



WE SUPPORT



Communication on Progress

Year: 2013

STATEMENT OF CONTINUED SUPPORT

“As a professional service provider in the branch of Welcoming Services and Office Management in Switzerland, Elixim SA expressly commits itself to the principles and goals of the UN Global Compact. This commitment is closely aligned with the 10 principles of the Global Compact, which we support since 2004 and on which we base our sustainability efforts. The basis of our business operations is a strict adherence to Swiss law and international standards in the form of the UN Global Compact.

Our obligations are hence fulfilled by two lines of action:

We integrally apply the Global Compact in our business processes and strategies and thereby assume transparency and fairness throughout the business operation. At Elixim, we view social citizenship as an integral part of the way we do business – for our own good and the good of society. Our topmost social responsibility is to be competitive, to be profitable and to grow our service operation. “The healthier the social environment, the better the chances of success.” Only in this way can we create value.

Our second priority as a good corporate citizen is to avoid negative externalities from our operations, striving to earn our respect, image of excellence and margin, in the most socially responsible way possible. Corporate social responsibility must be part of our daily business.

We remain as firmly committed as ever to good business ethics and to targeting social and environmental issues affecting Elixim and our stakeholders”


April 2013 , Eric Fankhauser, Managing Director

Contact: Eric Fankhauser, Managing Director

Email: eric.fankhauser@elixim.ch

Phone: +41 / 21 641 47 81

elixim service excellence

Av. du Grey 117
CH-1018 Lausanne

T +41 (0)21 641 47 88
F +41 (0)21 641 47 49

Stampfenbachstr. 63
8006 Zürich

www.elixim.com
eric.fankhauser@elixim.ch

Brief description of nature of business

ELIXIM, a Swiss based company, operating in several European countries, develops since 2004 a wide range of **corporate welcome services** representing the brand image of its customers and to deliver real added value from the first moment on.

“The goal of our management system is to live the excellence”

ELIXIM takes care of every detail of the Office Management (Welcome Desk, Call Center, Administrative Support, Housekeeping, Catering, Conference Center Management), with finesse and attention, seeking at all times to provide satisfaction to our clients and stakeholders.

By choosing ELIXIM, our clients are able to focus on the relevant business: their core activity.

Human Rights

Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence; and
Principle 2	make sure they are not complicit in human rights abuses
Actions	<p>Actions realized</p> <p>Elixim SA supports internationally proclaimed principles on human rights, including the UN Universal Declaration of Human Rights and the ILO core labour standards. Our company policy (Règlement du personnel) on Human Resources embodies such principles. In March 2011 we reviewed our Staff rules and regulations and even improved some aspects of the working conditions.</p> <p>We respect human rights within our sphere of influence and operate our business in such a way as to make us an exemplary employer. We aim to be the preferred employer in our industry, with a respectful common culture, and support for our employees' wellbeing:</p> <p>Elixim SA is a small organisation with 70 employees representing about 15 customers. Optimising the skills and abilities of people from many cultures brings opportunities but also challenges. We address these through welcome day and continuous training programme, which embodies the key principles of respect, valuing differences and inclusion, and measures that ensure respect, fairness and equality of opportunity. Elixim employs over 90% women. The continuous development of our intranet platform (www.myelixim.com) helps our employees to stay connected and share their knowledge.</p>
	Outcomes

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	<p>Our Area Coordinators are focused on being on the field visiting the different teams, in order to share best practice and maintain a good working climate.</p> <p>People</p> <p>100% Percentage of employees who consider that management supports diversity in the workplace**</p> <p>100% Percentage of staff who feel that employees in the business are treated with respect**</p> <p>** Internal Employee Climate Survey responses, 2011.</p>
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Labour Standards

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	eliminate discrimination in respect of employment and occupation.

