
**Corporate Social
Responsibility
UN Global Compact
Communication on Progress
CSR004 June 2015**

**Face2Face Contact Limited
(F2F)**

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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 and this has been introduced to the Service Level agreements we have in place with our main suppliers and our field representatives. 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

During 2014 Face2Face Contact updated their status on the Ecovadis sustainability platform and was awarded a Gold status. Ecovadis look at Environment, Fair Labour Practices, Ethics and Fair Business Practices and supply chain. Face2Face were assessed to be in the top 3% of suppliers assessed by Ecovadis in the category 'activities of collection agencies and credit bureaux for labour practices.' The Gold status was complemented with commentary stating that Face2Face Contact demonstrates a comprehensive CSR management system that covers all four themes under review. Since the last evaluation, the overall score has increased thanks to the implementation of additional measures.

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.

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.

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. All of our policies are available to all staff through the Staff Handbook which is discussed at Induction Training.

2.2.1 Implementation

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

Face2Face Contact's training academy has now entered its second year and all staff are required to attend. The courses focus on individual development and explore how each individual impacts on the company as a whole and the importance of the role they play in sustaining our performance.

The company has successfully retained its BS OHSAS 18001 Occupational Health and Safety certification which demonstrates our continued commitment to Health and Safety.

2.2.2 Measurement

In March 2015 the company were successful in attaining a Silver Achievement Award for Health and Safety issued by the Royal Society for the Prevention of Accidents showing a significant improvement on the Bronze award achieved in 2014.

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.

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 have successfully outsourced all printing with the overall aim of reducing waste.

During 2014 Face2Face Contact changed their supplier for removal of confidential waste. The new supplier provides information on the number of trees saved through the quantity of paper being recycled.

Face2Face Contact was assessed to be in the top 1% of suppliers assessed by Ecovadis for Environmental Practices.

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
- 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
- Waste generation

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

Targets for waste were met during 2014.

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 Staff Handbook was reviewed and updated during 2014 and a Conflicts of Interest Policy was added in addition to more detail on Anti Money Laundering.

The company's Anti Money Laundering procedure has been reviewed and a more robust process has been introduced. All policies and procedures for Anti Bribery have been reinforced and responsibility for managing these is delegated to the Head of Finance.

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 and now include details on Anti Money Laundering.

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.