



## UN Global Compact

### Communication on Progress - Year: 2014

I am pleased to reaffirm that Elixim supports the Ten Principles of the United Nations Global Compact in the areas of human rights, labour rights, environmental responsibility, and anti-corruption. We strive to make the Global Compact and its principles part of the strategy, culture, and daily operations of our Company and to engage in collaborative efforts that advance the broader goals of the United Nations. Elixim / Flexim International will continue its support of public accountability and transparency, and therefore, commits to report on this information to our stakeholders.

In this annual Communication on Progress, we describe our gradual integration of the Global Compact and its principles into the everyday culture and mission of our Company.

Sincerely,

Michael Yam  
VP of Global Operations

Stephen Cointre  
CEO

### Contents

#### UN Global Compact

Statement of support	1
Company Overview	2

#### Ten Principles

Human Rights	2
Labour	5
Environment	6
Bribery and Corruption	7
Renewal of Commitment	7





## Company Overview

ELIXIM, a Swiss based company, operating in several European countries, develops since 2004 a wide range of corporate welcome services representing the brand image of its customers and to deliver real added value from the first moment on.

"The goal of our management system is to live the excellence"

ELIXIM takes care of every detail of the Office Management (Welcome Desk, Call

Centre, Administrative Support, Housekeeping, Catering, Conference Centre Management), with finesse and attention, seeking at all times to provide satisfaction to our clients and stakeholders.

By choosing ELIXIM, our clients are able to focus on the relevant business: their core activity.

*By choosing Elixim, our clients are able to focus on the relevant business:*

### Human Rights

Elixim SA is a small organisation with 70 employees representing about 15 customers. Optimising the skills and abilities of people from many cultures brings opportunities but also challenges. We address these through welcome day and continuous training programme, which embodies the key principles of respect, valuing differences and inclusion, and measures that ensure respect, fairness and equality of opportunity. Elixim employs over 90% women.

## Human Rights (Principle 1, 2)

Elixim SA fosters high ethical values and expects the same of all its employees. The company's Cod of Business Conduct ("Code") requires all employees to treat co-workers, customers, and themselves with dignity and respect regardless of gender, race, sex, disability, sexual orientation, age, faith, ethnic origin, national origin and marital status. The Company relies upon each employee to incorporate these values into their everyday actions whilst employed by Elixim SA a subsidiaries of Flexim International.

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## Our actions over the last year

Continued to expand and mature our Human Resources (HR) policies and procedures under the oversight of our HR manager. This has included improvements to the recruitment process, the expansion of the new starters induction pack, the implementation of an access control system and associated updates to the fire and emergency procedure

Continued to ensure that all employees are aware of their human rights and the role they can play in helping to ensure the human rights of others are not compromised. This includes our employee forum, a regular meeting to which all staff are invited in order to discuss company business and employee concerns. Health and safety briefings are included as part of these meetings to keep employees informed of ongoing health, safety and wellbeing initiatives and incorporate their ideas and concerns into future plans. Health and safety is an ongoing concern and the company is up to date with its inspections and continues to be responsive to any employee issue that is raised

Ongoing recruitment of human rights specialists, reflecting our growing body of human rights work for a range of multinational corporations and other organisations

Continued awarding of additional leave and financial rewards to employees who have (due to short-term business demands) worked on occasions beyond their contracted hours. Additionally, all employees were granted an additional day of leave in 2013 in recognition of their hard work as well as an end of financial year bonus



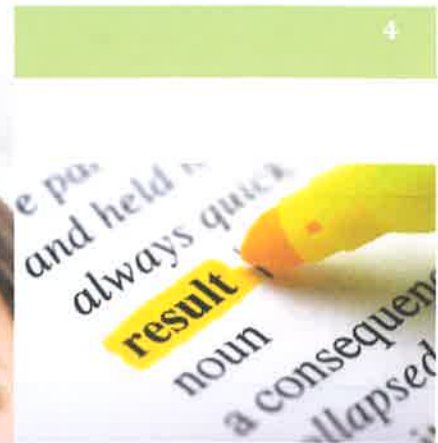
### Action taken

Continue to expand and mature our HR policies

Continued to ensure that all employees are aware of their human rights and the role they can play in helping to ensure the human rights of others are not compromised.

