

**GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS OF THE
NTUC THRIFT AND LOAN COOPERATIVE LTD**

Company Name	NTUC Thrift and Loan Cooperative Ltd	Date	17th May 2010
Unit (if applicable) Address	#15-08 One Marina Blvd	Membership date	
Country	Singapore	Number of employees	Twenty
Contact name	Daniel Tseng	Sector	Financial
Contact Position			
Contact telephone no.	62303128		

Brief description of nature of business

Credit Cooperative. Savings and loan to individual and institutional members belonging to the Labour Movement under the National Trades Union Congress.

As of March 2010, over 92,000 union members have joined the cooperative as individual members.

Statement of support

NTUC Thrift and Loan primary mission is to promote and support financial security building to individual members. Provide competitive loans to its members and attractive interest rate on savings and fixed deposit investments.

Our social enterprise was established by the Labour Movement to support and nurture the good habit of saving for a rainy day to union members from the low income group.

Our Board and management fully support our actions which are with the work of the Labour Movement and together we fully support the 10 principles of the UN Global Compact in our business policies.

Progress on these principles are summarised in the following report and we commit to following up on them going forward.

Signature

Position

CEO

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

Our Commitment or Policy

Our social enterprise supports and implements HR policies that are aligned with Singapore's current employment legislations. We also support good labour relations and embrace regular management / staff and union meetings for the betterment of staff benefits and fair compensation terms.

A brief description of our Processes or Systems

We support the following:

- a) We support early release for staff to celebrate festive occasions including Lunar New Year, Hari Raya Puasa, Deepavali and Christmas.
- b) Early or advance salary paid to staff ahead of festive periods eg Lunar New Year, Christmas, Deepavali, Hari Raya Puasa
- c) Special work arrangements for Muslim staff on fasting and abstinence

- d) Flexi benefits to promote staff welfare and health fare.
- e) Higher interest premium for staff deposit investments with Thrift

Actions implemented in the last year / planned for next year

Thrift supported with donation to the U-care Fund organized by the Labour Movement / NTUC to provide financial assistance to the less fortunate union members and their families.

Despite the adverse impact on the financial performance due to the global financial crisis, Thrift is committed to support the U-care fund.

Measurable Results or Outcomes

As above. On-going programs to encourage and promote regular monthly savings for a rainy day. We reach out to over 40,000 Thrift members with our en-bloc tailored savings program for members from Ordinary Branch (unionised companies) and union members from the seafaring community working on board Singapore registered shipping vessels.

In 2009, Thrift paid over \$1.2mil in interest on our savings accounts on our en-bloc program and Seafarers Savings Scheme.

En-bloc savings and Seafarers Savings Scheme continue to grow in number of savers as well as amounts.

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

Our Commitment or Policy

Thrift up-holds business should ensure there are not complicit human rights abuses.

A brief description of our Processes or Systems

Management works closely with the Singapore Mercantile and Manual Workers' Union and engage in collective bargaining in areas of employee benefits, welfare, health fare, and training.

Our HR department engages with union industrial officers from SMMWU to offer counselling and advice on staff issues including pay and counselling.

Actions implemented in the last year / planned for next year

Management supports staff engagement with union industrial relations officers to settle any differences and issues amicably.

Measurable Results or Outcomes

No unresolved matters or dispute with staff or union. Issues are resolved expeditiously and amicably.

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

Our Commitment or Policy

We support and uphold freedom of association and effective recognition of the right to collective bargaining

A brief description of our Processes or Systems

Management works closely with the Singapore Mercantile and Manual Workers' Union and engage in collective bargaining in areas of employee benefits, welfare, health fare, and training.

Our HR department engages with union industrial officers from SMMWU to offer counselling and advice on staff issues including pay and counselling.

Staff salary adjustments aligned with national wage recommendations and collective bargaining process supported by representatives from the union.

Actions implemented in the last year / planned for next year

The above has been adopted and going forward, management is committed and supports the process as an integral part of setting staff remuneration and compensation packages.

Measurable Results or Outcomes

Over 90% of our staff are union members and we engage the union in collective bargaining process.

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

Our Commitment or Policy

We do not support / reject all forms of forced and compulsory labour.

A brief description of our Processes or Systems

Work done by staff beyond official working hours are compensated with hours off in-lieu / overtime pay.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

Compensation for overtime work and hours of work on over-time rate is recorded and duly authorised by supervisors.

PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment or Policy

We support the effective abolition of child labour.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

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

Our Commitment or Policy

We support fair employment practices and do not discriminate against race, religion, age or child bearing workers.

A brief description of our Processes or Systems

We do not discriminate against expectant mothers. Job descriptions and recruitment advisory do not spell out preferences relating to religion, race or age.

Actions implemented in the last year / planned for next year

Our recruitment policies are based on competency, experience, qualification and ability.

Our reward system is based on achievements and advancement is based on merit.

Measurable Results or Outcomes

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

Our Commitment or Policy

We do not support corruption in all its forms, including extortion or bribery

A brief description of our Processes or Systems

SOP requires at least 3 independent price quotations from service providers/vendors. Staff handling the requisition for tenders from vendors and service providers is required to declare if they have a business or personal interest with clients.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

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

This COP is aligned with the best practices of stakeholders. Business audits are submitted to stakeholders to ensure compliance on best practices.