



Communication on Progress

Year: 2010/2011

STATEMENT OF CONTINUED SUPPORT

“As a professional service provider in the branch of Welcoming Services and Office Management in Switzerland, Elixim SA expressly commits itself to the principles and goals of the UN Global Compact. This commitment is closely aligned with the 10 principles of the Global Compact, which we support since 2004 and on which we base our sustainability efforts. The basis of our business operations is a strict adherence to Swiss law and international standards in the form of the UN Global Compact.

Our obligations are hence fulfilled by two lines of action:

We integrally apply the Global Compact in our business processes and strategies and thereby assume transparency and fairness throughout the business operation. At Elixim, we view social citizenship as an integral part of the way we do business – for our own good and the good of society. Our topmost social responsibility is to be competitive, to be profitable and to grow our service operation. “The healthier the social environment, the better the chances of success.” Only in this way can we create value.

Our second priority as a good corporate citizen is to avoid negative externalities from our operations, striving to earn our respect, image of excellence and margin, in the most socially responsible way possible. Corporate social responsibility must be part of our daily business.

We remain as firmly committed as ever to good business ethics and to targeting social and environmental issues affecting Elixim and our stakeholders”

ELIXIM SA
Av. Grey 117
CH-1018 LAUSANNE

May 2011 , Irene Kirwan, Managing Director

Contact: Irene Kirwan, Managing Director

Email: irene.kirwan@elixim.ch

Phone: +41 / 44 210 49 49

Fax: +41/ 44 210 49 47

elixim service excellence

Av. du Grey 117
CH-1018 Lausanne

T +41 (0)21 641 47 88
F +41 (0)21 641 47 49

Stampfenbachstr. 63
8006 Zürich

www.elixim.com
irene.kirwan@elixim.ch

Brief description of nature of business

ELIXIM, a Swiss based company, operating in several European countries, develops since 2004 a wide range of **corporate welcome services** representing the brand image of its customers and to deliver real added value from the first moment on.

“The goal of our management system is to live the excellence”

ELIXIM takes care of every detail of the Office Management (Welcome Desk, Call Center, Administrative Support, Housekeeping, Catering, Conference Center Management), with finesse and attention, seeking at all times to provide satisfaction to our clients and stakeholders.

By choosing ELIXIM, our clients are able to focus on the relevant business: their core activity.

Human Rights

Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence; and
Principle 2	make sure they are not complicit in human rights abuses
Actions	<p>Actions realized</p> <p>Elixim SA supports internationally proclaimed principles on human rights, including the UN Universal Declaration of Human Rights and the ILO core labour standards. Our company policy (Règlement du personnel) on Human Resources embodies such principles. In March 2011 we reviewed our Staff rules and regulations and even improved some aspects of the working conditions.</p> <p>We respect human rights within our sphere of influence and operate our business in such a way as to make us an exemplary employer. We aim to be the preferred employer in our industry, with a respectful common culture, and support for our employees' wellbeing:</p> <p>Elixim SA is a small organisation with 70 employees in 3 European countries representing our 14 customers. Optimising the skills and abilities of people from many cultures brings opportunities but also challenges. We address these through our new arrival welcome day and continuous training programme, which embodies the key principles of respect, valuing differences and inclusion, and measures that ensure respect, fairness and equality of opportunity. Elixim employs over 90% women and is also managed by a team of female. Our employees are encouraged to connect with each other from different parts of our business through our network platform: www.myelixim.ch.</p>
	Outcomes

elixim service excellence

Av. du Grey 117
CH-1018 Lausanne

T +41 (0)21 641 47 88
F +41 (0)21 641 47 49

Stampfenbachstr. 63
8006 Zürich

www.elixim.com
irene.kirwan@elixim.ch

	<p>We started delivering upon the new arrival welcome day to deliver a company leaflet with our values, mission and vision statement, embedding herewith a common culture.</p> <p>People</p> <p>100% Percentage of employees who consider that management supports diversity in the workplace**</p> <p>100% Percentage of staff who feel that employees in the business are treated with respect**</p> <p>** Internal Employee Climate Survey responses, 2011.</p>
--	---

Labour Standards

Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
Principle 4	the elimination of all forms of forced and compulsory labour;
Principle 5	the effective abolition of child labour; and
Principle 6	eliminate discrimination in respect of employment and occupation.

	Actions realized
Actions	<p>Elixim acknowledges the principles in the field of “Labour” (principle 3 freedom of association, 4 elimination of forced labour, 5 abolition of child labour and 6 elimination of discrimination) as very relevant aspects for a sustainable behaviour. Elixim’s business model as a welcome services provider, its life cycle of service contracts and the need for high-qualified employees has no potential to violate labour rights (such as child labour, forced labour and discrimination).</p> <p>Recruitment and selection at Elixim follows a process that supports fairness, openness and is non-discriminatory.</p> <p>Its aim is to create a working environment that goes beyond simple compliance with regulations, and maintains and supports the health and efficiency of our staff.</p> <p>As Elixim also belongs to the “Concordat des entreprises de sécurité” since July 2010, our security agent employees are free to join the Un1a association (union).</p>

elixim service excellence

Av. du Grey 117
CH-1018 Lausanne

T +41 (0)21 641 47 88
F +41 (0)21 641 47 49

Stampfenbachstr. 63
8006 Zürich

www.elixim.com
irene.kirwan@elixim.ch