# Re:so 2024 Reso's Social **Impact Report** Research Solution for Tomorrow



# **About this Report**

This report encompasses our activities as an emerging global company offering research and analytics solutions. As our second Social Impact Report, it encapsulates the efforts we undertook from January 1, 2024, to December 31, 2024.

### Reso's CSR Journey

Through our ongoing commitment to social impact, we detail our efforts and achievements throughout the year. This overview showcases how we generate positive social and environmental impact, all in alignment with our core values and strategic goals.

### **Data Validation and Accuracy**

Data presented here was collected through internal systems and validated by our team. Financial data has been audited by our finance department to ensure accuracy and accountability.

### Intended Audience

This document is intended for a diverse group of stakeholders including our team, community partners, and clients who are interested in our impact on society and the environment.

### **Unveiling Reso's Social Impact Report**

We are proud to present our 2024 Social Impact Report, which also marks the first social impact report under the Reso identity following our rebrand from Gulf Researcher.

This milestone represents not only a new identity but also our dedication to keeping our partners informed of our progress and future goals while emphasizing our ongoing focus on innovation, sustainability, and social impact.

### Responsibility and alignment with SDGs

As a company, we aim to make a meaningful impact within the communities we serve. Our CSR initiatives embody our commitment to uplifting society, promoting sustainable practices, and driving positive change for the present and future. We are proud to contribute to 14 out of the 17 Sustainable Development Goals (SDGs) defined by the United Nations.































This report aligns with the United Nations Sustainable Development Goals (SDGs), showcasing our commitment to global sustainability by addressing areas such as education, health, and the environment. Our initiatives aim to contribute to these goals, supporting long-term, positive change in our communities and the world.

We welcome inquiries and feedback regarding this report. For more information or to engage with our CSR initiatives, please contact: csrteam@resoinsights.com

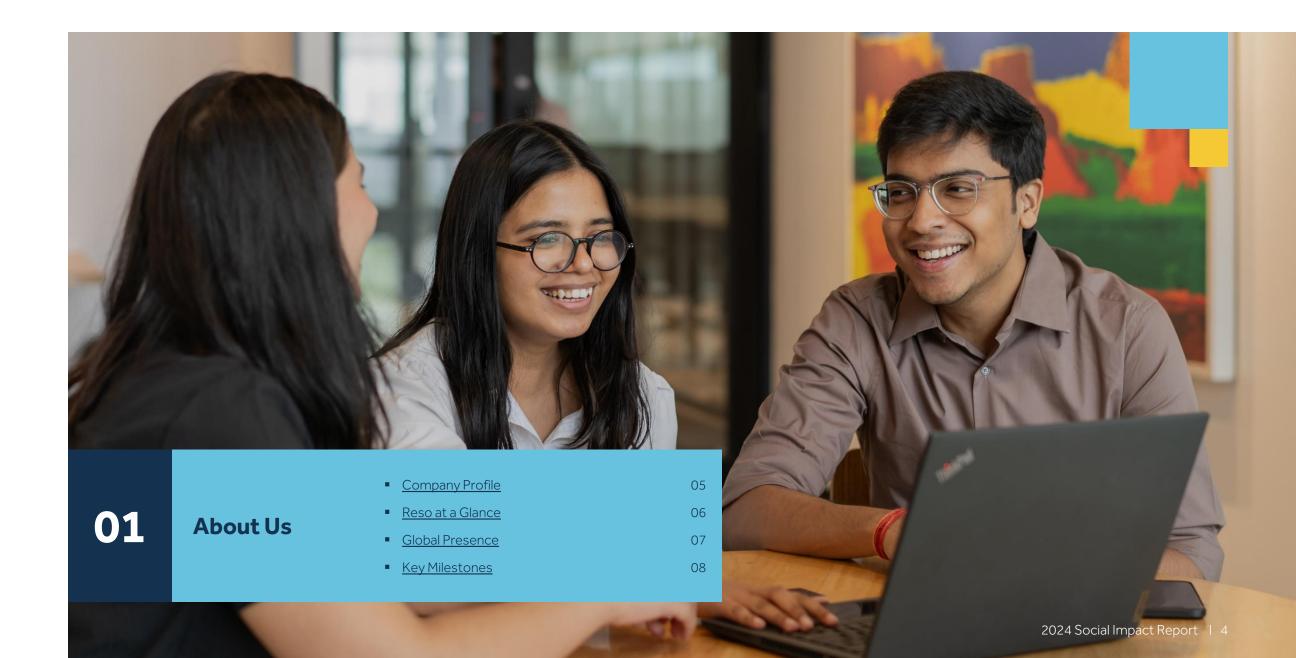
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A Year of CSR at Reso

Complete List of our CSR Initiatives

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2024 Social li



# **Company Profile**

Reso is an emerging global leader in research and analytics solutions. We have been delivering information, data, knowledge, and insights to empower decision-making since our establishment in 2013. Beyond serving our clients, our research efforts also contribute to creating sustainable benefits for the greater community by providing solutions that drive positive social and environmental impact.



11 years of research support



5 locations

Bahrain | Saudi Arabia | Egypt United Arab Emirates | India



2,000+ Professionals supported



2,600

Projects delivered



Languages spoken



Experts and analysts

### **Our Capabilities**



Research & Advisory



Investment Research



Market Research



Data Analytics & Al



Public Policy Research







### **Our Purpose**

# Fueling informed futures

We are committed to shaping a world where information, data, knowledge and insights help to enlighten decision making and ultimately inform societal and economic advancement.

### **Our Proposition**

Our core proposition is underpinned by three additional supporting messages:

- Intelligence you can rely on
- → Always on point
- Anticipating tomorrow, today

### **Our Values**

- Pushing boundaries
- → Making an impact
- Cultivating Ideas





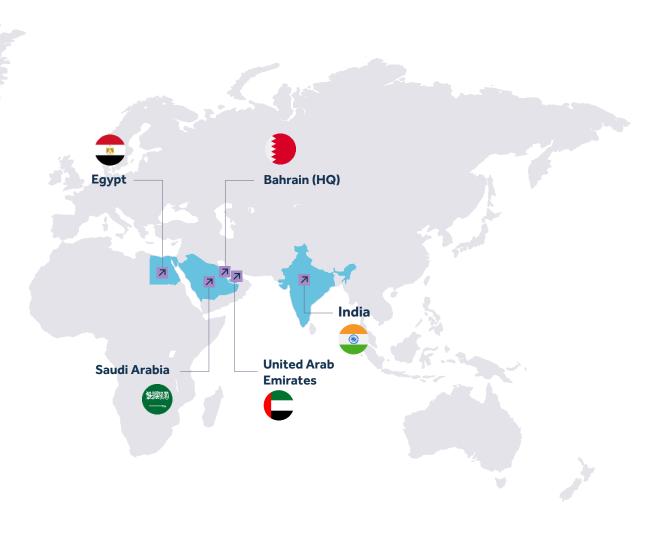
# **Global Presence**

# Reso's Global Growth

Reso has implemented a global growth strategy, expanding internationally to tap into new markets, diversify its client base, and strengthen its presence in key regions.

With operations in Bahrain, Saudi Arabia, United Arab Emirates, Egypt, and India, we are strategically positioned to meet the diverse needs of our clients while accessing a wide talent pool.

Wherever we operate, we lead by using advanced technology, AI, and innovation to deliver cutting-edge research solutions and industry insights.





2019 2022 2023 2023 2023 2024 2024 2024 2024

### **Enhanced Client** Security through **Cloud Transition**

Reso transitioned its IT security and infrastructure to the cloud to deliver a seamless and secure experience for its clients.

Partnering with Microsoft, a trusted leader in the field, the company strengthened its security profile and operational efficiency.

This shift introduced advanced security features, enhanced control over infrastructure, and improved responsiveness to emerging threats, ensuring a robust and future-ready security framework.

### Achieved ISO 27001 Certification Milestone

Reso secured the renowned ISO 27001 information security certification, reinforcing its commitment to global best practices

This underscores our dedication to safequarding client information, facilitating the expansion of research offerings, and fostering international client relationships by effectively managing evolving risks.

### Improved Efficiency with Reso Connect

Reso introduced Reso Connect to enhance team productivity, reduce reporting errors, and enhance efficiency.

This milestone streamlines operations, supporting the company's commitment to excellence and future advancements in research.

