

GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS – SME VERSION

Company Name	events by tlc	Date	
Unit (if applicable)			
Address	Rua 1 de Dezembro, Nr. 80, 4	Membership date	June 2008
Country	Portugal	Number of employees	15
Contact name	Claudia Dionisio	Sector	Tourism (Events)
Contact Position	Head of Procurement		
Contact telephone no.	00 351 213 213 060		

Brief description of nature of business

events by tlc is a privately owned company which has been operating since 2002. It has offices in Lisbon and Porto in Portugal, Sao Paulo and Rio de Janeiro in Brazil.

For 10 years events by tlc have been delivering award winning solutions. Our team of multilingual specialists deliver tailored event and incentive travel programmes with passion and care through the entire process with innovative ideas and expert organisation, helping to deliver winning events.

The company has a global client base and six sales offices in the UK, Benelux, Russia, Germany, USA and Brazil.

The company is an industry category winner in the 2011, 2012 and 2013 M&IT Travel Industry Awards for best Destination Management Company.

Statement of support

events by events by tlc became a United Nations Global Compact participant since it's committed to embrace the ten principles in its own strategy and culture by following a new approach to embrace the events industry changing landscape on such different areas from the emerging wider CSR agenda, procurement, Risk Management to transparent pricing models.

Signature

Position

PRINCIPLE 1 BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Our Commitment or Policy

events by tlc follows Portuguese Laws in these matter and at the same time communicates to the competent authorities (supervisory and police) when it knows that these practices are carried out by others.

A brief description of our Processes or Systems

Non-applicable

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Non-applicable

PRINCIPLE 2 BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment or Policy

events by tlc follows Portuguese Laws in these matter and at the same time communicates to the competent authorities (supervisory and police) when it knows that these practices are carried out by others.

A brief description of our Processes or Systems

Non-applicable

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Non-applicable

PRINCIPLE 3 BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

Our Commitment or Policy

events by tlc follows Portuguese Laws in these matter and at the same time communicates to the competent authorities (supervisory and police) when it knows that these practices are carried out by others.

A brief description of our Processes or Systems

Non-applicable

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Non-applicable

PRINCIPLE 4 BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

Our Commitment or Policy

events by tlc follows Portuguese Laws in these matter and at the same time communicates to the competent authorities (supervisory and police) when it knows that these practices are carried out by others.

A brief description of our Processes or Systems

Non-applicable

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Non-applicable

PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment or Policy

events by tlc follows Portuguese Laws in these matter and at the same time communicates to the competent authorities (supervisory and police) when it knows that these practices are carried out by others.

A brief description of our Processes or Systems

Non-applicable

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Non-applicable

PRINCIPLE 6 BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment or Policy

Employment Policy

events by tlc employs salaried staff based on a pre set criteria that are set out in a job description. events by tlc only employs salaried staff that can comply with Portuguese employment regulations and that candidates possess the correct documentation to allow them to be legally employed to work in Portugal.

A brief description of our Processes or Systems

- events by tlc issues a written job specification.
- Written applications are invited and then assessed against that specification.
- Interviews (normally two to three) take place as candidates are shortlisted.
- A formal job offer and contract is then issued.
- A pre agreed probationary period is worked and on successful completion a permanent contract is issued.

Non performance:

- Every effort is made to find corrective action through improved training and communication but in the event that a more structured approach is required then events by tlc complies and follows the guidelines set out under Portuguese employment laws.

Actions implemented in the last year / planned for next year

Non-applicable

Measurable Results or Outcomes

Last year, events by tlc contracted 3 new staff members for Sales department and for events delivery and event solutions departments.

Our team is now of 15 salaried workers plus more than 30 Freelance Specialists.

PRINCIPLE 7 BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

Our Commitment or Policy

CSR Policy

At events by tlc – Events in Portugal we are aware of the importance of social responsibility in the world today and the impact that it may have in the life of our team members; business partners; clients and to each single person.

A brief description of our Processes or Systems

We became a United Nations Global Compact participant, supporting the ten principles of the Global Compact with respect to human rights; labour; the environment and anti-corruption. We are committed to embrace the ten principles in our own strategy and culture as we are also driven to promote them among our clients and business partners.

We were the first Portuguese DMC to adopt procedures to quantify the carbon emissions produced at work. From 1st July 2008 until October 2012, events by tlc was a zero carbon company and compensate its emissions by planting and maintaining oak-trees and wild pine-trees in the Peneda-Gerês National Park and Mafra National Park. The forest areas will be monitored every 5 years and preserved for 30 years, broadening our commitment to nature conservation.

Our daily routine in the office includes reusing, reducing and recycling procedures in order to pursue a better environmental friendly office. Better energy and water management solutions are also a part of our team's vision for a sustainable planet.

events by tlc also works towards the improvement of our own community by supporting Portuguese social institutions committed to give support to those who have basic needs and look for some human warmth.

Actions implemented in the last year / planned for next year

- Reuse; reduce and recycling procedures
- Support to Portuguese social institutions for children.

PRINCIPLE 8 BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

Our Commitment or Policy

CSR Policy

At events by tlc we are aware of the importance of social responsibility in the world today and the impact that it may have in the life of our team members; business partners; clients and to each single person.

A brief description of our Processes or Systems

events by tlc promotes towards its clients the producing of sustainable events by:

- Suggesting waste reduction and recycling procedures.
- Suggesting Energy management.
- Suggesting the use of local seasonal products in meals (liaising with the catering company).
- Suggesting the possibility of running a Carbon Neutral programme (either for transportation; energy; accommodation; etc).
- Suggesting CSR activities with local community.

Actions implemented in the last year / planned for next year

- Continuing to suggest and develop all possibilities and options for a sustainable event and office that we acknowledge.

Measurable Results or Outcomes

PRINCIPLE 9 BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment or Policy

events by tlc is committed to explore the possibilities and technology which can minimize events by tlc's ecological footprint.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

- Use of more videos and virtual tours at our client's area
- Email and data servers were allocated to a data center outside of the office

Measurable Results or Outcomes

- Decrease of energy consumption
- Decrease of travelling needs (flights and accommodation abroad)

PRINCIPLE 10	BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY
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Our Commitment or Policy

Procurement Policy

A brief description of our Processes or Systems

events by tlc operates a comprehensive procurement policy to ensure that its suppliers have the ability to perform the services for which they have been contracted.

events by tlc has two nominated individuals responsible for the management and ownership of the procurement policy, one to manage free lance specialist staff and one for all other products and services.

All suppliers are selected against procurement criteria to ensure they can perform to pre agreed specification standards. This will typically include areas such as:

- Appropriate licenses and local regulation compliance to operate
- Appropriate insurance cover
- Financially sound
- Qualified personnel
- Competitive pricing
- Experience

Actions implemented in the last year / planned for next year

events by tlc operates a four step process of evaluation:

- 1 - Supplier completes a comprehensive questionnaire.
- 2 - Supplier is evaluated against the procurement criteria either by interview, onsite visit and/or experiencing the product to determine its suitability.
- 3 - On acceptance the supplier is added to the authorized supplier database.
- 4 - Post event evaluation of each supplier undertaken by the operational staff which is fed back to the supplier and events by tlc's procurement manager.

Measurable Results or Outcomes

- New products and services developed by vetted suppliers are communicated to events by tlc and these are evaluated on an ongoing basis and added where appropriate.
- Suppliers are updated regularly on changes in regulations that might affect that supplier.
- Risk management is managed in a collaborative manner as it is seen as a shared responsibility.
- Training of supplier staff and vice versa is undertaken where it is seen to be beneficial.

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