



United Nations Global Compact



Saybolt International Communication on Progress (CoP)

This Communication on Progress contains an overview of the activities that were undertaken by Saybolt International throughout its world-wide network in the period 2008-2009, but also reflects on actions covering the period 2002-2008.

1. Saybolt International: a brief introduction

Saybolt, founded in 1897, is one of the leading companies in the field of independent inspection, verification, monitoring and analytical services. In its 215 offices and 104 laboratories it employs approximately 3,000 permanent staff located in over 85 country offices around the world.

Saybolt operates on a global scale in the oil & gas, as well as in the petro-chemical, chemical and agricultural industry. On these crossroads, Saybolt furthermore developed a specialism in biofuels and is one of the first to commercially have worked on jatropha projects. Saybolt provides services to private sector clients, as well as governments and international organisations, mainly in the field of humanitarian aid inspection.

Saybolt International joined the UN Global Compact in 2002 and was a launching member of the Netherlands Chapter of the UN Global Compact in May 2007. Saybolt is part of the Core Laboratories group of companies (Corelab). The Corelab shares are traded on the New York Stock Exchange (symbol "CLB").

2. Saybolt Communication

Internal Communication

Saybolt channels its internal communication through newsletters and meeting. In the bimonthly newsletter there is a column devoted to various issues. Amongst these is the UN Global Compact, its principles and the processes involved. In 2009, columns in the organisation wide distributed Saybolt Newsletter, were dedicated to issues directly dealing with the UN Global Compact, or indirectly, such as Biofuels issues (non-commercial).

- In August 2008 there was an introduction article on the starting Paper Management Project.

- This followed up in December 2008 with a column on the various practical ways to give body to this plan.

- The October 2009 column was dedicated to inform Saybolt staff on how the UN Global Compact Netherlands chapter members are reporting their efforts and what we can learn from this.

During Area and Country management meeting, there is often opportunity to communicate the intention and nature of any upcoming project in the field of UN Global Compact issues. Also within the scoop of subjects discussed and more in general, there is always

As part of a large scale internal communication effort, Saybolt recently introduced a Sharepoint-environment whereby Saybolt employees can access various information from the Saybolt organisation. The internal Wiki-pages are also part of this. A special section is dedicated to the UN Global Compact and our previous themes. Presentations

External Communication

Saybolt is a business to business company whose prime asset is its independency and impartiality. We do not have external communication targeted towards consumers. In our communication towards our clients we stress our policies towards the various principles embodies by the UN Global Compact.

Also, on our corporate website there is a dedicated page on the UN Global Compact Principles and the way this reflects our various policies. This is also the location where our Communication on Progress (CoP) can be obtained.

Saybolt does not publish an individual annual report. The reporting is consolidated through the annual report of the mother company, Core Laboratories. We will inform our stakeholders of our efforts and results via pages on the website, dedicated to the UN Global Compact. We will also continue the Saybolt International Newsletters.

3. Themes and Practical Action

Themes from the past

- HIV/Aids and the Workplace (2003-2004)

Saybolt International introduced an awareness programme among all staff members focused on two tracks:

1. Awareness and prevention communication program (Material in various languages was made available)
2. Applying the non-discrimination principle and company support for those infected. A special policy on HIV/AIDS and the workplace was put in place.

There was a special introduction of the president and the higher management. From here the area -as well as- country managers had to sign declarations in which they confirm their implementation activities. During internal audits, the participation was confirmed.

- Environmental Care – Health & Safety (2004/2005)

In this theme, attention was drawn to the day-to-day environmental management and health & safety standards in the Saybolt offices around the world. In addition to the health & safety and environmental policies that are part of the internal audit function, Saybolt launched a review of its existing policies through extensive questionnaires reviews during the Area Managers Meeting in September 2004 and extended into existing environmental policies.

One of the main conclusions was that Saybolt's environmental compliance with domestic legislation and company policies was good to excellent. Possible improvement was in day-to-day environmental care in the offices.

- Fighting Bribery and Corruption (2005/2006)

While the UN Global Compact was considering adding its tenth principle, Saybolt was already actively engaged in the drafting process of a new ethics and compliance code dealing with preventing and fighting corruption, amongst others. Also, Saybolt was involved in developing a compliance code in the International Federation of Inspection Agencies (IFIA).