### Re-shaped a Responsible Future through CSR

Recognizing the responsibility to give back to the community and environment, Reso redesigned its CSR Program, aligning the program's goals with the company's core values.

A dedicated team within Reso works to channel Reso's expertise and resources towards initiatives that benefit the community, the environment, and the Reso team.

### Introduced the Knowledge Management **Function**

Reso's Knowledge Management function leverages collective knowledge from the research department to optimize efficiency, foster innovation, and support internal teams like business development.

Through a dual strategy, Knowledge Management (KM) combines cultural and interpersonal efforts with asset development, empowering the research team.

### Established the Innovation Department

The Innovation function was established to promote a culture of Learning, Ideating, and Innovating, driving creativity and collaboration across the company.

Weekly learning sessions introduced innovation tools and techniques to enhance ideation, with 150+ ideas reviewed by the Innovation Board for potential productization.

These efforts resulted in 7 successful product launches, demonstrating the power of collaboration in transforming ideas into tangible outcomes.

### Rebranding from Gulf Researcher to Reso

Gulf Researcher transitioned to Reso. marking a new era in research consultancy. The rebrand reflects

our expanded capabilities and global reach, reinforcing its commitment to delivering accurate, timely, and strategic insights.

With a focus on innovation and growth, we aim to meet the evolving needs of clients while setting new industry standards.

### **Expanded Client Base** and Growing Our Team

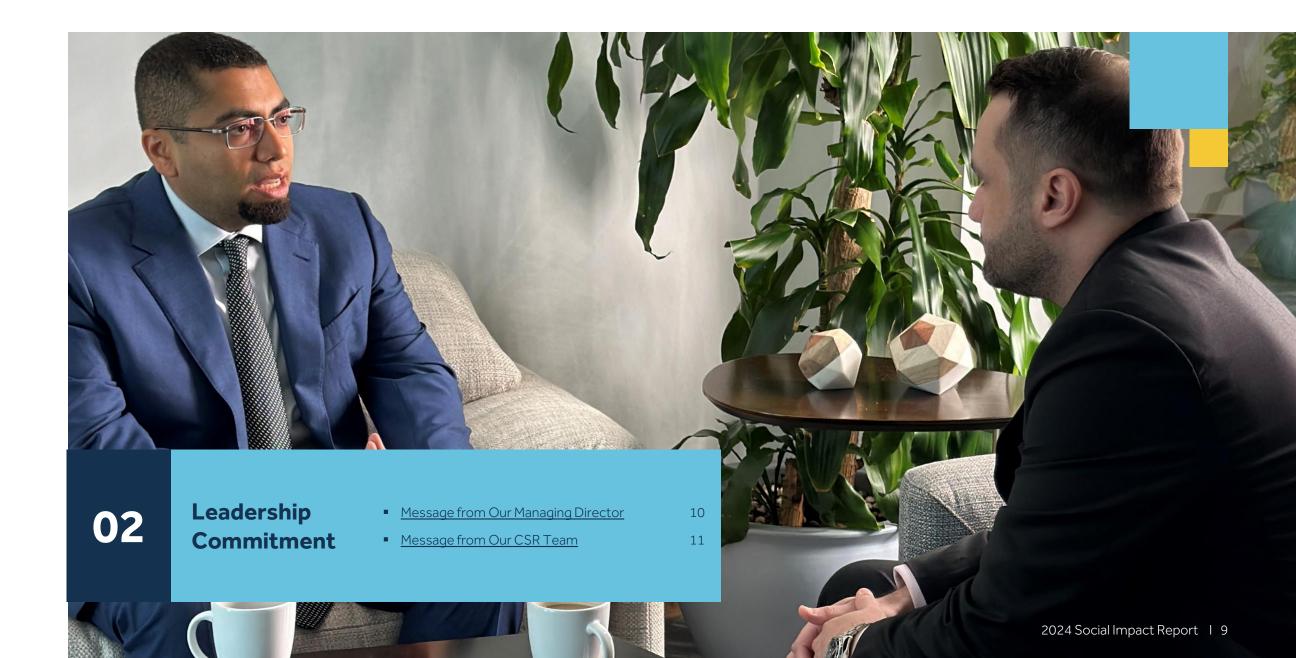
Reso has successfully expanded its client base to over 150 companies and grown its dynamic team to nearly 110 professionals across all offices.

These accomplishments highlight our ongoing efforts to broaden our reach and strengthen our workforce, enabling us to better serve our client base and drive continued success in the research industry.

### **Introduced Our Proprietary Generative AI Platform**

Reso introduced its proprietary Generative Al platform, powered by advanced artificial intelligence to deliver smart, efficient, and tailored solutions to clients.

The platform is unique because it integrates the Knowledge Management (KM) teams database. leveraging years of accumulated knowledge and insights to ensure accurate and high-quality outcomes.



**Leadership Commitment** 



# Message from our Managing Director

As we present our 2024 Social Impact Report, we are proud to highlight a year of significant growth and expansion in our efforts to make a lasting positive impact. This year, Reso has significantly increased its initiatives under all our focus areas— The Community, The Environment, and The Team—showcasing our steadfast dedication to making a meaningful difference. Our actions speak volumes, and the impact we create reinforces our position as champions of sustainable progress.

### To Our Team

I would like to wholeheartedly acknowledge all of you, the Reso team, for your outstanding dedication and collective effort. The impact of our initiatives is a direct result of your ongoing commitment. It has enabled us to make significant strides in areas such as empowering the youth through workshops and seminars, advancing sustainability by reducing our carbon footprint through recycling programs and raising funds for cancer treatment and research. These are just a few examples of the positive change you've helped create across our social impact efforts. Your involvement and determination have set a powerful example, and together, we are leaving a lasting and meaningful impact on our communities and beyond.

### To Our Partners

Our achievements stand as a testament to the strength of the partnerships we've built with you. Our collaboration has allowed us to produce remarkable outcomes. Your trust and support has been pivotal in enhancing the effectiveness of our efforts, driving positive change, and helping us build a brighter future for our communities.

### To Our Clients

We are truly grateful for the loyalty and trust you have placed in us. You have been more than just clients; you have been invaluable partners in our mission to create a better, more sustainable future. Your continued support has facilitated our ability to strengthen our efforts and reach new milestones, and for this, we are deeply appreciative.

Looking ahead, I am confident that with the continued dedication of our team, the valuable partnerships we've built, and the steadfast support of our clients, Reso will remain a catalyst for progress, enriching lives and shaping brighter futures.

Thank you for your ongoing commitment and for being part of this impactful journey.

### Mahmood Alsaleh

Managing Director



**Leadership Commitment** 



# Message from our CSR Team

Leading Reso's CSR initiatives has been deeply fulfilling, aligning with both Reso's vision and my personal passion for meaningful change. Over the past year, we've turned challenges into opportunities, creating initiatives focused on sustainability and innovation.

Guided by our Managing Director, Mahmood AlSaleh, and supported by our dedicated CSR team, we've made a lasting impact through three core pillars: community betterment, environmental sustainability, and employee well-being.

Through initiatives such as providing financial assistance for education, hosting workshops, launching treeplanting campaigns, and promoting workplace health, our efforts reflect Reso's commitment to both people and the planet.

The spirit of collaboration within our team has been key to these successes, and feedback from our stakeholders has ensured our programs are impactful and responsive.

Moving forward, we aim to scale our initiatives and explore new ways to expand our impact while promoting a culture of sustainability.

With our shared vision for a brighter future, we are together shaping Reso's legacy as a force for positive change. We are committed to pushing more boundaries and creating an even greater impact in the coming year, and I am deeply honored to be a part of it.

Aysha AlSulaiti

CSR Lead



In addition to appointing a CSR Lead, the company has established a CSR team with members from different roles within the organization. Their diverse expertise significantly enhances our impact.



Integrating Reso's CSR goals into our marketing strategy amplifies our initiatives and communicates them effectively to stakeholders. Through campaigns focused on key issues such as education and sustainability, we've raised awareness and fostered community engagement. This alignment ensures our efforts are impactful, transparent, and purposeful, driving positive change and strengthening Reso's commitment to social responsibility.

Fatima Alraee

Marketing Manager



As a key communicator with our stakeholders, I've ensured that Reso's social initiatives are conveyed clearly and effectively. By delivering consistent messages, I have contributed in strengthening relationships and increased engagement, thereby enhancing the overall impact of our CSR efforts. It's been rewarding to support our mission of connecting people and creating a lasting impact through our initiatives.

