



**United Nations Global Compact**  
**COMMUNICATION ON PROGRESS 2012**

**infeurope S.A.**

**Period from May 2012 to May 2013**

**Statement of continued support**

infeurope reaffirms its support of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption, and of its commitment to the Global Compact's initiatives and principles.

As a professional services company, we are not confronted with many of the issues covered by the Principles of the Global Compact, but we endeavour to observe those Principles wherever applicable and to make them part of our company culture and operations.

Two handwritten signatures in blue ink. The first signature is on the left and the second is on the right.

Stefan Geier and Stefan Zündorf  
Co-directors, infeurope S.A.



## **Human Rights Principles**

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

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

### **Assessment, Policy and Goals**

As a services company, our people and our policies are fundamental to our success, and we continually seek to ensure that we honour the fundamental rights of our employees, both as individuals and as employees.

### **Implementation**

infeurope has an established code of conduct to which all employees must comply which addresses, among other principles, those of integrity and ethics.

Moreover, the Grand Duchy of Luxembourg has traditionally adopted a legislative strategy which is strongly supportive of human rights and the rights of employees, and we conform fully and willingly to all applicable legislation.

### **Measurement of outcomes**

By virtue of the small size of the company, the predominantly qualified and professional staff working at a senior level, and the nature of our business activity in which human rights issues are uncommon, we have not yet encountered any such issues.

However, we envisage that all such incidents would be formally addressed and recorded.

## **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*

*Principle 6: the elimination of discrimination in respect of employment and occupation*

## **Assessment, Policy and Goals**

Our code of conduct addresses the respect for the privacy of the employee, and prohibits any form of discrimination and harassment.

Equally, we of course conform to all applicable legislation, as noted earlier.

## **Implementation**

A Staff Committee, elected regularly by the employees, exists to offer a platform for dialogue between management and employees. It is through this platform that any issues concerned with labour rights would be formally addressed.

In addition, there are regular meetings between management and staff in which labour-related problems, if any, may be addressed.

## **Measurement of outcomes**

Once again, the nature of our business activity and the predominantly senior and professional staff profile mean that labour rights issues are extremely rare.

Where a labour issue arises, it would be addressed by the senior management of the company in consultation with the staff committee, and the outcome formally recorded.

## **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**

Reflecting the type of work that the company undertakes, ours is an office-based environment heavily dependent on IT services, and consequently we focus our attention with regard to environmental issues on optimising our use of IT and energy. The environment is a domain in which we are able to make a concrete impact; therefore, since we are also consumers of office products and supplies, we seek to ensure environmentally acceptable solutions in these areas.

## **Implementation**

Our energy measurement project helped us to better understand our use of energy and how this might be improved, and it essentially confirmed that the measures that we had already implemented were more than adequate.

Nevertheless we continue to implement further improvements where possible. For example, we have recently installed a new heating system which consumes much less resources, and we are researching better solutions for air-conditioning and climate control.

We discourage unnecessary printing of documents and, where printing is necessary, encourage double-sided printing. Our new printing equipment has an environmental benefit since it is more energy-efficient.

Moreover, we always seek to use stationery products with less environmental impact. All of our copy/print paper is already certified with the European Ecolabel, and is PEFC-certified. We are progressively moving wherever possible to similarly eco-friendly sources for other items - such as binders and folders.



Transport usage is minimised, where possible, by the use of teleconferencing and videoconferencing, and of virtual classrooms for training.

With regard to recycling, empty toner and ink cartridges as well as electronic waste are given to a licensed local disposal agent, and empty bottles are returned to the vendor and recycled.

### **Measurement of outcomes**

The energy measurement project has resulted in a detailed audit of energy usage, which will serve as a benchmark for monitoring future usage and the benefits gained from improvements.

In addition, we plan to establish targets for transition to environmentally-friendly products.

## **Anti-Corruption Principles**

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

### **Assessment, Policy and Goals**

The majority of our service activities are provided to the European public sector - predominantly the EU institutions and agencies - and to UN agencies, where anti-corruption policy is firmly established, so a commitment to honesty, fair practice and avoidance of conflicts of interests is fundamental to our business.

### **Implementation**

Our standard employment contract forbids our personnel from accepting or offering any gift (monetary or otherwise), to or from our clients and suppliers and, along with the code of conduct, prohibits the divulgence or acquisition of confidential information of infeurope, its clients and its suppliers.

Thus any such action construed as an enticement or a means to obtain an unfair commercial advantage would be considered as a breach of contract and would result in disciplinary action or, in the worst case, dismissal.

### **Measurement of outcomes**

Although the anti-corruption measures described above are well established, corruption is not a significant issue for the company, given the nature of our business and our client base.

Even so, should it arise, it would be treated as a contractual breach, as noted, and formal procedures conformant with Luxembourg law would be invoked and the outcome formally recorded.