	Actions realized
Actions	<p>Elixim acknowledges the principles in the field of "Labour" (principle 3 freedom of association, 4 elimination of forced labour, 5 abolition of child labour and 6 elimination of discrimination) as very relevant aspects for a sustainable behaviour. Elixim's business model as a welcome services provider, its life cycle of service contracts and the need for high-qualified employees has no potential to violate labour rights (such as child labour, forced labour and discrimination).</p> <p>Recruitment and selection at Elixim follows a process that supports fairness, openness and is non-discriminatory.</p> <p>Its aim is to create a working environment that goes beyond simple compliance with regulations, and maintains and supports the health and efficiency of our staff.</p> <p>As Elixim also belongs to the "Concordat des entreprises de sécurité" since July 2010, our security agent employees are free to join the Un1a association (union).</p>

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Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>Our employee survey, as well as the individual appraisals enables employees to provide feedback on their experience working with Elixim, focusing on how they think we lead, manage and engage with them. In 2011 we engaged 95% of our employees Swiss wide to participate in the anonymous survey and 100% were interviewed during their appraisals. The results showed improvement in all categories of questions, including Elixim's leadership, understanding of company values, image, levels of engagement and customer focus.</p> <p style="text-align: center;">“The goal of our management system is to live the excellence”</p> <p>✓ A constant investment in recruiting, training and career development</p>

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.

Actions	Actions realized
	<p>For an international company like Elixim, which operates in 3 countries, climate change is of importance, to both business and society. To combat climate change, the company has not only been improving its ecological footprint but also contributing its own special know-how as a welcome services provider.</p> <ul style="list-style-type: none"> ✓ The continuous improvement with innovative tools and procedures ✓ In December 2009 Elixim achieved the ISO9001, ISO 14001 and OHSAS 18001 certification, which is its commitment to quality, excellence and approaching the environmental challenges. <p style="text-align: right;">  </p> <p>Under the ISO 14001 certification procedure, our sustainability program is audited annually by the independent certifier Swiss TS.</p> <p>As a global citizen, we share the responsibility to battle climate change. To that end, we strive to improve our own eco-balance by continuously optimizing our use of resources.</p> <ul style="list-style-type: none"> ● We believe that sustainability means future viability – with the aim of ensuring that future generations enjoy a healthy environment as well as stable economic and social conditions. ● We review and continually improve our everyday work procedures according to sustainability-related criteria. ● Acting sustainably also results in competitive advantages. As a small enterprise we know that: <ul style="list-style-type: none"> ● keeping an eye on energy efficiency can open up cost reduction potentials ● a successful sustainability management leads to an excellent reputation, which helps in recruiting young talents and increases shareholder value. <p>In short: Acting sustainably today is a serious “business case” for Elixim.</p>


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Outcomes	Measurement of (expected) outcomes and value added for our company
	In our contract proposals and drafts for new clients we offer to support the Brazilian Amazonas area, by planting one tree per day we work on their site. Our management and supervision staff is travelling by train to visit and supervise the different sites, trying to avoid company cars and using the public transport. We encourage our staff to use public transportation to access their work areas, supporting them we additional bonus to purchase monthly transportation tickets.
	We have implemented a "paperless" working philosophy, which has been made possible with our intranet platform, which is a central point of our activity, and where our employees can find their schedules, complete their hourly reports and refer to the procedures.
	On all receptions where we are present, our staff separates the waste: paper, carton, toner/cartouche, batteries which are used for the day to day operation. The recycled items are stored in specific recycling containers which then are collected by the concerned recycling companies. We support our customers with the "Green Attitude in Office Management" based on the principle Reduce, Reuse, Replace and Recycle
	On our emails we kindly request the readers to consider if it is necessary to print it:  Please consider the environment before printing this email

