

## GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS – SME VERSION

<b>Company Name</b>	TLC – Events in Portugal	<b>Date</b>	28 June 2010
<b>Unit (if applicable)</b>		<b>Membership date</b>	June 2008
<b>Address</b>	Rua 1 de Dezembro, Nr. 80, 4	<b>Number of employees</b>	10
<b>Country</b>	Portugal	<b>Sector</b>	Tourism
<b>Contact name</b>	Claudia Dionisio		
<b>Contact Position</b>	HR & Shared Services		
<b>Contact telephone no.</b>	00 351 213 213 060		

### Brief description of nature of business

TLC is a privately owned and managed Destination Management Company (DMC) specialising in designing, planning and delivering corporate events in Portugal.

The company boasts some of the world's largest event management agencies as its clients which have helped make it one of the country's leading DMC's.

Established in 2003 under the name The Lisbon Consortium, the company has organized more than 500 events in Portugal for clients from around the world in a variety of industries from Pharmaceutical to Financial services; Automotive to Telecommunications and much more besides.

Beginning in January 2009, the company now presents itself as TLC – Events in Portugal with a new image that follows the philosophy inherent in our chosen English expression "tender loving care".

### Statement of support

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

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 not 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**

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 not 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**

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 not 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**

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 not 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**

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 not 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**

TLC's Employment Policy

TLC employs salaried staff based on a pre set criteria that are set out in a job description. 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**

- 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 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**

Team of 10 salaried workers plus 30 Freelance Specialists.

#### **PRINCIPLE 7 BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES**

**Our Commitment or Policy**

TLC's CSR Policy

At 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 are the first Portuguese DMC to adopt procedures to quantify the carbon emissions produced at work. From 1st July 2008 onwards, TLC is 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 pursuit a better environmental friendly office. Better energy and water management solutions are also a part of our team's vision for a sustainable planet.

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**

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

#### **Measurable Results or Outcomes**

- In 2008 sponsored and organized the first Christmas Party to a Portuguese Children Shelter.
- In 2008/2009 TLC made the carbon offset of the 44, 0 t of CO<sub>2</sub>e produced at our office.
- In 2008/2009 Decrease of water and energy waste at our office.
- For the next years we are committed to continue with the carbon offsetting; giving back to the community through sponsorships and activities with Portuguese Institutions for children; continue with our recycling procedures.

### **PRINCIPLE 8 BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY**

#### **Our Commitment or Policy**

TLC's CSR and Procurement Policies

#### **A brief description of our Processes or Systems**

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**

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

### **A brief description of our Processes or Systems**

### **Actions implemented in the last year / planned for next year**

- We acquired Cisco's WebEx tool

### **Measurable Results or Outcomes**

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

### **Our Commitment or Policy**

TLC's Procurement Policy

### **A brief description of our Processes or Systems**

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

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**

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 TLC's procurement manager.

### **Measurable Results or Outcomes**

- New products and services developed by vetted suppliers are communicated to 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?**