Noor Sarwani

Sr. Administrative & Communications Coordinator



My role bridges the intersection of creativity and social impact, showcasing our dedication to social responsibility. I focus on transforming our CSR initiatives into compelling visuals and messages that really connect with people. By leveraging design thinking and strategic communication, I help turn our sustainability and community efforts into engaging narratives. I'm proud to play a role in shaping Reso's impactful story.

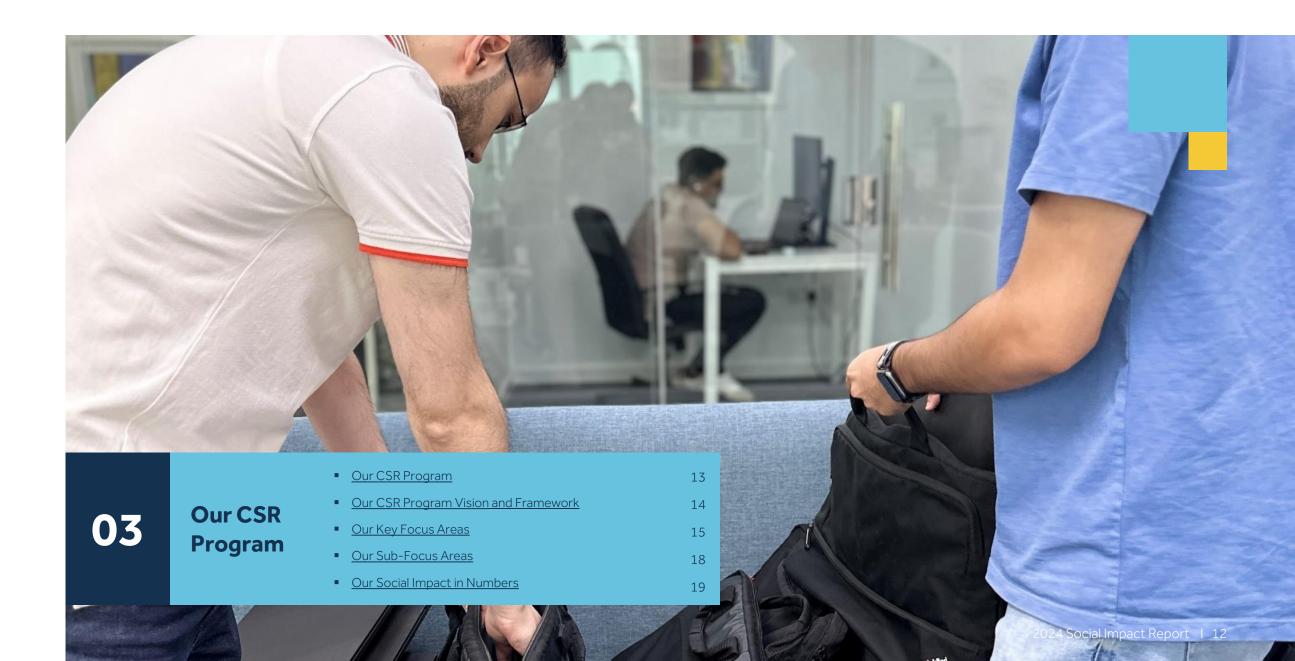
Aysha Janahi

Marketing & Design Executive



As the CSR Representative in Reso's India office, I am privileged to organize events and lead charitable efforts that resonate deeply with our community. My role in engaging employees and managing our initiatives not only addresses local needs but also amplifies the meaningful impact of Reso's mission throughout the region. I look forward to continuing our work, fostering change and enrichment in every project we undertake.

Surya Vajpeyi



# 7

# **Our CSR Program**

At Reso, social impact is more than a commitment—it's the driving force behind our goal to create meaningful and lasting change. In 2024, we took a bold leap by expanding our efforts to Egypt and India, marking a key milestone in our journey. This growth has empowered us to amplify our impact in communities, champion environmental sustainability, and invest in the development of our teams worldwide.

Guided by a clear strategic vision, we've launched initiatives that are making a significant impact across our offices. Our dedication to collaboration and innovation is redefining the way we approach social impact. The best is yet to come, and we are excited to share the progress we have made for the journey ahead.







**Our CSR Program** 



# **Our CSR Program Vision and Framework**

### **Vision**

To lead with purpose, driving sustainable impact by empowering communities and leveraging our expertise to create meaningful change for a better future.

### Goals



Empowering communities through education, skill development, and resource donations



Advancing environmental sustainability



Enhancing employee engagement, health, and well-being

By aligning our efforts with these goals, we aim to leave a lasting positive impact both within our team and the communities we serve.



# Our Key Focus Areas

### **The Community**

At Reso, we are deeply committed to making a meaningful impact by engaging with both local and global communities through initiatives that drive lasting change.

Our approach this year centered on two sub-focus areas: **Community Development** and **Youth Empowerment through Education**. Our efforts aimed to provide vital support, including learning materials, financial aid, and skill development to the communities we serve and empower the next generation with the skills and knowledge needed for success.

Education played a crucial role in our initiatives in 2024. We organized workshops and seminars that offered valuable insights into research with a strong emphasis on precision, data integrity, and effective communication. These efforts empowered participants to enhance their analytical skills and apply best practices in real-world scenarios.

Furthermore, through our Reso EduCare campaign, we provided financial support and donated essential resources to those in need to help further their educational journey.

By leveraging our expertise and dedication, we aimed to create a lasting impact through our initiatives, ensuring that future generations have the tools they need to build a brighter tomorrow.





# **Our Key Focus Areas**

### **The Environment**

Our company's strategy is to integrate environmental sustainability into our operations by minimizing our environmental footprint and promoting responsible practices within our business and the communities we serve.

This year, we continued our recycling initiative from 2023, focusing on waste reduction and resource conservation. We also collaborated with the Supreme Council of Environment in Bahrain to organize the Plant a Tree Initiative, supporting reforestation and carbon offsetting efforts.

Additionally, we distribute eco-friendly supplies to our team, such as reusable tote bags and water bottles, to reduce single-use plastics. Through these initiatives, we aim to drive lasting environmental impact and continue promoting sustainability across all our offices.





# **Our Key Focus Areas**

### **The Reso Team**



Reso places a strong emphasis on creating a positive and supportive work environment that enhances team engagement and overall well-being.

With a focus on two key areas—**Employee Experience and Engagement**, and **Employee Health and Wellbeing**—Reso is dedicated to improving employee motivation and productivity.

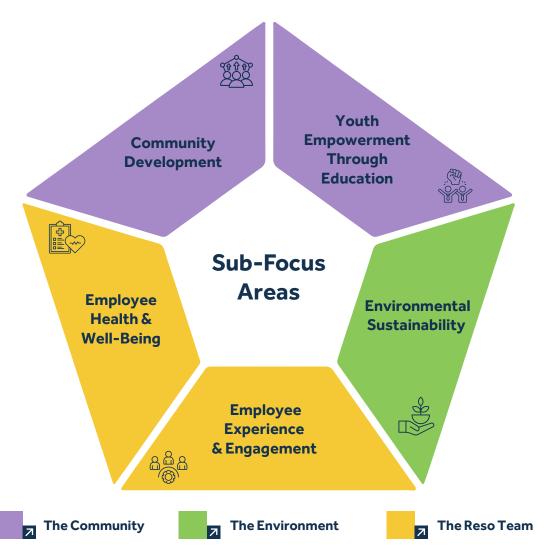
We introduced initiatives such as the Reso Skill Spotlight, where team members shared their expertise with others, and provided weekly wellness sessions to support overall health. Additionally, we ensured that key members across all offices received First Aid training. We also organized four annual events in our Bahrain, India and Egypt offices to promote team bonding, engagement, and strengthen team spirit.

These efforts not only enhance individual growth but also drive overall productivity and success. They also contribute to a thriving work culture where employees feel valued, supported, and empowered to excel both personally and professionally.



**Our CSR Program** 

# **Our Sub-Focus Areas**



### **Community Development**

Reso's community development efforts focus on providing financial support, donating resources, and engaging in volunteering efforts to make a positive impact. We address critical needs by supporting charitable causes, offering financial aid for education, and contributing to food security initiatives, reinforcing our commitment to community well-being.

