
Transcom WorldWide S.A.

Annual report and accounts 2009



Relationships. Revenue. Results.

 **TRANSCOM**

Corporate Social Responsibility

A sustainable approach to achieving our goals

Social responsibility at Transcom means:

- Taking a sustainable and ethical approach to carrying out our Company's mission to provide high-quality service to our clients and customers.
- Creating honest, flexible, safe and comfortable working environments where Transcom employees can develop their careers and enjoy their working lives.
- Encouraging our people's goodwill, energy and enthusiasm to put Transcom's values into action by participating in community-based and international charitable activities.



Transcom and the United Nations Global Compact:

In 2009, we continued our commitment to the Ten Principles of the United Nations Global Compact, which covers aspects of corporate conduct related to Human Rights, Labour Conditions, Environment and Anti-corruption.

We are proud and happy to continue our support of the UN Global Compact, and we will ensure that its basic principles of good corporate behaviour are incorporated into our operations across the world.

Supporting the Transcom family in its time of need:

In 2009, Transcom operations in Europe and Asia Pacific were touched by two tragic and calamitous events. In April, the Italian city of L'Aquila was hit by a major earthquake, which killed more than 300 people and left thousands homeless. Then in September, tropical storms in Manila, Philippines, caused some of the worst flooding in the islands' history, damaging buildings and infrastructure and leaving more than 400 dead. Both locations are home to Transcom service centres, and many of our employees were directly affected by the devastation brought about by these natural disasters.

In the wake of these events, the global Transcom family of employees, suppliers and client partners reacted with great compassion and generosity. Emergency charity funds were immediately established and Transcom stakeholders donated an accumulated total of more than €160,000. In both cases, the donations were distributed with the aim of helping those most affected by the disasters.

In both of these situations, Transcom's operations continued to function and levels of quality and service were maintained. This is a testament to the commitment and professionalism of our employees in Italy and Philippines, who made extraordinary sacrifices to ensure the continuity of our business in the days and weeks following these events. For this, Transcom expresses its deep-felt gratitude. Furthermore, we wish to thank our clients for their patience and understanding as we put our disaster recovery responses into action.

Further examples of our values in action in aid of others:

We warmly congratulate and encourage all our staff for the energy and effort they invest in taking part in charitable activities. There are simply too many great examples to mention them all in this report, but the following examples highlight some of the ways in which Transcom and its people have supported good causes this year.

Canada & USA

Bowling competitions, food collections, golf tournaments, a 12-hour walking marathon, custard pie throwing at the Call Centre Manager... Our colleagues in North America once again outdid themselves by organising an array of innovative and fun charitable activities in 2009, helping to raise an amazing total of more than €75,000. Recipient charities included the Canadian Cancer Society, The Salvation Army, The Cerebral Palsy Association of Canada, Women in Crisis and The Boys & Girls Clubs of America as well as significant donations made to the emergency appeals for Transcom colleagues affected by the natural catastrophes in L'Aquila and Manila.



Corporate Social Responsibility continued

Estonia

Colleagues in Tallinn, Estonia, collected bags of warm clothing which were donated to one of the city's homeless shelters.



Germany

Artwork created by the residents of the SOS care home for the handicapped brightened up our call centre in Rostock, Germany, as part of a temporary exhibition in 2009. The paintings also appear in the charity's official calendar which was supported by a €2,500 donation from Transcom employees.

The Philippines

In 2009, employees in the Philippines donated 3,490 hours of their free time to participate in community volunteer activities under the auspices of the Transcom Cares project. Transcom Cares gave employees the chance to join in monthly assignments to help the communities near our sites in collaboration with local churches, drop-in centres for the homeless, children's homes and organisations such as Caritas, Habitat for Humanity, and the Philippine Department of Social Welfare and Development. Activities included providing nourishing meals at a children's

home, helping out at a home for the elderly, assisting in the construction of homes for the underprivileged and planting trees at the La Mesa Ecopark, helping to secure Manila's water supply.



A clear policy message on responsible business conduct:

Our Code of Business Conduct, which has been launched across the Company, brings together all the best practices currently being applied within Transcom related to ethical behaviour. Its aim is to provide guidance to all our employees on issues relating to compliance with the law; respect and equality in the workplace; and avoiding unethical conduct such as bribery, fraud and conflicts of interest.



Making Transcom greener: New Leaf

Our New Leaf Sustainable Best Practices Guidelines make waste recycling and energy-efficient behaviour standard practice in all our operational centres, promoting environmentally friendly behaviour among our global workforce.

Sustainable communication

Transcom's quarterly internal news video, TransNews, continues to provide our employee population with a dynamic snapshot of our Company, bringing our worldwide workforce up to date with our Company strategy, client partnerships, team and individual achievements along with the latest fun and charity activities from our sites across the globe...all without using a single sheet of paper!

Towards a greener technology platform

External data centres continued to play an essential role in enabling us to optimise the energy consumption of our IT infrastructure, taking high-consumption data rooms out of Transcom premises and relocating them to specialist locations. Furthermore, server virtualisation technology means that in Europe we are now using just a few hardware boxes to run our servers, which previously required their own individual physical devices, bringing about an energy reduction of approximately 85%.