Late 2003, the IFIA Compliance Code was adopted and beginning 2004 it was fully implemented in the Saybolt global operating procedures.

As part of its global implementation, every staff member has to undergo compliance training. After the training he/she has to take an online compliance exam and sign a declaration that the code and its implications are well understood. Every year, a mandatory compliance refresher course and exam is scheduled.

Finally, a helpline is available. Senior management participates in a Global Compliance Committee that meets every quarter to monitor implementation of compliance issues and resolve questions on ethics that might arise.

- Elimination of Discrimination (2006/2007)

As inspection and testing is very much a task of humans, Saybolt's human resources are hence one of the biggest assets. Within Saybolt terms and conditions for employment issues like maternity leave and equal employment remuneration and working hours are common. Also, for a company in such a male dominated sector, Saybolt has a striking male-female balance.

The Saybolt compliance officer makes sure that any report of work related discrimination is handled. Formal procedures are developed to canalise these possible reports. The 'help line', available to report, with the least possible obstruction, any form of discrimination, is promoted throughout the company's locations. For example by posters distributed throughout the companies locations. In Saybolt's Global newsletters, attention was raised for the subject of the fight against discrimination within Saybolt.

- Paper Management (2007/2008)

As Saybolt's main product is information, it is obvious that transporting and storing this information is vital to Saybolt. Because of above mentioned reasons Saybolt has a strict Document Retention Policy. However, reducing the use of paper should reduce Saybolt's environmental footprint.

Saybolt set up a paper management system covering the printing and copying; the disposal of waste paper; and the acquisition of paper. New policies included campaigns on double sided printing; reducing margins and awareness on useless printing in general. Paper recycling was in place in a few Saybolt locations, now some of the biggest locations, including Saybolt Netherlands introduced separated paper disposal facilities and closed contracts for dedicated paper disposal.

Finally, within the purpose made handbook on sustainable paper management, Saybolt guided country management towards the acquisition of recycled paper.

- Paper Management (2008/2009)

Continuing with and focussing on the multi annual Paper Management Project, more communication materials were added to the internal communication. In most Saybolt Netherlands offices separate paper collection boxes were installed, (paper) waste collection was adapted and printing and copying hardware was set to double sided printing. Outcome of internal update on progress in reducing our 'paper footprint' showed that so far a reduction of 4.75% was achieved in prevention of printing emails. Mostly it was the offices with high rate of email printing that generated reduction. Also paper use in general reduced significantly. Even corrected for fluctuations in revenue, double digit reduction was achieved.

Clean Car Park

As a company working in the energy sector, Saybolt felt an obligation to comply with a trend to act energy efficient. Saybolt decided all lease cars for employees should at least fall into the top 3 of fuel efficient car segments. That means that not only Saybolt's car park is becoming more efficient, also the carbon footprint will decrease. With new fiscal incentives coming up in 2010, management of Saybolt Netherlands is considering further policy on fuel efficient cars.

Other areas of Progress

As we feel the winter holidays should be a merry time for everybody, Saybolt Netherlands management distributed fair trade Christmas hampers to all employees this year.

"Fair Trade Original is a wholesaler dealing with development trade. Development trade ensures that products made by farmers, craftsmen and companies with an appropriate social policy gain access to the export markets. This in turn creates employment that increases the prosperity of the people involved, their villages and, on occasion, of the entire region. And on the other side of the world we also develop ourselves as we change from indiscriminate buyers into socially-aware consumers."

Furthermore, it is now Saybolt policy that where possible and efficient, new copiers and printers are equipped with Energy efficient buttons that turn themselves off, when not used for some time.

4. UN Global Compact Netherlands Chapter

Saybolt has been a frequent visitor of most UN Global Compact Netherlands Chapter meetings and takes actively part in meetings and discussions. Although some of the issues addressed are less relevant for Saybolt, we do take reference. A medium sized services providing enterprise like Saybolt will have little impact on its supply chain. Also our potential footprint reduction may be less than producing enterprises, but where possible, Saybolt takes its responsibility.

The Netherlands Network of the UN Global Compact (GC NL) is an initiative of Dutch business leaders to further the contribution of private business – within its sphere of influence – to sustainable development. Led and driven by signatory companies like Saybolt, GC NL is guided in its efforts by the ten Global Compact principles and by the Millennium Development Goals.