### Youth Empowerment Through Education

Reso's commitment to youth empowerment through education aims to empower the next generation by equipping them with the skills to drive economic growth. We actively strive to make a positive impact by offering lectures, seminars, and workshops that enhance skills, broaden knowledge, and prepare the youth for future success.

### **Environmental Sustainability**

At Reso, we believe that everybody has a responsibility to care for the environment and create a more sustainable world. We reduce our ecological footprint by adopting eco-friendly practices using sustainable products and implementing green policies. Additionally, we encourage our team to participate in conservation initiatives, integrating sustainable actions into our daily operations for lasting impact.

### **Employee Experience & Engagement**

Reso is committed to professional development and cultivating a positive culture. By offering training and growth opportunities, we empower our team to reach their full potential. We emphasize employee well-being and strengthening workplace relationships through team-building exercises and social gatherings that promote collaboration and trust. This supportive environment extends beyond the office, inspiring our team to create meaningful social impact in the community.

### **Employee Health & Well-Being**

Reso prioritizes the health and well-being of its team and this is reflected in offering comprehensive benefits, wellness initiatives, and creating a supportive workplace environment. Our goal is to maintain a vibrant workforce with a strong focus on their holistic well-being.



# **Our Social Impact in Numbers**

These key performance metrics reflect the substantial impact of Reso's CSR initiatives over the past year, highlighting the company's commitment to driving positive change within the community, the environment, and the Reso team.

stakeholders collaborated with us to execute our CSR initiatives



of stakeholders were highly satisfied with our collaboration

23

initiatives have been successfully completed





of team members were highly satisfied with our CSR program

significant causes have been supported





of items have been recycled by our

### \*The satisfaction KPls listed above are derived from both external and internal surveys conducted to ensure accuracy and provide a comprehensive view of employee and stakeholder feedback

# **Impact of Our Work**

While our research is a core business activity, it aligns with our CSR efforts by generating insights that address societal challenges, drive sustainability, and promote community well-being.





Through actionable solutions, we contribute to positive change and demonstrate our commitment to corporate responsibility. This is further demonstrated by the satisfaction rate of our clients, as we deliver meaningful insights that build trust and long-term relationships.

- In 2024, Reso delivered 11 high-impact projects focusing on key social areas.
- These initiatives addressed critical issues such as environmental sustainability, smart city development, and the enhancement of educational and cultural initiatives. Notably, projects aimed at advancing urban innovation and improving city livability that were aligned with country visions and national goals.
- Additionally, Reso led efforts in sustainability and decarbonization, offering strategic recommendations to foster greener policies and innovations in renewable energy, waste management, and emissions reduction.
- These projects have been crucial in driving smarter, more sustainable urban environments, improving governance, ecosystems, and uplifting quality-of-life standards.



**Our Initiatives for the Community** 



# **Community Development**

At Reso, we are committed to making a positive impact in the communities we serve. Our recent initiatives reflect our dedication to important causes, from supporting cancer awareness and education to providing vital resources for those in need. Here's a closer look at some of the meaningful actions we've taken this year to uplift others and contribute to a brighter future.

### **Pinktober Initiative**

Reso expanded its Pinktober Initiative this year across three offices in Bahrain, India and Egypt. Fach office hosted a bake sale to raise funds for breast cancer research and support. In addition to the funds raised by our teams, we made an extra contribution, boosting the total amount collected and donated to USD 1,620.

In Bahrain, we donated to Think Pink Bahrain, a non-profit organization focused on raising breast cancer awareness, funding research, and providing crucial medical equipment.

In India, we donated to Yes to Life, an organization that aids cancer patients with diagnostic screenings and rehabilitation kits.

In Egypt, we donated to the 57357 Children's Cancer Hospital, a leading facility in pediatric cancer care, advancing medical research, and training healthcare professionals to improve survival rates.







As part of this initiative, the CSR team distributed breast cancer prevention flyers and organized a quiz to engage the team. Selected team members also delivered informative sessions on healthy living to support cancer prevention. Promoting health awareness was as essential as the donation efforts in this initiative.



It was a pleasure and fun to be part of the Pinktober initiative, working alongside teams from other offices around the world in an engaging effort to raise awareness for breast cancer and support an important cause.

Ahmed Hedait, Sr. Research Analyst









### **Ramadan Food Drive**

During the holy month of Ramadan, Reso organized a Food Drive to distribute essential food items such as rice, oil, milk, and bread to families in need.

This initiative was an effort to provide sustenance to those facing economic challenges, further strengthening our ties with the local community and showing solidarity with those less fortunate during this special time of the year.



**Our Initiatives for the Community** 



# Reso's 2024 EduCare Campaign

Reso launched its first education-focused campaign, designed to make a tangible impact on students lives. This initiative encompassed three key efforts: providing financial support to students in need, donating educational supplies to orphans, and offering refurbished laptops to students lacking access to essential technology. To execute these efforts, we allocated a total of USD 3,950 and aimed to remove barriers to education and empower young learners to reach their full potential.

### **Financial Support for Education**

Through the Reso EduCare Campaign, a donation was made to the Tree of Life Social Charity Society to provide financial assistance to students in need. This initiative sought to provide the financial support necessary for individuals to pursue their academic journey and fulfill their potential.



### **Educational Supplies for Orphans**

Understanding the vital role that education plays in shaping a better future, investing in youth development is a priority for us. As part of this initiative, the company donated educational supplies to AlSanabel Orphan Care Society. These supplies were aimed at providing orphans with the essential tools to support their learning and equip them to achieve their academic goals.



### **Laptops for Students in Need**

Laptops can provide crucial support to students who lack access to essential technology, enabling them to continue their education effectively. To assist in this effort, we donated 15 refurbished laptops to AlMabarrah AlKhalifia Foundation, helping students access online resources and complete their academic tasks.













I take great pride in being part of our CSR initiatives. I've had the rewarding experience of preparing laptops for donation and organizing school supplies for orphans. Knowing that my efforts directly contribute to supporting education and providing essential resources to those in need is truly fulfilling. Being part of a team that makes a meaningful impact on our community is a privilege I deeply value.

Sayed Ayman Husain, IT Executive

**Our Initiatives for the Community** 



# Youth Empowerment through Education

Our commitment to youth empowerment through education is demonstrated through initiatives that allow us to leverage our expertise to empower the next generation. By partnering with institutions such as Bahrain Polytechnic and Hope Talents, we offer workshops and opportunities that help young people develop valuable skills, preparing them for success in their careers and contributing to the future of work in line with Bahrain's Vision

Our Partnership with Bahrain Polytechnic

In January, Reso partnered with Bahrain Polytechnic, a leading institution in higher education, to enhance youth education and training.

Through seminars and workshops led by our research team, we focused on improving the research skills of the university's students and staff. Additionally, we hosted final-year students for a three-month internship, where they worked on a real-world business problem as part of their Industry Project, applying their knowledge and gaining valuable industry experience.

### **Research Seminar: Research Methodologies**

We kicked off this partnership with a virtual research seminar led by our research team, with participants including Bahrain Polytechnic students and faculty.

The seminar was packed with practical tips and valuable insights, diving deep into crafting research objectives and mastering methodologies. Topics covered included how to develop a research storyline, understanding the research objective and scope, conducting primary and secondary research, data extraction, and research best practices.







### **Advanced Workshop: Business Research Methodologies**

The second initiative conducted was an advanced workshop on Business Research Methodologies, which covered various data collection methods, including primary and secondary data collection, with scenarios and guidelines.

This workshop was held in person at Bahrain Polytechnics premises, with participants including Bahrain Polytechnic students and staff. The workshop concluded with an interactive exercise, where our speakers walked around the teams to provide one-on-one quidance.

### **Industry Projects: Practical Experience for Final-Year Students**

We invited Bahrain Polytechnics final-year students to undertake their industry projects with us. These projects provided students with essential work placements, offering practical experience in their respective fields before graduation. The students were welcomed by our Human Capital and Finance departments, where they worked alongside mentors from our team and gained valuable industry exposure.

The projects concluded with the students presenting their solutions to an internal question we had posed, offering fresh perspectives on an issue we were seeking to address. We also had the privilege of acting as external examiners for their industry projects, evaluating the students work and providing feedback on their solutions.

### **Industry Project Student Feedback**



83%

Effectiveness rate of the internship in developing and improving skills



100%

Satisfaction rate for the support and quidance from supervisors









**Our Initiatives for the Community** 



# Youth Empowerment through Education

### **Our Partnership with Hope Talents**

Our second partnership, established at the beginning of the year, was with Hope Talents to enhance educational and skill development opportunities for talented Bahrainis. This strategic collaboration aligns with Bahrain Vision 2030, focusing on equipping exceptional graduates with the skills needed for the future of work.

