

Dear Mr Secretary-General,

I have pleasure in submitting a Communication of Progress that describes our company's efforts to implement the United Nations Global Forum's 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.

We believe that, regardless of size and business nature, companies should adopt and incorporate the principles into their organisation and have these as the 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.



Luis Vianna
Managing Director
WhiteConcierge Ltd



Communication on Progress 29th November 2012

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 come from 18 different nations, speak 32 different languages and provide services to 24 countries.

In WhiteConcierge we strongly believe that all people should be treated with fairness, respect and dignity regardless of gender, race, sex, disability, sexual orientation, age, faith, ethnic origin, national origin and marital status.

These principles are of great importance to WhiteConcierge and we do our utmost to guarantee that these standards are maintained by our Company Code of Conduct and our Equal Opportunities Policy. We have in place strong policies to prevent discrimination. These principles are reinforced by regular training initiatives such as Equality & Diversity training and Dignity in the Workplace training to ensure that our staff clearly understand the Company's policies.

Equality & Diversity training is mandatory and the introduction takes place in induction. 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. Any issues or concerns raised are promptly dealt with. The Company has a formal grievance procedure which permits employees to raise issues on an individual basis without fear of detriment. The Company also has in place policies on bullying and harassment.

The Senior Management team have an open door policy to all members of staff. All employees are treated equally, fairly and with respect. WhiteConcierge Limited is a diverse organisation with robust processes in place to monitor conformance to Principle 6: Training is provided to all. All new employees go through the revised and improved induction process. Reasonable adjustments are made for all staff if required including during the application process.

Exit interviews are carried out for all staff and any issues raised are addressed.



Equal pay is carefully monitored. The Company adopts best practice to ensure the health, safety and wellbeing of its staff at all times. This includes appropriate health surveillance, display screen equipment assessments, maternity risk assessments and the provision of occupational health and counselling services.

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 the fact that WhiteConcierge is a 24/7 365 days a year business, the Company is committed to recycling so that we limit our impact on the environment. Office paper is recycled and we have an automatic system to turn off lights in offices which are not being used. 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 business interactions within WhiteConcierge: all of employees interact with customers, suppliers and business partners located in every corner of the world. The Company has an Anti-Bribery Act policy which clearly defines the ethical standards for all employees. It also establishes obligations for all employees to declare any transactions so that these can be independently scrutinised to ensure check compliance.

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.