Anti-corruption

Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.
Actions	Actions realized
	<p>One of Elixim's values is: Trust</p> <ul style="list-style-type: none"> ✓ We offer a transparent business relation, based on service levels (SLA), performance indicators (KPI) and cost commitment ✓ Motivated and experienced staff, delivering high quality services and performance ✓ Our client index and their references is our best asset <p>At Elixim, we do not tolerate corruption and are committed to compliance with international anti-bribery standards, as stated in the Global Compact and local anti-corruption and bribery laws. The Elixim commitment to perform with integrity is instilled in every employee as a non-negotiable expectation of behavior. This expectation is guided by our Règlement de personnel and company Ethic codex.</p> <p>Our employees do not work with money, except the petty cash, which is audited monthly by the accounting department. Our accounting department is audited yearly by an external audit company.</p> <p>Everyone at Elixim has responsibility to keep our customers information safe and secure. Our employees are required to adopt strict processes on the use, storage and retrieval of customer information, they sign this secrecy policy in their work contract and in Appendix of our customer contracts.</p> <p>Protecting our reputation and preserving our integrity are of vital importance. We have set ourselves high standards, exceeding what others expect from us. We always comply with existing laws and</p>

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internal guidelines. In our continuous efforts to create greater value for our stakeholders, we do not just think about today, but also about tomorrow and beyond.

In our customer contracts we sign an Open Book accounting method to present transparently all company numbers.

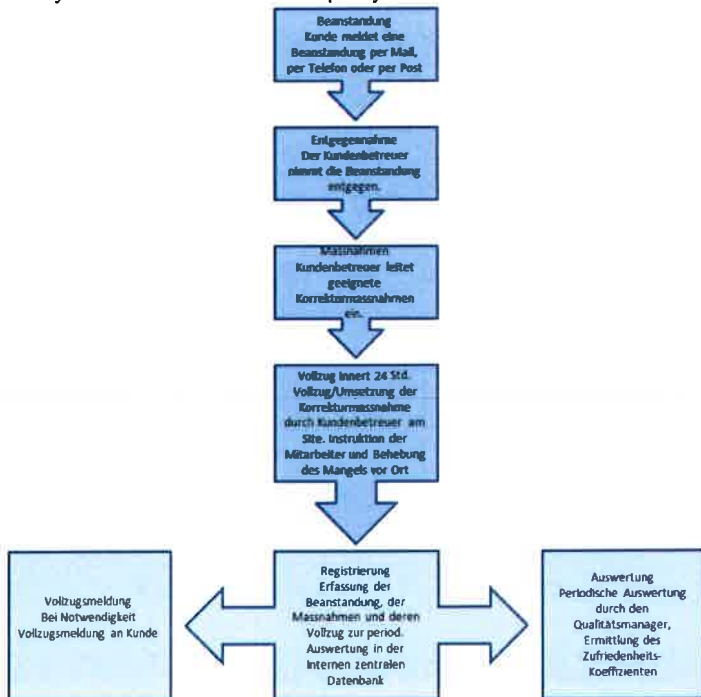
Since July 2010 Elixim SA is part of the "Concordat des entreprises de sécurité". To join this Association of Private Security Companies, Elixim and its management had to go through several detailed audits, screenings and exams performed by the State police in order to proof the strict application of law, transparent background and licensed business knowledge. An important part is to show the application and adherence to the clauses of the Concordat, its rules and regulations.

Measurement of (expected) outcomes and value added for our company

The Helpline is our 24-hour confidential reporting service for employees to report instances of suspected fraud and other incidents. Employees can contact the service by email. In 2010, no allegations were made across the company.

Elixim applies a strict Complaint Management procedure, based on ISO 9001 standards. All sorts of complaints would be handled with this model. There were no complaints regarding corruption, extortion or bribery ever since in our company.

Outcomes



In case of reports, we would refer for independent investigation.

How do you intend to make this COP available to your stakeholders?

It will be published on www.elixim.com and www.myelixim.com. Whenever we get the opportunity this Communication is added in an appendix to Submission / Tender documentations, as a form of Self-Assessment.

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