Hope Talents, a Bahrain-based talent management organization, is dedicated to identifying and empowering high-achieving individuals, making this partnership a significant step in supporting local talent and job readiness. Together, we planned to provide workshops as part of their Workplace Readiness Program, an initiative launched by them to help individuals progress in their career journey and support their professional development.







### Advanced Workshop: Enhancing Research and Ensuring Data Quality and Precision

We kicked off this partnership with an engaging in-person workshop, delivered to university students and graduates. The session concentrated on the key aspects of data quality and precision in research, emphasizing the need for data collection to be relevant to the research objectives, and ensuring it is reliable, accurate, and complete. This approach ensures the delivery of accurate and strategically relevant insights.

Throughout the workshop, our speakers incorporated live, interactive content by inviting participants to scan a QR code for real-time questions, making the experience dynamic and engaging.

### **Advanced Workshop: Mastering Benchmarking and Strategies for Success**

The second workshop focused on the importance of benchmarking, exploring its various types and the benchmarking process. In between the lectures, our speakers facilitated a hands-on workshop, walking around to engage with the audience—university students, professionals from other organizations, and job seekers—to discuss their questions and provide personalized insights.







### **Workshop with Hope Talents Attendees Feedback**



Overall workshop satisfaction rate



97%

Success in meeting attendees expectations

**Our Initiatives for the Environment** 



# The Environment

Environmental sustainability is very important to us at Reso. Through enhanced recycling efforts and eco-friendly workplace practices, we are committed to making a positive impact on the environment. We look forward to exploring more ways in the year ahead to reduce our carbon footprint and contribute to a sustainable future.

### **Recycling Initiative for Sustainability**

We continue to prioritize sustainability by enhancing our recycling efforts. We have provided recycling bins to encourage proper waste disposal and minimize the impact on the environment. Additionally, we have communicated with our recycling partners to clarify what is recyclable and what is not, ensuring no contamination in our recycling process. This information has been shared with the team to further enhance our recycling efforts.



### **Sustainable Practices at Work**

We took a proactive approach to environmental sustainability and reducing our carbon footprint by encouraging eco-friendly practices among our team. As part of this ongoing initiative, we distributed reusable tote bags and water bottles to all employees. These items serve as daily reminders for our team to reduce their dependence on single-use plastics, a crucial step towards minimizing environmental waste.





Our company's recycling program has significantly reduced waste and fostered a culture of environmental responsibility among team members. This initiative has improved our waste management practices and inspired us to pursue further sustainability measures, strengthening our commitment to making a positive environmental impact.

Noor Sarwani, Sr. Administrative and Communications Coordinator

### Plant a Tree Initiative

To contribute to World Environment Day, Reso Bahrain took an exciting step toward environmental stewardship by partnering with the Supreme Council for Environment to launch the "Plant a Tree" initiative.

This collaborative event saw our team come together to plant trees in the Al Areen area, a critical part of Bahrain's natural ecosystem. The initiative not only aimed to beautify the local area but also played a key role in supporting broader environmental goals, such as combating climate change and preserving biodiversity.

By consistently integrating sustainability into our practices, we strive to make a positive and lasting impact on the environment. We look forward to continuing these efforts and exploring new opportunities to contribute to a greener, healthier planet.



















# The Reso Team

### **Embracing Diversity and Inclusion at Reso**

At Reso, we take pride in our vibrant and inclusive culture, which brings together individuals from over 10 nationalities, communicating in more than 11 languages. This diversity fuels our creativity, enriches our perspectives, and promotes a collaborative environment where everyone's voice is valued. We believe that our strength lies in the varied backgrounds and experiences of our team members, which empower us to innovate and grow together. Our commitment to diversity ensures that every individual feels respected and is inspired to contribute to our collective success.



### **Total Employees**

Office	Bahrain	India	Egypt	UAE	KSA
Total Employees	45	49	13	2	1

### A Glimpse of Reso's Diverse Nationalities



### A Glimpse of Reso's Language Capabilities

<b>✓</b> English	✓ Arabic	✓ French	<b>✓</b> Spanish	<b>✓</b> Greek
<b>✓</b> German	<b>✓</b> Danish	✓ Hindi	✓ Turkish	<b>✓</b> Urdu

# **Training and Education**

We prioritize the continuous growth and development of our team as a key element of our CSR initiatives. By offering a mix of internal and external training, along with self-paced learning through LinkedIn Learning, we empower our team to enhance their skills at their own pace. Support for professional education and personalized development plans further contribute to career advancement.

These efforts help promote a culture of growth, ensuring both personal and organizational success, and are integral to achieving our social impact goals.

### **Learning Opportunities**

Our approach combines internal and external training opportunities to support the ongoing development of our team. The internal team leads some sessions, while external partners provide specialized training to meet specific needs. This blend of internal knowledge and external expertise offers a comprehensive learning experience, allowing our team members to broaden their skill set and stay up-to-date with industry trends.

### **Self-Paced Learning with LinkedIn Learning**

To further support individual growth, we provided our team members with access to LinkedIn Learning. This subscription opened the door to a vast array of online courses, allowing them to learn at their own pace in areas that match their professional interests and aspirations. Many team members have taken advantage of this resource to obtain certifications, enhancing their qualifications and expertise.

### **Support for Professional Education**

We have been committed to supporting the ongoing growth of our long-standing team members by offering both assistance and dedicated time off for professional certifications and further studies. This initiative helped our employees enhance their skills, advance their careers, and contribute to both their personal success and the broader objectives of the company.

### **Personalized Development through Individual Development Plans (IDP)**

At Reso, we encourage our teams growth through IDPs. Each year, we assess employees progress through feedback and manager input to identify areas for improvement, then create customized training plans that align with both personal and organizational goals.

These plans are further supported by mentorship, enhancing overall development. Additionally, our training programs are tailored to meet the specific needs of different teams. For example, to accelerate their development, we provided individuals in leadership positions with specialized courses from external stakeholders, covering topics such as leadership, strategy execution, and more. These targeted programs ensure that each team has the necessary skills for success and to drive both their personal and the companys growth.















The LinkedIn Learning access provided by Reso as part of its commitment to investing in employees learning and development allowed me to explore different training courses that played a role in enriching my knowledge and successfully completing my CIPD Level 7 assessments.

Fatema Ahmed, Sr. Human Capital Executive



# **Employee Engagement and Experience**

Employee engagement and experience are key to creating a positive and inclusive workplace culture at Reso. Our initiatives aim to bring our employees together, recognize their contributions, and promote a sense of belonging. These events create memorable experiences that engage our team while supporting our commitment to well-being, recognition, and cross-office collaboration. These initiatives help strengthen our internal culture and contribute to a more informed, connected, and motivated workplace.

### **Sports Day**

Bahrain celebrates Sports Day every year, and this event has gained widespread participation, promoting a healthy lifestyle and new initiatives to integrate sports into Bahrainis daily routines. To mark this occasion, our Bahrain team participated in a fun competition at Body Force Gym, which included challenges such as rope pulls and wall sits endurance contests.

The event promoted physical activity, strengthened team spirit, and reinforced our dedication to cultivating healthy and vibrant connections between team members.



### **Acknowledging Working Mothers**

For Mother's Day, we wanted to create a memorable experience that honored the incredible mothers on our team. As a gesture of appreciation, we invited their children to the office, allowing them to see firsthand the dedication their mothers bring to both work and family. This initiative, combined with our reduced working hours policy for mothers, reflects our commitment to supporting and nurturing a balanced work environment.

The day began with a special tour led by the Managing Director, followed by children creating beautiful paintings as a heartfelt gesture of love and appreciation for their mothers. It was a day filled with smiles, creativity, and a shared sense of gratitude.



When I recently became a mother, the flexibility in work hours and the extended maternity leave were essential in helping me balance my career and parenting. This initiative reflects Reso's genuine commitment to employee well-being and support for working parents. I am deeply grateful for the trust and encouragement I've received during this time.