Annually multiple symposia are organised to promote collective learning on the implementation of the Global Compact Principles and the Millennium Development Goals.

On 2 April 2009 the ‘Sociaal Economische Raad’, Council of Social Partners in the Netherlands, organised congress on the occasion of the signing of a declaration on International (corporate) social responsibility. Emphasis was on chain responsibility. Saybolt might be too small for much pressure in her chain, but we did learn about the OSCD guidelines. Especially the workshops on the ILO labor norms were interesting and will be used in future special projects.

Then, on 26 June 2009, The Confederation of Netherlands Industry and Employers (known as VNO-NCW) invited Saybolt as a UNGC Netherlands Chapter member to a lecture on corporate social responsibility (CSR) and how this is integrated in corporate strategies and processes. Professor Van Tulder thought the crisis would actually prove to be a good test for companies on how serious their CSR strategies are.

Rabobank hosted a special meeting to discuss ‘reporting’ amongst UN GC Netherlands members on 29 September 2009. Public reporting and full disclosure were identified as the ultimate forms of reporting in corporate responsibility. It was very interesting to see how various forms of reporting can be motivated by the same arguments.

On 19 October the annual UN Global Compact Netherlands Chapter symposium was held in Utrecht. Innovation was the key concept during this day and was brought in connection with climate change, rise of developing countries and demographic effects. It presented a platform for the way innovation can upscale sustainable development.

Celebrating the 90th anniversary of the ILO, all UN Global Compact Netherlands Chapter members were invited to attend lectures on this development and the road ahead for the ILO. On this 29th October 2009 many fellow UN GC members were present.

Also, on 2 November, a seminar held in The Hague focussed on sustainability being a requirement for today's and tomorrow's business success. Frank Heemskerk (Dutch Minister for Foreign Trade) and Hans Wijers (CEO of AkzoNobel). The overall aspects of sustainable growth were discussed.

When doing research for the attached Paper Management Project, Saybolt sought advice from fellow Netherlands chapter members met during above mentioned events..

Finally, Saybolt was a launching member of the Rotterdam Biomass Commodities Network (RBCN) in 2009. This network aims to create a platform for discussions and deal making in the line of Biomass production and trading. Biomass is thought of as a major contributor to co2 reduction.

5. Measurements of Outcomes

The outcome of the activities and programmes initiated under the UN Global Compact philosophy is measured as follows.

The UN Global Compact Officer is the overall coordinator of all activities. In close co-operation with the senior management he develops the activities and programmes and coordinates implementation and reporting. For many activities, country management (at Director's level) directly reports to the UN Global Compact Officer.

An important instrument for measuring the outcome of programmes is the internal audit function. By adding audit requirements regarding the UN Global Compact activities to the regular audit scheme, a fixed input of measurements is generated. It is being studied on how measurement on UNGC principles can be measured through this, without contributing to an increasing 'paper burden' on the various offices.

All reports on active programmes are analysed at Headquarters level and the results presented to the Area and Country Managers Meetings that take place twice per year. The Area and Country Managers will communicate the results back to their respective staff and also communicate the bottom-up information that will flow back to the UN Global Compact Officer.

In addition and with regular intervals, measured outcome and activities are reported in the Saybolt International Newsletter. Latest examples have been attached to this report.

Since some short time now, on the Saybolt website, a special part of the site has been devoted to the UN Global Compact.

Saybolt managed to achieve a projected 4.75% reduction in printed emails, while it seems that budget for paper use has declined 36%. An increase in separated disposal of waste paper was also achieved in some of the biggest Saybolt locations.

Georg Kell
Executive Head Global Compact
United Nations Global Compact Office
United Nations
New York NY 10017, USA

Rotterdam, 22 December 2009

Subject: Saybolt's support and Communication on Progress

Dear Sir,

With a global recession going on, there is more and more pressure on the private sector to cut costs. However, like all of the Netherlands Chapter members, we see our efforts within the scope of the UN Global Compact as an investment in a strategy for sustainable growth.

It is therefore with pride that Saybolt pledges her support for the United Nations Global Compact for the Seventh time since 2002 and prolong our support to the 10 Principles of the UN Global Compact.

Attached you will find our Communication on Progress, giving insight in how Saybolt International is supporting the UN Global Compact Principles.

Sincerely yours,



Jan Heinsbroek

President