

B — Connected

17/05/2022

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

Dear Mr. Secretary-General,

I am pleased to confirm that B-Connected supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. B-Connected will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption). (See attachment 1)

- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results). (See attachment 2)

Sincerely yours,

A handwritten signature in blue ink, consisting of a large, stylized 'J' followed by a smaller 'S' and a dot.

Jimmy Sels
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Attachment 1

Human rights and labor

B-Connected has his own internal prevention advisor in charge of wellbeing at work. Our advisor actively contributes to the well-being of employees in various domains.

We also have a counselor on staff, who is freely available for the employees in case of work-related issues.

Given the specificity of the function of call agent, our main focus lies on ergonomics and enhancing the psychological well-being of our employees.

Through our flexible planning, we try to ensure a positive work/life balance for our employees.

B-Connected is also strictly bind by the Belgium law and protocols.

Environment

B-Connected focus on specific projects and initiatives:

- B-Connected reuse the products, equipment and materials longer and more efficient by only buy refurbished equipment. Instead of buying new equipment, we try to upgrade the equipment by replacing certain components instead (CPU).
- B-Connected recycle high end second life products, equipment and materials by work together with a company called “Out of Use” regarding the recycling of our equipment.
- B-Connected increase energy efficiency by renovating his offices into passive buildings.

B-Connected reduce carbon output by migrating to the use of green energy almost exclusively. Our offices are always located close to bus stations, train stations, ... We encourage our employees to use means of public transportation, bike, ...

Anti-Bribery and Anti-Corruption

B-Connected has and Ant-Bribery and anti-corruption policy.

ANTI-BRIBERY AND CORRUPTION (ABC) POLICY

1.1 Supplier is strictly prohibited from infringing directly or indirectly any legal provision, applicable federal, state and local laws, regulations, rules and orders on anti-bribery – and, in particular, the UK Anti-Bribery Act – and from:

- a) Offering, giving or promising any bribe:
 - Directly or via a Third Party (“indirectly”);
 - Whether cash or other inducement such as gift, entertainment or hospitality;

- To anyone, whether they are a public official or body or even a private person or company;
- With the expectation or hope that a business advantage will be received.
- b) Requesting, agreeing to receive or accepting any bribe:
 - Directly or indirectly;
 - Whether cash or other inducement such as gift, entertainment or hospitality;
 - From any Third Party, whether they are a public official or body or even a private person or company;
 - That they know or suspect is offered with the expectation that it will obtain a business advantage for them.
- c) Offering, giving or promising any bribe ('facilitation payments'):
 - Directly or indirectly;
 - Whether cash or other inducement such as gift, entertainment or hospitality;
 - To a government official, agent or representative;
 - To "facilitate" or expedite a routine procedure.

1.2 Any Supplier's breach will be considered as grounds for legal action, in accordance with applicable procedures in each country.

1.3 Supplier shall have appropriate policies and processes in place, offering at least the same level of protection as this Chapter, to ensure that Supplier does not offer, promise, pay, solicit, request or agree to receive or accept a bribe in any of its dealings on behalf of B-Connected.

1.4 Supplier shall monitor, enforce and, upon request of B-Connected, report to B-Connected the compliance with their anti-bribery policies and processes and keep B-Connected harmless for any damage resulting from a breach to the above.

1.5 Supplier shall not offer gifts above €100, entertainment (e.g. meals, drinks, event tickets) exceeding €500 per B-Connected Employee for a single occasion, or anything else above €100 to internal and external B-Connected Employees. However, any item that is one of a number of identical items that are widely distributed (e.g., pens, desk sets, promotional materials, items marked with a corporate logo, etc.) is allowed. A maximum cumulative value of gifts of €500 and a maximum of three entertainment invites applies per B-Connected Employee per calendar year. Travel or accommodation arrangements and pure entertainment, i.e. entertainment without any business purpose, may not be offered. Gifts and entertainment may not be offered during a tender process.

1.6 A zero tolerance rule on offering and accepting gifts or entertainment applies to all B-Connected Procurement Employees. Any exception to this rule must be approved in advance by the Chief Procurement Officer.

Attachment 2

To measure achievements and results, an audit from a specialized external provider is ordered and monitored by the board of directors.