### Ridhim Singhal, Knowledge Management Manager

### **International Women's Day**

In celebration of International Women's Day, we took the opportunity to honor and celebrate the incredible women who are an integral part of our company. Across all our offices, we recognized their hard work, dedication, and contributions by presenting thoughtful gifts as a token of our appreciation. This initiative highlights our dedication to gender equality. By empowering and acknowledging the women within our organization, we are building a stronger, more diverse workplace where everyone is valued for their unique contributions

### **Team Appreciation Day**

In our effort to nurture a positive workplace culture, we launched Team Appreciation Day, encouraging employees across offices to share gratitude and recognition with one another. Team members wrote notes to show appreciation for their colleagues, whether it was for offering guidance, spreading positivity, supporting teamwork, or going the extra mile in their roles. This initiative was a great way to promote cross-border collaboration and strengthening connections between team members from different regions.

# **Employee Engagement and Experience**

### **Internal Newsletter**

To enhance employee engagement and experience as well as improve communication across our five offices, we introduced an internal newsletter featuring company updates, team member highlights, birthday announcements, event calendars, and more. The newsletter also includes health and wellness tips to promote a balanced lifestyle.

By celebrating both team achievements and personal milestones, it strengthens internal connections and supports our social impact efforts, creating a more engaged and informed workplace.

# **Reso Digest**

### **Reso Skill Spotlight Competition**

We introduced the Reso Skill Spotlight initiative to celebrate and showcase the diverse talents within our team. It was inspiring to see how talented our team members are as they shared their expertise on topics such as positive psychology, fitness and exercise, time management, healthy baking, public speaking, and language learning.

Over the course of two days, each speaker presented virtually for a few minutes, offering valuable insights and practical tips. The initiative concluded with the selection of a few winners, chosen based on which topics the team found most useful. This event not only promoted knowledgesharing and personal development but also highlighted the incredible skills within our team.



### **Employee Engagement Events**

As part of our commitment to supporting employee well-being and strengthening workplace connections, the Bahrain, India, and Egypt teams participated in a variety of engaging events throughout the year that encouraged collaboration, cultural appreciation, and team bondina.

The Bahrain team celebrated National Day with a BBQ at Nurana Island, while the India team had a wonderful dinner to celebrate Diwali. they also embraced the holiday spirit with a Secret Santa gift exchange. The Egypt team came together for a bowling and dinner event to reflect on the year's successes.

During these events, team members had the chance to connect on a personal level, building stronger relationships and encouraging greater collaboration. This supports our CSR goals by promoting a positive work environment where employees feel valued, engaged, and motivated to contribute to the company's success.



Having recently joined the company, I've found team-building events such as Secret Santa to be a fantastic way to connect with my colleagues. These activities have been instrumental in helping me build meaningful relationships. The Diwali Dinner, in particular, offered a wonderful chance to bond with the team on a personal level, fostering a deeper sense of connection and integration into the company culture.

Kashish Vohra, Jr. Research Analyst







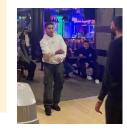
















# **Employee Health and Well-being**

At Reso, the health and well-being of our employees is a top priority. We believe that a healthy workforce is key to driving success, innovation, and productivity. Through our health initiatives and support programs, we aim to create an environment where every team member can thrive physically and mentally, ensuring their well-being remains a priority of our corporate responsibility.



### **Wellbeing Sessions**

On a weekly basis, we introduced wellbeing sessions at our Bahrain office to help our team unwind. These sessions include team bonding exercises, meditation, breathing sessions, stretching, unwinding, and tension relief activities, allowing the team to take a few minutes away from work to relax, recharge, and build a sense of connection.

### **Promoting Health and Wellbeing Through Sharing Tips**

To support the health and wellbeing of our team, we include health and wellness tips in our internal newsletter every month. These tips are carefully extracted from verified sources and tailored to employees working in the office, promoting their overall health and fostering a positive work environment.

### **Comprehensive Health Insurance**

We provide a comprehensive medical insurance that offers extensive health coverage, ensuring our team members have access to the best care. This initiative provides our team members with the assurance that they are covered in case of any medical emergencies, ensuring their health is always a priority.

### **30-Day Weight Loss** Challenge

This year, we launched a company-wide 30-day weight loss challenge to promote healthy habits among our team, with participants weighing in before and after the challenge to track progress.

The initiative encouraged healthier lifestyles and built team spirit, with the winners receiving a cash prize sponsored by the company.











I joined the challenge because it was an incredible opportunity to lose weight and transform. Losing weight was something I had always wanted to do for my health, but this challenge gave me the extra motivation I needed to push through and stay committed. It inspired me to keep going, stay focused, and truly believe in myself. It was the perfect reason to take action and see real results.

Sharukh Shaikh, Presentation Specialist & Research Support

**Our Initiatives for the Reso Team** 

# **Employee Health and Well-being**

### First Aid For The Team

To prioritize the safety and well-being of our employees, we implemented a comprehensive First Aid training initiative across all our offices. This program not only equips our team with essential first aid skills to ensure a safer workplace but also empowers them to respond effectively to emergencies in their personal lives and within the broader community.

The two-day training, conducted by certified professionals in each location, provided valuable knowledge and hands-on experience to prepare our employees for emergencies. Our team was very eager to learn, engaging both theoretically and practically, making the training an enriching experience for everyone.

### **Licensed First Aid**

We took additional steps to ensure a higher level of preparedness by designating a select group of team members in each office to undergo a licensed first aid course. These trained individuals now serve as first aid marshals, equipped to respond swiftly and effectively to emergencies, providing critical care until professional emergency services arrive.

Their presence not only strengthens our safety protocols but also gives our employees confidence, knowing that trained responders are always nearby, ready to act in critical moments.











The licensed first aid training provided by Reso was incredibly valuable, equipping me with essential skills and the confidence to handle emergencies effectively. The hands-on approach and structured curriculum made the experience highly practical and impactful.

Arushi Sharma, Research Analyst

**Our Initiatives for the Reso Team** 



# **Employee Health and Well-being**

### **Ergonomic Furniture**

To promote employee health and safety, we provide ergonomic chairs and standing tables in all our offices. These measures reduce strain and promote flexibility, allowing employees to alternate between sitting and standing.

Additionally, our CSR efforts focus on enhancing our workspaces with plants to improve air quality and reduce stress, while ensuring ample natural sunlight to promote a productive and health-conscious environment.



Reso supports employee health by offering a variety of healthy snacks in our offices, including cereals, milk alternatives, fresh fruit, and nutritious snack bars. These options encourage better eating habits, boost productivity, and enhance mental clarity.

As part of our social impact commitments, this initiative ensures that employees have access to nutritious choices that contribute to their overall well-being and long-term health.









It's great to be part of a company that prioritizes our health and well-being. Providing healthy snack and breakfast options encourages us to make better food choices, while the ergonomic chairs ensure our comfort throughout the day. This commitment not only supports our well-being but also boosts our productivity.

Maryam Aldoseri, Legal and Compliance Executive





# A Year of CSR at Reso



**Offered Wellbeing Sessions** We partnered with Bodyforce Gym in Bahrain to offer weekly well-being sessions at the office



**Methodology Seminar** We conducted a virtual seminar on research methodology for Bahrain Polytechnic students and faculty members



**Celebrated Sports Day** We organized a fun-filled Sports Day event for our team



Introduced a Weight Loss Challenge We organized a 30-Day Weight Loss Challenge across our offices to promote health and wellness within our team



Held Mother's Day at the Office We invited the mothers in our team to welcome their children to the office and learn about their roles

### January

### **February**

### **Mentored University Students**

We hosted Bahrain Polytechnic students for a four-month internship and provided hands-on experience



### March

### **Celebrated International** Women's Day

We honored the women in our team with tokens of appreciation



### **Organized a Ramadan Food Drive**

We distributed food boxes to those in need during the holy month of Ramadan



# A Year of CSR at Reso



# Conducted a Data Quality and Precision Workshop

We conducted a workshop on Data Quality and Precision in collaboration with Hope Talents



**Organized a Beach Day Event**We enjoyed an exciting, activity

filled day at AlBander Resort organized by Kashta Tours



### **Facilitated First Aid Training**

We provided our team with basic first aid training, certifying selected members as first aiders to ensure a safe workplace environment

April May July

### Conducted a Research Methodologies Workshop

We conducted an advanced workshop on research methodologies for Bahrain Polytechnic students



# Held an Appreciation Day Initiative

We celebrated each other by sharing appreciation notes across our offices



### Implemented a Plant a Tree Initiative

We collaborated with the Supreme Council for Environment to plant trees for World Environment Day



