



# Rapid Response Services

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Ref. UNGC-COP-2012

08<sup>th</sup> February 2013

To: Georg Kell  
Executive Director  
UN Global Compact

Dear Georg

**Subject: Communications on Progress**

Referring to the above mentioned subject we at Rapid Response Services (RRS) wish to extend our appreciation for being part of this valuable, voluntary initiative and for all your efforts on keeping us informed, updated and reminded by all of the UN Global compact activities.

We hereby express our continued support to the initiative and its core values as well as renewing our commitment to the Global Compact principles.

As a participant in the UN Global Compact Rapid Response Services is committed to setting in participate changes in our business operations so that the UN Global Compact and its ten principles become a part of strategy, culture and day-to-day operations and we hope in the future we are able to reflect this in our supply chain reaching our suppliers as well as customers.

Due to our small company size during the past year we haven't participated a lot in activities or communications but we did start by ourselves first by educating our team internally about the UN Global Compact its principles and why they are important to us, off course we had to start by team orientations, materials communications and benefits elaborations. I do believe before advocating the UN Global Compact initiative principles and guidelines to external parties we first need to put our house in order with the focus to maximize our benefits from such positive, responsible and profitable changes.



During 2012 our implemented activities and policies, as well as our 2013 plans in relation to the UN Global Compact can be summaries into:

## 1. Activities

- 1.1 Human Rights: 2012 - The Right to Freedom of opinions and expression: we did start an internal activity of a quarterly review for staff opinions on working conditions were they can submit any idea to improve working environment as well as any complains these are done in a one-to-one meetings with the director.
- 1.2 Labour
  - 1.2.1 2012 – Forced Labour: we issued an internal policy that working overtime on national holidays and/or weekends is not compulsory to RRS staff and if any work is done during these day or after 5 pm they will be compensated by an overtime payments
  - 1.2.2 2012 – Child Labour: we issued an internal policy forbidden any child labour

## 2. Policies

- 2.1 Human Rights:
    - 2.1.1 2013 - The Right to enjoy just and favourable conditions of work: we plan to register all of our staff in the government of Sudan social insurance scheme which benefit the employee if they/we decide to leave the job they then get compensated as part of their after service benefits package
    - 2.1.2 2013 – The Right to Healthcare: we plan to cover all our staff under a health insurance scheme
  - 2.2 Labour 2013 – we plan to communicate and share the info about forced labour and child labour with our suppliers and sub-contractors as well as our customers
3. Key Performance Indicators (KPI): Following the UN Global Compact guidelines on COP we plan to measure our KPIs as follows:

KPI	Target	Measurement
1. Forced Labour	40h working week or overtime compensation	80%
2. Child Labour	Zero tolerance to child labour in any of RRS activities	100%
3. Right to opinions	To review any staff complains or ideas	70%

Hoping the above communications in progress, enlighten you on our efforts as well as commitment on supporting the UN Global Compact,

Sincerely

*Tagiieldin Al-Magboul, Director*