

## GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS – SME VERSION

<b>Company Name</b>	events by tlc	<b>Date</b>	
<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>	30
<b>Country</b>	Portugal	<b>Sector</b>	Tourism (Events)
<b>Contact name</b>	Claudia Dionisio		
<b>Contact Position</b>	Head of Procurement		
<b>Contact telephone no.</b>	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 Europe (Lisbon and Porto in Portugal; Madrid and Barcelona in Spain) and Brazil (Sao Paulo and Rio de Janeiro).

For over 10 years events by tlc has been conceiving, planning and delivering award winning solutions. The company is an event industry category winner in the 2011, 2012 and 2013 M&IT Travel Industry Awards for best Destination Management Company, and nominated for the 2014 M&IT Awards for best Destination Management Company, taking place in London on the 25th February 2014. This demonstrates that we consistently perform at the highest level. This is a tremendous accolade for our team of multilingual specialists who deliver tailored event and incentive travel programmes with passion and know how through the entire process with innovative ideas and expert organisation from managing risk to procuring the right suppliers; detailed budget management to seamless onsite delivery.

### 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 Governmental 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 Governmental 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 Governmental 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 Governmental 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 Governmental 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 Governmental employment regulations and that candidates possess the correct documentation to allow them to be legally employed to work in Portugal, Brasil and/ or Spain.

**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 Governmental employment laws.

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

Non-applicable

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

Last year, events by tlc:

- In Portugal, contracted 5 new staff members for project management teams.
- In Brasil, contracted 2 new staff members for project management teams.
- In Spain, events by tlc acquired 53% of a new company, with 7 team members.

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

#### **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**

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 offices 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.

events by tlc also works towards the improvement of our own community by supporting 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 social and charitable institutions.

## **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 the use of local seasonal products in meals (liaising with the catering company).
- Suggesting CSR activities with local community.

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

- To continuing with the suggestions and developments of all knowledgeable possibilities and options for a sustainable events and office management.

### **Measurable Results or Outcomes**

December 2012 - Donation of 26 bicycles from our client to 3 different Institutions for children, through the corporate event organized by our company

April 2013 – Donation of 2 bicycles from our client to an Institution for children, through the corporate event organized by our company

August 2013 – Donation of 100 table's centre pieces from our client to Social Institutions, through the corporate event organized by our company

## **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**

Non-Applicable.

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

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

## Measurable Results or Outcomes

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

<b>PRINCIPLE 10</b>	<b>BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY</b>
-------------------------	--

## 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 freelance 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.

<b>How do you intend to make this COP available to your stakeholders?</b>
---

