
**Corporate Social
Responsibility
UN Global Compact
Communication on Progress
CSR003 June 2014**

**Face2Face Contact Limited
(F2F)**

16 Shottery Brook Office Park
Timothy's Bridge Road
Stratford-upon-Avon
CV37 9NR

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1. Executive Summary

I am pleased to confirm that Face2Face Contact reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours sincerely

J Easden
Chairman

2. Actions and Outcomes

2.1 Human Rights Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses

The company has a written policy on Corporate Social Responsibility which includes our commitment to the United Nations Global Compact and its principles. The policy is reviewed annually to ensure its suitability and issued to all stakeholders for their acceptance and commitment to the policy.

2.1.1 Implementation

Our company Staff Handbook includes policies regarding equal opportunities, flexible working, parental leave, work- life balance and anti harassment amongst others. All new employees are briefed at induction and given full details on all policies embraced by the company. The Handbook can be viewed at any time by staff. The Head of Compliance manages all policies and procedures and maintains all records in relation to these. Annually all staff are asked to reaffirm their commitment to the company's Corporate Social Responsibility Policy.

In December 2013 the company launched a training academy. The academy aims to:-

- Provide all employees with the capabilities to add real on-going value to Face2Face Contact.
- Provide all employees with the inspiration to develop themselves.
- Provide all employees with the opportunity to learn new skills and develop existing ones.

The company encourages teamwork and innovation and endeavours to recognise and reward each individual's contribution to our business and as a result of academy training employees are invited to complete personal development plans for discussion with line management.

In all of our activities we recognise our responsibility to respect the rights of those members of the public we come into contact with. We have a particular focus on effective communication and negotiation and providing information and advice in areas such as legal rights and, where appropriate, health and safety considerations. To this end the company has introduced a Treating Customers Fairly Policy, developing our own principles for achieving fair outcomes for our customers.

A suggestion box has been introduced and staff are encouraged to submit ideas through this channel for any business, process, system or environmental improvements.

2.1.2 Measurement

All policies are reviewed for suitability, sustainability and effectiveness on an annual basis or sooner should a significant change occur. These reviews are formally recorded.

The company has made significant improvements in its management of suppliers and maintains individual assessments on each supplier which includes details of their policies and procedures. These are reviewed annually and a risk score applied dependant on the supplier's current and future plans in areas of legal and regulatory compliance. In addition to this assessment more formal audits on suppliers will take place during 2014.

2.2 Labour Principles

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation

It is the Company's policy to provide employment, training, promotion, pay, benefits and other conditions of employment without regard to race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, marital status, age and/or disability unrelated to an individual's ability to perform essential job functions. It is also the Company's policy to conform to all employment standards required by law.

2.2.1 Implementation

The company operates an open door policy and encourages all staff to contribute.

Key Result Areas (KRA's) were introduced during 2013 and these are focussed on in the individual staff members Personal Development Plan. One of the KRA's is to 'value and respect all stakeholders' and staff are encouraged to make the connection between their role and the impact they can have on this particular KRA and focus on any areas where improvements can be made.

The company has successfully retained its BS OHSAS 18001 Occupational Health and Safety certification which demonstrates our continued commitment to Health and Safety. Consultation with employees and feedback are key to achieving our aims of preventing accidents and on a bi-monthly basis a representative committee consisting of members of staff from all areas of the company meet to discuss health and safety items. As a result of these meeting and through data capture the company has been able to identify additional risks to staff and introduce further operational controls in order to maintain our record of zero incidents.

2.2.2 Measurement

There have been two significant areas in which progress has been made by the company during the last 12 months in relation to Labour Principles as follows: -

- In March 2014 the company were successful in attaining a Bronze Achievement Award for Health and Safety issued by the Royal Society for the Prevention of Accidents.
- Peninsula Business Services who are specialists in employment law, Human Resources and Health and Safety have been retained by the company to assist in the aforementioned areas. One of the key services provided by Peninsula is an Employee Assistance Programme which aims to give staff support in their time of need.

The company continues to monitor all health and safety incidents, recruitment statistics and sickness records and is audited annually by one of our major clients and this years audit resulted in 'no concerns' regarding health and safety.

2.3 Environmental Principles

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: undertake initiatives to promote greater environmental responsibility; and
Principle 9: encourage the development and diffusion of environmentally friendly technologies

The Company's environmental impacts are the use of energy, the use of natural resources, i.e. paper and waste and these are managed through our ISO 14001 Environmental Management system which we have successfully retained our certification for.

The company has specific aims this year to further reduce the use of paper through its continued roll out of mobile telephone working technology, during the past twelve months significant improvements have been made with 64% of our work now being dealt via this technology. Strategic aims to reduce our impact further, include outsource of printing which will reduce waste.

2.3.1 Implementation

On an annual basis all staff are required to commit to the company's Environmental Policy and actively participate in our aims of reducing our impact on the environment. In addition to this all suppliers are now expected to have an environmental policy in place.

Targets have been set based on the company's impact as follows: -

- Reducing the amount of waste sent to landfill
- Reducing our paper consumption by the introduction of new technology
- Reducing our ink and toner consumption
- Continuing with our environmental purchasing policy
- Managing our energy and water usage
- Reducing fuel usage by smarter route planning and reduced unnecessary travel

Our achievements are communicated to all staff via the Safety Health and Environment Committee where objectives, targets and improvement activities are discussed and agreed. Staff are encouraged to participate in contributing to these meetings via their local representative.

2.3.2 Measurement

The Head of Compliance maintains records for:

- Water usage
- Electricity usage
- Paper usage
- Ink/Toner usage
- Waste generation

All of the data for these items is captured and reported directly to the board by the Head of Compliance.

A full audit of our system was carried out by an external auditor recently hence our continued certification and the audit report commented that the system is well managed and documented demonstrating effective monitoring, measurement and continual improvement.

2.4 Anti-corruption Principles

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

The Company has policies and procedures in place and is committed to compliance in all relevant laws. Policies in place include Anti Bribery, Whistle Blowing, Grievance Procedure, Conflicts of Interest, Public Interest Disclosure and Receipt of Gifts. An Inducement and Remuneration risk assessment has been carried out and recorded and a full business risk assessment which includes anti-corruption is in place.

The staff are all aware and abide by the policies which are available through the staff handbook.

2.4.1 Implementation

The Staff are introduced to the policies via induction and through annual reviews.

The company has a robust recruitment procedure which involves checks for proof of citizenship and credit scoring which can reduce our exposure to risk of corruption.

Our financial records are audited on a monthly basis by our chairman and are controlled by our Managing Director and on an annual basis our accounts are audited independently.

2.4.2 Measurement

The company have now implemented a twelve month compliance programme which involves the audit of all legal and regulatory policies and procedures; this is carried out by the Head of Compliance and the Managing Director. Reports are generated for the board containing details of the results of the internal audits

Overall the responsibility for corruption lies with the Managing Director and is based on perception according to the information provided to him by the Finance Manager, Senior Management, staff and process owners and the audit findings.