Ongoing recruitment of human right specialist

Continued awarding of additional leave and financial rewards to employees who have (due to short-term business demands) worked on occasions beyond their contracted hours.



### At a glance

96% of our people participated and the result was highly satisfactory for the management, due to the fact that the employees feel happy, supported, continuously trained, and listened and their ideas are taken in consideration.

## Results

Each year we ask our employees to share their views about our business through our internal employee survey, conducted as staff appraisals and an online climate questionnaire. This is a voluntary, anonymous survey which includes questions on employees' views of diversity and respect. In March 2013, 96% of our people participated and the result was highly satisfactory for the management, due to the fact that the employees feel happy, supported, continuously trained, and listened and their ideas are taken in consideration.



### Way of life

Employees are able to enjoy freedom of association without the fear of detrimental implications on their employment

Elixim is committed to eliminating direct and indirect forms of discrimination in relation to employment and occupation.

The policy highlights the expectation that all job applicants and employees are treated in the same way regardless of sex, sexual preference, race, ethnic origin, colour, religion, disability, marital status or union membership status.

## Labour – Principle 3, 4, 5 and 6

Elixim employees are able to enjoy freedom of association without the fear of detrimental implications on their employment. These values are upheld in our equal opportunities policy.

Employees are also issued with job descriptions outlining details of the work they are being employed to conduct. The company upholds a grievance procedure which can be initiated by any employee with their line manager or human resources. Employees are free to leave the organisation and our leavers' policy outlines clearly steps required to resign from employment.

Elixim does not condone any forms of child labour. The company is ISO 9001, 14001 compliant part of this process includes ensuring our suppliers are also sustainable, upholding Elixim's values in relation to social commitment.

Elixim is committed to eliminating direct and indirect forms of discrimination in relation to employment and occupation. The company upholds an equal opportunities policy which applies to all aspects of employment including; recruitment and selection, employment opportunity and promotion decisions.

The policy highlights the expectation that all job applicants and employees are treated in the same way regardless of sex, sexual preference, race, ethnic origin, colour, religion, disability, marital status or union membership status. To facilitate this claim, all interviews and performance assessments are completed using an integrated competency based framework. This process ensures an objective perspective is taken in relation to all recruitment decisions and places emphasis on the individual's level of skill, qualification, experience and knowledge.





### Doing our part

As part of our ongoing commitment we have been accredited to ISO 9001, 14001 and OHSAS 18001 under Swiss TS, which is audited annually. Environmental Management and our Environmental Review Management Plan fully covers these Principles and All employees are made aware of our environmental aspirations through the above Initiatives and training, we actively encourage all staff contractors to actively pursue them. Current performance monitoring is carried out by the company's internal auditor and reported back to the Management Team quarterly.

## Environment – Principle 7, 8 and 9

Elixim is a small company operating globally and our organisational footprint has a minimal impact on the environment, Elixim recognises its responsibility to do everything possible to make a positive contribution to the environment, and takes steps, however small, to realise that aim. As a minimum we strive to make ourselves aware of global and region specific environmental legislation and codes of conduct wherever we operate.

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## Bribery and Corruption - Principle 10

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*Service Excellence*

Find us on the Web:  
[www.elixim.ch](http://www.elixim.ch)



Elixim is against all forms of corruption, extortion and bribery and committed to operating in a compliance with all anti-bribery laws to which it is subjected. At Elixim all transactions and business relationships are monitored closely by senior management.

## Renewal of Commitment

Elixim remains committed to the UN Global Compact and its principle which it continues to implement where the Company operates