# Reso's CSR Highlights



Introduced Reso Skill Spotlight
We showcased a few team
member's skills by allowing them to
share their talent with the team



**Celebrated Diwali at the India Office**We celebrated Diwali at our India office with traditional food and friendly competition



**Organized Team Outing for the Egypt Team** We organized a dinner and bowling outing for the Egypt team

### **August**

### September

### October

### November

### **December**

### Launched Reso EduCare Campaign

We launched the Reso EduCare Campaign to support education and community development







# **Coordinated Pinktober Bake Sale**We organized a bake sale across our

We organized a bake sale across our offices to help raise funds for breast cancer awareness and research



# Conducted Workshop on Mastering Benchmarking

We hosted an engaging workshop on benchmarking strategies in partnership with Hope Talents



### **Celebrated Bahrain National Day**

We celebrated Bahrain National Day outdoors with fun team activities and a BBQ dinner



# **Complete List of Our CSR Initiatives (1/3)**

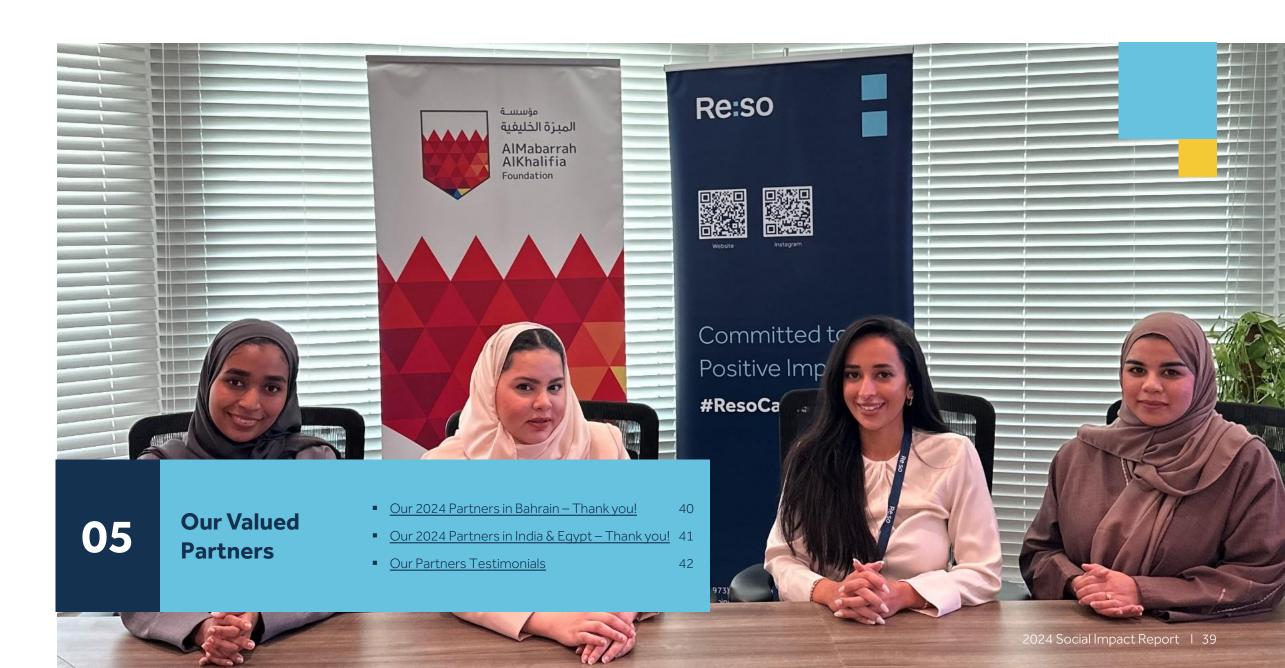
Sub-focus Area	Initiative	Initiative Description	Country	Stakeholder	Stakeholder – Brief Description
Community Development  Reso E Campa Aid)  Reso E Campa bags d  Reso E Campa		Hosted a three-day bake sale, with all proceeds including Reso's extra contribution, were donated to cancer support	Bahrain	Think Pink	A national breast cancer organization focused on improving the lives of breast cancer patients and their families
	Pinktober Initiative		Egypt	57357 Children Cancer Hospital	A healthcare institution offering a wide range of up-to- date diagnostic and treatment services
			India	Yes To Life Charity	A non-profit organization dedicated to breast cancer awareness, screenings, and providing emotional, financial, and rehabilitation support
	Reso Educare Campaign (Financial Aid)	Organized the campaign featuring financial aid, laptop donations, and educational supplies for students in need	Bahrain	Tree of Life Charity Society	A non-profit organization dedicated to improving the quality of life in the Bahraini community through initiatives in areas such as tuition fees, healthcare, and more
	Reso Educare Campaign (School bags distribution)		Bahrain	AlSanabel Orphan Care	A non-profit organization that provides aid and assistance to over 450 orphans through various social, educational and health related activities
	Reso Educare Campaign (Laptop distribution)		Bahrain	AlMabarrah Alkhalifia Foundation (MKF)	A non-profit foundation aiming to create a social impact in the education sector and empower Bahraini youth to reach their full potential
	Ramadan Food Drive	Distributed Ramadan food boxes to workers as part of community development	Bahrain	Saleh AlSaleh Co.	A family-owned business, one of the oldest and most respected companies in the import and distribution of foodstuff

# **Complete List of Our CSR Initiatives (2/3)**

Sub-focus Area	Initiative	Initiative Description	Country	Stakeholder	Stakeholder – Brief Description
Practices Workshop  Youth Empowerment Through Education  Industry Project Students from HR Accounting Majors	Data Quality and Precision Workshop	Conducted a workshop on Data Quality and Precision, presented by the research team at Reso	Bahrain	Hope Talents	A talent management program under Hope Fund, which focuses on identifying, upskilling, and recognizing high-potential individuals to enhance their career development. Hope Fund is dedicated to supporting and empowering local talent across various sector
	Benchmarking Best Practices Workshop	Conducted a workshop on Benchmarking Best Practices, presented by the research team at Reso	Dafifalfi		
	Industry Project Students from HR and Accounting Majors	Supported Bahrain Polytechnic students throughout their four-month internship at Reso as part of their Industry Project, which encourages students to gain handson experience through on-the-job projects	Bahrain	Bahrain Polytechnic	A government-established educational institution delivering applied, professional, and technical qualifications to develop a skilled Bahraini workforce
	Research Methodology Virtual Seminar	Hosted a virtual seminar, "Introduction to Business Research Methodologies," led by Research Managers			
Environmental Sustainability	Plant a Tree initiative	Participated in an environmental initiative on World Environment Day with the Supreme Council of Environment, planting trees at Al Areen Resort	Bahrain	Supreme Council of Environment	A government agency responsible for shaping Bahrain's future strategy for environmental and sustainable development
	Recycling initiatives for paper and plastic	Scheduled weekly recycling pickups for collected items, including plastic and paper	Bahrain	Nidukki	A waste management, cleaning, and recycling service provider with 35 years of experience

# Complete List of Our CSR Initiatives (3/3)

Sub-focus Area	Initiative	Initiative Description	Country	Stakeholder	Stakeholder – Brief Description
Employee Engagement & Experience	AlBander Lunch & Gathering	Enjoyed a team outing and lunch at Al Bandar Resort, engaging in activities and games	Bahrain	Kashta Tours	A local Bahraini business that designs and organizes innovative entertainment programs and leisure trips for people of all backgrounds
	Wellbeing sessions	Scheduled weekly wellbeing sessions with Coach Abdulla, featuring stretching, unwinding and team bonding sessions	Bahrain	Body Force	A Bahrain-based fitness brand led by international trainer Coach Abdulla, offering training programs, sportswear, and supplements
First Aid Training (BH)  Employee Health & Wellbeing  First Aid License (IN)  First Aid Training (IN)	Our Reso team in Bahrain participated in and completed basic first aid training, with two members obtaining First Aid Licenses	Bahrain	We Care Services	A residential nursing care service provider, also offering essential first aid training and certification for first aid licenses	
	First Aid License (IN)	Our Reso team in India participated in and completed basic first aid training	India	National Institute of Safety Health and Environment (NISHE)	An institute of qualified safety professionals dedicated to providing education, training, and consultancy services for organizations and individuals in Health, Safety and Environment (HSE)
	First Aid Training (IN)	Two team members from the India team earned the First Aid Licenses	India	Magiceye Management Consultants	An ISO-certified training institute offering first aid and CPR training programs
	First Aid Training (EG)	Our Reso team in Egypt participated in and completed basic first aid training, with one member obtaining his First Aid License	Egypt	Safety Scope	An organization that provides First Aid at Work (FAW) and CPR training across Egypt and the Middle East



# Our 2024 Partners in Bahrain – Thank you!

























**Our Valued Partners** 

# Our 2024 Partners in India & Egypt – Thank you!











**Our Valued Partners** 



# **Our Partners Testimonials**



The research skills development workshops for staff and students provided the platform to grow research at Bahrain Polytechnic and are still used today as professional development. The facilitators were very knowledgeable and well prepared. We are looking forward to collaborate together again. Dr. Philippe Prinquet,

Dean of Research and Enterprise at Bahrain Polytechnic



It's been a pleasure working with Reso team, and the content of the workshops always interactive and beneficial.

