employee Experience & Engagement Initiatives



93%
Participation rate

Team Meals
Organized

Well-being Sessions

- Gulf Researcher arranges well-being sessions featuring a wellness coach who visits our office twice a week, allowing the team to participate in these beneficial sessions
- Additionally, collaborative sessions are organized where teams join forces to enhance their collective skills
- These initiatives underscore the company's commitment to creating a positive work environment and nurturing robust employee relationships



Internal Events

- Gulf Researcher prioritizes team-building events, like Pinktober and National Day in Bahrain and Diwali celebrations in India, to nurture unity among the team.
- These occasions blend fun with education, featuring informative talks.
- In a notable gesture for its 10-year anniversary, the company brought the entire team from India and Egypt to Bahrain. This experience included exploring historic sites and sharing a memorable meal.



Team Meals

- In line with the company's employee engagement initiatives, Gulf Researcher organized team meals in both Bahrain and India offices.
- These events fostered team cohesion, providing valuable opportunities for connection and collaboration.
- This effort reflects the company's commitment to enhancing workplace culture and employee well-being within the CSR framework.





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2023 Employee Health & Wellbeing Initiatives



Breathing and stretching exercises

- In its ongoing commitment to employee well-being, Gulf Researcher organized stress-reducing breathing activities and stretching exercises.
- This initiative underscores the company's dedication to cultivating a supportive workplace environment that prioritizes the mental health, physical wellness, and resilience of the team.



Team Unwinding sessions

- Gulf Researcher conducted team unwinding sessions aligning with the company's commitment to promoting a healthy and active work environment.
- These sessions enhance collaboration, communication, and camaraderie among team members, fostering stronger connections, positive relationships, and improved teamwork.



Nutritious snacks

- The company implemented various initiatives focused on promoting employee health by introducing a range of nutritious snack options including assorted fruits, protein bars, healthy cereals, and various milk choices.
- Encouraging healthy eating habits among employees contributes to overall well-being, boosts energy levels, enhances productivity, and fosters a positive work environment at Gulf Researcher.



- The company provides individual health insurance for its team in all offices, ensuring coverage for over 85 people. The selection process involves choosing companies that offer comprehensive services and benefits.
- Coverage includes dental, maternal, and optical services, with chosen insurance plans featuring an extensive network of hospitals, clinics, and pharmacies to support staff wellbeing.



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Vision for the Future

In 2024, the company aspires to accomplish the following goals

Theme	Goals
Enhance Community Engagement	Deepen community involvement through both volunteering and the donation of essential resources to support community betterment.
Empower through Education	 Leverage the company's expertise to develop additional educational programs and upskilling initiatives. Expand the company's collaboration with a broader network of organizations to empower high-achieving talent and aspiring entrepreneurs, ensuring that Gulf Researcher's target audience encompasses a wider scope compared to 2023.
Prioritize Employee Health and Wellbeing	 Prioritize the health and wellbeing of the team by exploring proactive measures such as health checkups and internal competitions. Diversify health and wellness programs encompassing physical and emotional aspects of health, to aim for creating a more comprehensive wellness framework in the workplace.
Cultivate a Positive Workplace Culture	 Increase the team bonding experiences and activities by organizing a diverse range of team-building events, workshops, and social gatherings. Implement a recognition program to acknowledge and appreciate employees' efforts. Provide opportunities for skill development and career advancement through targeted training programs, to expand their skill sets and achieve their fullest potential within the company.



Foster Holistic Environmental Commitment

- Encourage team volunteering for environmental conservation initiatives to contribute to preserving natural ecosystems and strengthen team bonds.
- Implement eco-conscious workplace practices, including waste reduction and responsible resource consumption.
- Adopt sustainable procurement practices to ensure more that the company's supply chain aligns with their commitment to sustainability.

In 2024, the company plans to expand its CSR initiatives beyond the Bahrain office to include the India and Egypt offices, aligning with its mission of creating value across diverse communities.



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Nahla Mohamed

Team Egypt

The recycling programs recently introduced at Gulf Researcher demonstrate the company's commitment to reducing waste and helping the environment. I'm proud to be part of a team that strives to make a positive impact, and it's encouraging to see what we can achieve when we work together towards a common goal.



Wan Iliya Utama

Team Bahrain

Being part of Gulf Researcher's CSR journey and seeing the positive impact we have on both our team and the community is extremely fulfilling. The Pinktober campaign was remarkable, bringing everyone together to raise money for the Bahrain Cancer Society. This makes me realize I'm working for a company that genuinely cares, and that's just the beginning! I can't wait to see what causes we tackle in the future.



Alina Tosif

Team Bahrain

Participating in the company's CSR initiatives has significantly enhanced my experience at Gulf Researcher. It goes beyond just volunteering—it's about teamwork and making a meaningful impact. The CSR team integrates these efforts into our daily work routine. The well-being sessions, in particular, have been highly impactful. They've helped me maintain both my physical and mental health, leading to better focus and productivity at work.



Zainab Amoodi

Team Bahrain

I take great pride in being part of Gulf Researcher, knowing that I'm contributing to something greater. An example is the recent donation the company made to countries devastated by natural disasters, which shows Gulf Researcher's commitment to making a difference locally and globally. It's about our shared values and the desire to build a better world, and Gulf Researcher gives us the opportunity to make it happen.



Alexandros Kolokas

Team Egypt

At Gulf Researcher, CSR is a genuine commitment to making a difference in the community and within our team. The CSR team continually develops impactful initiatives and has contributed to improved communication internally such as launching the company newsletter. This helped ensure that we stay well-informed and up-to-date with company updates and news.



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Sadaf Gani

Team India

The CSR program at Gulf Researcher isn't just beneficial for the community; but beneficial for the team too! Engaging in activities like food drives and donations makes you feel like your efforts extend beyond typical work and positively impact others. Plus, it's an excellent way to bond with your coworkers. Honestly, the CSR events have made working here even more enjoyable and I am excited to see what exciting initiatives they come up with next!







2023 Partners – Thank you





Hope Talents .



Royal Humanitarian Foundation



Bahrain Red Crescent Society -



Bahrain Cancer Society



Nidukki

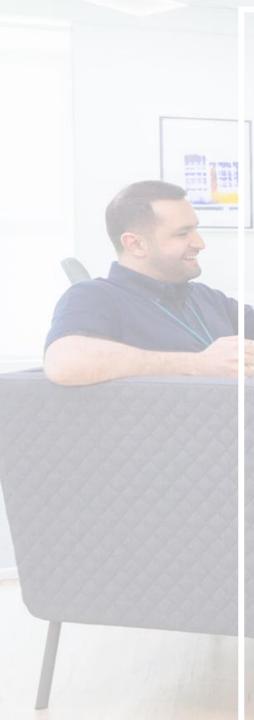


SNIC Insurance



Body Force





Thank You

Contact Information:

CSR Team: <u>csrteam@gulfresearcher.com</u> t. +973 77 931 509

Reach Out to Us:

Interested in collaboration or partnership opportunities? Feel free to get in touch with us. We are open to exploring meaningful collaborations that align with our CSR goals and values

Social Media:







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gulfresearcher

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