

Dear Mr Secretary-General,

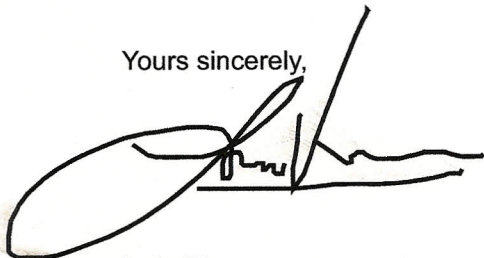
I have pleasure in submitting a Communication of Progress that describes our company's efforts to implement the ten principles.

We are committed to the principles and see many opportunities to work with our business partners and customers in a way which will improve life for others, embedding social responsibility at all levels globally.

We believe that, regardless of size and business nature, companies should institute as far as it is possible, the principles into their organisation and have these as minimum standards to strive for and uphold publicly in deeds as well as in words.

As such we are proud to implement them as far as applicable given our size and nature and to make all our staff, clients and suppliers aware of these guiding principles.

Yours sincerely,



**Luis Vianna**

**Managing Director**

**WhiteConcierge Ltd**

**29th November 2011**

## Communication on Progress

29th November 2011

### **Human Rights**

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2:** make sure that they are not complicit in human rights abuses.

WhiteConcierge staff speaks over 30 different languages and provide services to 24 countries.

In WhiteConcierge we strongly believe that all people should be treated with dignity regardless of gender, race, sex, disability, sexual orientation, age, faith or socio economic status or cultural heritage, marital status.

These principles are of great importance to WhiteConcierge and we do our utmost to guarantee that those standards are maintained by our Company Code of Conduct and Equal Opportunities Policy. These principles are reinforced by regular training initiatives such as Equality & Diversity training and Dignity in the Workplace.

Equality & Diversity training is mandatory and the introduction takes place in induction, diversity e-learning is to be delivered to all employees annually.

WhiteConcierge promotes and celebrates cultural diversity by introducing national themed days on which each national team can share their cultural heritage with the rest of the organisation through various activities.

### **Labour**

**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:** the elimination of discrimination in respect of employment and occupation.

All staff are free to join a trade union. WhiteConcierge has an employee forum with elected employee representatives who represent the employee views at the quarterly forum where if there are any issues and/or concerns or any potential conflicts these are promptly dealt with.

The Senior Management have an open door policy to all members of staff, all employees are treated fairly and with respect.

We have a Senior Management team which constitution is made up of three female Heads of Department out of the group of six.

WhiteConcierge Limited is a diverse organisation with robust processes in place to monitor conformance to Principle 6:

The new performance management system WhiteConcierge ensures consistency in carrying out Performance Reviews by providing training to relevant parties. WhiteConcierge will also test the standards ensuring these are applied consistently across the company.

Access to training, we have introduced procedures to ensure each employee has access to the same training.

WhiteConcierge has a guaranteed interview scheme for those with a disability.

Recruitment interviews are recorded and assessed that standards have been applied in all interviews for the role.

Reasonable adjustments are made for all staff if required, workstation assessments are carried out for each individual.

Exit interviews are carried out for all staff and any required action taken.

Equal pay is carefully monitored.

There are policies in place to set the standards for the wellbeing of our staff and these include:

- Equality Act- Employee Fact Sheet
- Equal Opportunities Statement
- Dignity at Work policy – includes harassment
- Dealing with Harassment Complaints policy
- Anti-Bullying policy
- Health & Wellbeing

## **Environment**

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** undertake initiatives to promote greater environmental responsibility; and

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

We have an environmental policy, and by complying with it our Company has a low carbon footprint, notwithstanding WhiteConcierge is a 24/7 365 days a year business. The staff is committed in doing any recycling that can be done so that we limit our impact on the environment.

For example, if we are not using an office the lights will turn off automatically. We have set targets to reduce our carbon footprint further.

## **Anti-Corruption**

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

There are countless interactions within WhiteConcierge: with customers, suppliers and business partners located in every corner of the world. The Company has an Anti-Bribery Act policy which helps to maintain the ethical standards in all of these interactions.

WhiteConcierge is committed to the highest standards of ethical conduct and integrity in its business activities in the UK and overseas. This policy outlines WhiteConcierge's position on preventing and prohibiting bribery, in accordance with the Bribery Act 2010 UK. WhiteConcierge will not tolerate any form of bribery by, or of, its employees, agents or consultants or any person or body acting on its behalf. Senior management is committed to implementing effective measures to prevent, monitor and eliminate bribery.

When working with our business partners we give the clear message of our ethical standards.