



Global Compact United Nations - Communication on Progress Business Language Skills

Period from 08/06/2011 to 07/06/2012

Statement of continued support by the Chief Executive Officer (CEO)

BLS's CEO makes a formal commitment to Global Compact principles every year in her note to shareholders.

Dear Shareholders

On joining Global Compact in 2004, BLS committed to uphold the ten principles of the Global Compact with respect to human rights, labor standards, protection of environment and anti-corruption and advances those principles within our company and entities controlled by it, such as BLS formation and BLS Group. We are today happy to confirm our continued support for the Global Compact and renew our ongoing commitment to the initiative and its principles. This commitment is now included on our website on the home page.

Practical actions taken by our group in the last year are summarized in our Communication on Progress and periodically in our internal newsletters to staff.

BUSINESS LANGUAGE SKILLS
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A handwritten signature in black ink, appearing to be "K. Mander", written over a faint circular stamp.

Karen Mander
Chairman & CEO

Human Rights Principles

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

Assessment, Policy and Goals

Protection of Internationally recognized principles including Human Rights is expressly part of BLS's Code of Ethics, which is distributed to all employees when they are recruited. This information is also communicated to the Trade Unions, the Work inspectors and to the shop floor stewards.

We ensure that our suppliers also respect human rights principles and respect the French laws and practices.



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We respond favorably to surveys on our respect of human rights carried out by autonomous organizations. Over the last 12 months we were contacted and answered a written questionnaire specifically on this subject.

Implementation

With the workers' representatives, we have opened up a suggestion box for awareness raising and to anonymously bring to management's attention any violation of Human Rights.

We specifically include in our work contracts an article referring to our commitment to equality of treatment of every member of our personnel within our organization.

Measurement of outcomes

- Monitors and evaluate performance
- Incidents on human rights violations

No claim regarding violation of Human Rights was reported in the period covered by the COP.

Labour Principles

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

Assessment, Policy and Goals

BLS upholds and applies the national labour rights in France, the branch agreement for training organizations. Employees are free to choose their shop floor representatives and consult trade unions of their choice.





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Implementation

The CEO meets with the workers' representatives every month to answer employees' questions, determine training and further development programs for all categories of staff (blue and white collar workers). This monthly meeting enables collective grievances to be aired and acted upon. The agreed actions are stated in a log book 6 days after each monthly meeting and signed by the CEO.

An annual audit regarding employees' health and safety is carried out conjointly between the management and the workers' representatives. In accordance with French law, every two years employees are offered a free health check up paid for by the company.

Every 4 years elections are held enabling staff to vote for their choice of staff representatives. At this moment, BLS informs the different bodies in France and the work inspectors and opens the elections to union and non union candidates.

Measurement of outcomes

No claim regarding violation of Human Rights was reported in the period covered by the COP.

An action plan is drawn up every year to improve working conditions and reduce risks cosigned by management and the staff representative body. This action plan is reviewed and evaluated every year by management and the staff representatives. All actions decided upon during the last 12 months have been implemented.

Demographics of management and employees by diversity factors (gender, ethnicity, age, nationality) are made available to staff representatives. BLS employees come from a wide variety of backgrounds :

- French, British, Spanish, Portuguese
- Columbian, Brazilian, Venezuelan,
- Nigerian, South African
- From Vietnam, China, Japan, Australia

With an equal balance between male and female employees
With an age range going from 25 to 55 years old.

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Environmental Principles

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

Assessment, Policy and Goals

Description of the relevance of environmental protection for the company

Description of policies, public commitments and company goals on environmental protection

BLS has elaborated an Ecological Charter that is systematically handed out to each newly recruited employee. This document explains BLS's commitment to protecting the environment, preventing and managing environmental risks.

BLS ensures sustainability in the management of all its activities and is committed to minimize its impact on the environment such as promoting car sharing and preference for public transport.

Implementation

Concrete examples of the implementation of our ecological charter of the past year have been

- the choice to order recycled paper
- recycling printed paper as internal notebooks
- to favour "soft copies" of training materials (podcasts, IT versions of training packs) over "hard copies" such as paper training manuals and burning CDs
- the choice of a new photocopier / printer certified "imprimvert", the French ecological label" with standby functions to economize energy
- the development and diffusion of environmentally friendly technologies -- promotion of e-learning tools and remote conferencing internally
- raising awareness among suppliers by asking them for environmental data on their products



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Measurement of outcomes

- No claim regarding violation of Human Rights was reported in the period covered by the COP.
- participation on external environmental audits such as the one launched by GDF Suez group,
- reduction of 10% of our paper orders
- reduction of more than 35% of our orders for notebooks

Anti-Corruption Principles

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

Assessment, Policy and Goals

Principles regarding anti corruption, use of BLS or customer property (tangible or virtual) or information for personal needs are clearly stated in our internal code of conduct that has been validated by independent work inspectors. This document is distributed to all employees when they are hired and is available on the staff .

We have developed a specific workshop on money laundering that we offer and run for banking institutions.

Implementation

With respect to anti corruption laws and principles, we run a workshop on money laundering for the banking institutions we work for.

We refrain from offering presents to our customers in that such presents could be construed as a means to influence the customer.

We are audited annually by a statutory auditor who examines our accounts and sends a report to the French authorities.

Measurement of outcomes

No claim or request for monetary sanction for corruption was reported in the period covered by the COP.