Mohamed Ghazwan.

Project Specialist and Business Development at Hope Talents, Bahrain



Working with Reso has been an excellent experience. The weekly 'Routine Break' sessions you offer, which cover topics such as team building, ice-breaking, and breathing exercises, are incredibly impactful. Your ability to engage the team and introduce meaningful activities in 10 to 15 minutes has fostered a positive and refreshing atmosphere that encourages everyone to Abdulla AlFadhul, remain focused and connected. **Bodyforce, Bahrain** 



We thank Reso for their visit and for distributing school bags to 40 students supported by the association. This initiative supports the school bag and uniform project implemented by Al Sanabel at the beginning of each new academic year, benefiting the orphaned students sponsored by the association.

Al Sanabel Orphan Care Society, Bahrain



Providing students in need is a powerful way to level the playing field in education. It not only provides access to resources and tools that enhance learning but also equips students with the digital competencies they need for their academic and professional futures.

Noora Bin Hindi

AlMabarrah AlKhalifia Foundation, Bahrain



We want to express our deepest gratitude for Reso unwavering support. It truly means a lot to us and will support the community greatly.

Fatima Ghuloom,

Representative from Think Pink Breast Cancer Society, Bahrain



It was a very effective and beautiful experience, and the interaction was elegant, and we hope for permanent cooperation with you.

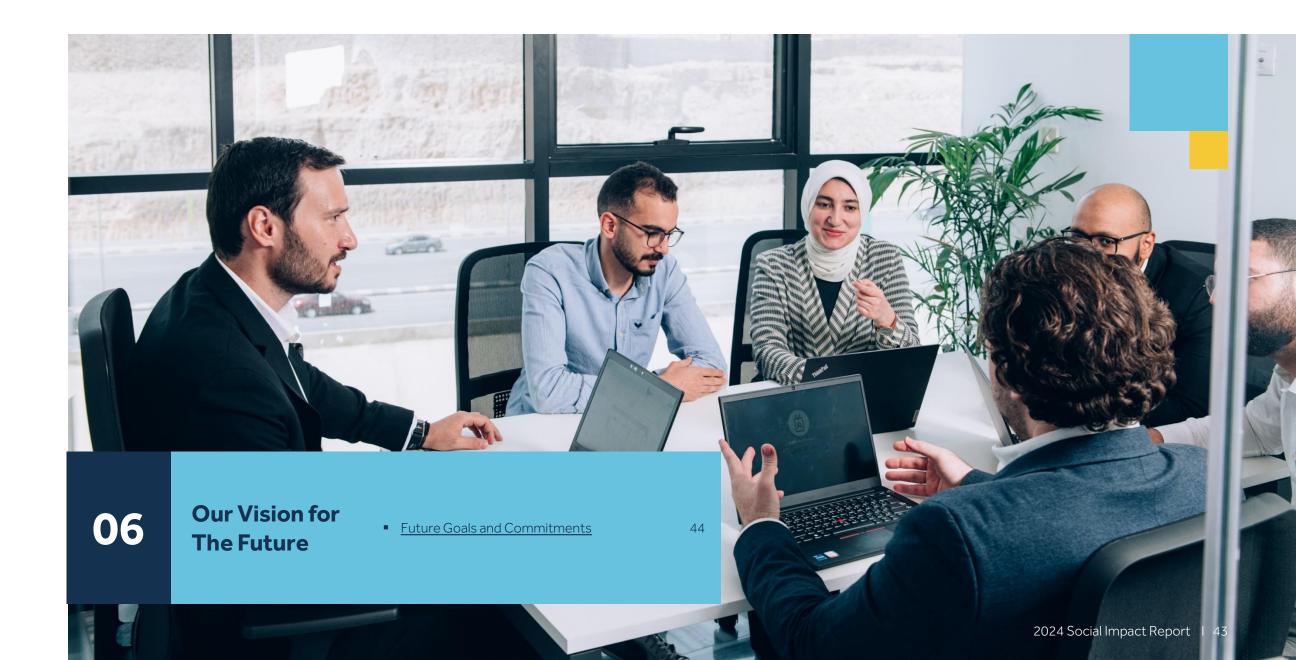
> Shafiqa AlMoalem, Tree of Life Charity Society, Bahrain



Working with you has been an exceptional experience. The clear communication, collaborative spirit and commitment to excellence made every step of the process seamless and rewarding. Together, we achieved outstanding results, and I look forward to future opportunities to collaborate with you.

MagicEye Management Consultants Pvt Ltd, India





**Our Vision For The Future** 

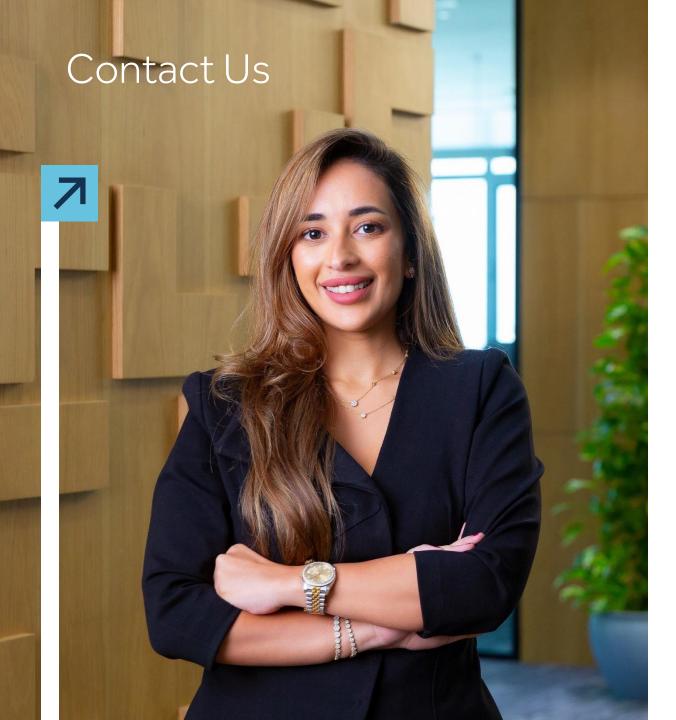
# **Future Goals and Commitments**

In 2025, the company aspires to accomplish the following goals



### Goals

- - Engage with the Innovation Department: Work with the innovation department to drive impactful solutions for CSR and optimize the program delivery
  - Innovate for Impact: Leverage our knowledge and resources to create more impactful educational and upskilling programs that empower the youth, including initiatives focused on utilizing generative AI and data analytics to equip them with future-ready skills
  - Enhance Reach to Maximize Beneficiary Impact: Aim to reach a wider audience through our workshops and seminars, positively impacting more beneficiaries and furthering our mission to empower youth through education
- Promote Environmental Conservation: Encourage team involvement in volunteering for ecosystem preservation projects, while promoting a culture of environmental awareness and responsibility throughout our team
- Adopt Eco-Conscious Practices: Strengthen waste reduction, responsible resource consumption, and sustainable procurement across operations and offices
- Promote Environmental Conservation: Promote team involvement in volunteering for ecosystem preservation projects
- Enhance Workplace Wellness: Introduce more health-focused initiatives to support physical and mental wellbeing, creating a healthier work environment
- Boost Team Engagement: Increase opportunities for team bonding, offering more activities and events that promote connection and collaboration
- Cultivate a Positive Culture: Promote a supportive and engaging workplace culture, encouraging open communication, recognition, and personal growth



### **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 vision and goals

### **Contact Details**



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