



QCC Global Ltd

**United Nations Global Compact
Communications on Progress**

From August 2015 to August 2016

Date 08 May 2015



QCC – “Keeping your business, **your business”**

1 ISO Document Control Details

The following tables are included as part of our ISO accreditation of the following standards;

- ✦ ISO 9001 – Quality Assurance
- ✦ ISO 14001 – Environmental
- ✦ ISO 27001 – Information Security
- ✦ OHSAS 18001 – Health & Safety

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2 Statement of continued support for the CEO

I am pleased to confirm that QCC Global Ltd reaffirms for the second year and fully supports the ten principals of the Global Compact with respects to 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 ten principal's into our strategy, culture and day to day operations within our company and its employees, we aim to engage in collaborative projects that may advance the broader development goal of the United Nations. QCC Global Ltd will make a statement of this commitment to our stakeholders and general public.

QCC Global is recognised for our specialist expertise, innovative intelligence led approach to our services and proven track record globally, as part of our service we provide advice and solutions that enable our clients to manage and mitigate their business risks, with growing numbers of clients we are closely monitored internally and externally by accredited auditors. As part of our procedures we monitor our company suppliers' social performance, ethics, labour issues and environmental practices as well as human rights concerns in our quest to ensure a holistic and engaging approach to client services.

During our steady growth we have recognised the need for the continued development of our staff and systems, This is evidenced by gaining accreditations of ISO 9001: 2008 / ISO 27001: 2013 Quality Management, ISO 14001: 2004 Environmental Management, 18001: 2007 Health & Safety, during this process and annual reviews we complete a full upgrade of our Company Policies & Procedures that will support our business processes of those values. Particular emphasis is being placed on our Ethical Code of Conduct, Business Integrity and our Human Rights performance.

During the last 12 months the Company Directors are proud to announce that QCC Global has retained its current ISO accreditations of 9001, 27001, 14001 and 18001, it has also become a Living Wage Accredited Employer linked the Living Wage Foundation, we have also become a PAS 2060 Carbon Neutral Company.

James Williams
Operations Director

3 Human Rights Principles

Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights.

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

3.1 Commitment

We have adopted all aspects of the principles in our business conduct, both with clients who are VP's signatories and with other clients and entities who face similar challenges.

3.2 Implementation

QCC Global has systems and policy's in place to assist and manage the companies approach to Human Rights, our suppliers and contractors are expected to adhere to these policies and procedures throughout their operations with QCC, As part of QCC commitment to Un Global Compact and overall company improvements QCC has linked this with its ISO 9001/27001 Quality Assurance Manual and new policies and procedures such as Equality and Dignity at work, Corporate Social Responsibility, Company and Contractor Handbook. These are internally audited monthly with reports back to the Management Team and externally audited annually to recertify for ISO Accreditation.

All staff are issued with a contract of employment and company handbook outlining company rules, grievance and disciplinary procedures.

Annual appraisals are carried out each year along one to one meetings monthly to access staff needs and additional training requirements.

3.3 Whistleblowing

Personnel have access to an external HR Consultant where they can report any concerns without fear of retribution, if they feel unable to raise the issue with their line manager, we recognise our collective accountability as a company for our actions and the consequences of our actions, and the need for an effective investigations process for third party complaints is in place under ISO guidance.

4 Labour

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4:

Businesses should eliminate all forms of forced and compulsory labour.

Principle 5:

Businesses should abolish child labour.

Principle 6:

Businesses should eliminate discrimination in respect of employment and occupation.

4.1 Commitment

The effective management of equality, ethical code and Code of Conduct Implementation.

QCC throughout its ISO Accreditations has produced minimum expected standards for contractors, suppliers and all staff; this is monitored by the internal auditor and the HR Manager.

While operating in other countries as well as the United Kingdom, QCC Global commits to comply with local and national legislation with regards to employment laws. If such legislation does not meet our own standards, we will apply our own ethical standards that condones forced and child labour.

We have a rigid vetting processes that is applied whenever we are recruiting new staff company employees, and those processes are adapted for use when engaging sub-contractors, agents, representatives, partners and suppliers. QCC recognises the value of well trained and motivated employees, indeed this is paramount to a successful business and the quality of our work produced for our clients. QCC fully endorse appropriate internal and external training and development opportunities for all staff including part time and contractors to assist them achieve their full potential.

QCC Global will promote gender equality throughout any recruitment process, not discriminating in race, age, religion, sex or disability making sure no unconscious bias is evident in the recruitment and decision process.

As a Living Wage accredited Employer we are dedicated to providing the best welfare and working conditions for all its staff while paying above the minimum wage.

5 Environmental

Principle 7:

Businesses should support a precautionary approach to environmental challenges.

Principle 8:

Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9:

Businesses should encourage the development and diffusion of environmentally friendly technologies.

5.1 Commitment

QCC Global is a small company operating globally while our organisational footprint has a minimal impact on the environment, QCC 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, As extensive business travellers, when travelling by air we actively support airlines' initiatives to offset their carbon footprint by contributing on a flight by flight basis.

As part of our ongoing commitment we have been accredited to ISO 14001 2004 Environmental Management and our Environmental Review Management Plan fully covers these Principals and All employees are made aware of our environmental aspirations through the above initiatives and training, we actively encourage all staff contractors to pursue them. Current performance monitoring is carried out by the company's internal auditor and reported back to the Management Team monthly.

We operate a strict recycling programme for the office environment where every staff member contributes, QCC Global has recently offset its own carbon footprint and is now a carbon neutral company in accordance PAS 2060.

6 Corruption

Principle 10:

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

6.1 Commitment code of conduct

QCC Global Equality and Dignity at Work policy and Corporate and Social Responsibility Policy addresses the issues of bribery and corruption. All staff and contractors are made aware of our ethical conduct and business integrity expectations, this is in order to safeguard our reputation and the interests of our Clients, we also ensure all our clients are aware through their contractual arrangements of that commitment, and we seek and encourage cooperation in its implementation.

Through the company's induction programme for new employees and through its annual performance appraisal management process, employees are reminded of their responsibilities and the company's expectations regarding ethical business conduct.