



Communication on Progress, 2015

July 2015

webhelp

STATEMENT BY THE CEO'S

Dear Mr. Secretary-General,

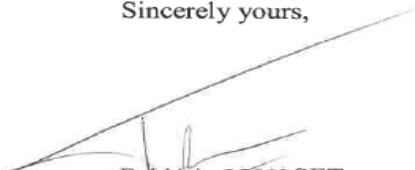
Together, we both began writing Webhelp history in 2000 and we have travelled a long way since. We laid the foundations of our Romanian branch before setting up our offices in Morocco, France, Algeria, Belgium, Madagascar, United Kingdom, Netherlands, and more recently on Surinam, South Africa and India. And this is only the beginning!

We always sought ways to satisfy our clients while believing that the wellbeing of our employees is the key to our success. We have surrounded ourselves with more than 25,000 co-workers. Webhelp is an organization working to implement high level responsible practices whereby corporate social responsibility is everybody's business.

Our vision is that we should carry societal commitment, in the countries we operate within. We are pleased to confirm that Webhelp supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption.

With this communication, we express our intent to advance those principles within our sphere of influence. In 2015, we committed to make the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company. You will read in our Communication on Progress (CoP) details about these initiatives and results.

Sincerely yours,



Frédéric JOUSSET
Co-Founder



Olivier DUHA
Co-Founder

THE TEN PRINCIPLES OF GLOBAL COMPACT

HUMAN RIGHTS



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.

LABOUR



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.

ENVIRONMENT



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.

ANTI-CORRUPTION



Principle 10:

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

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1

WEBHELP OVERVIEW

VISION AND VALUES



Become a worldwide benchmark company in the field of customer relationship management, recognized for its innovation and high quality of services

ENGINEERING NEW CUSTOMER EXPERIENCES



COMMITMENT

- **We honour** the promises made to colleagues and customers.



UNITY

- **Working as one team** towards a common success takes precedence over personal interest.



RECOGNITION

- **Acknowledgement of individual** contribution is essential to ensure our collective success.



INTEGRITY

- We work with a **positive attitude**, leading by example. We treat others the way we would expect to be treated.



WOW-EFFECT

- By striving to go beyond their expectations, **we continually look to amaze the people we work with.**

A STRONG PARTNER FOR OUR CLIENTS

#3
IN
EUROPE

INTERNATIONAL
CUSTOMER
RELATIONSHIP
MANAGEMENT
SOLUTIONS
PROVIDER

Surinam

58

CENTERS
IN 17 COUNTRIES

25 000

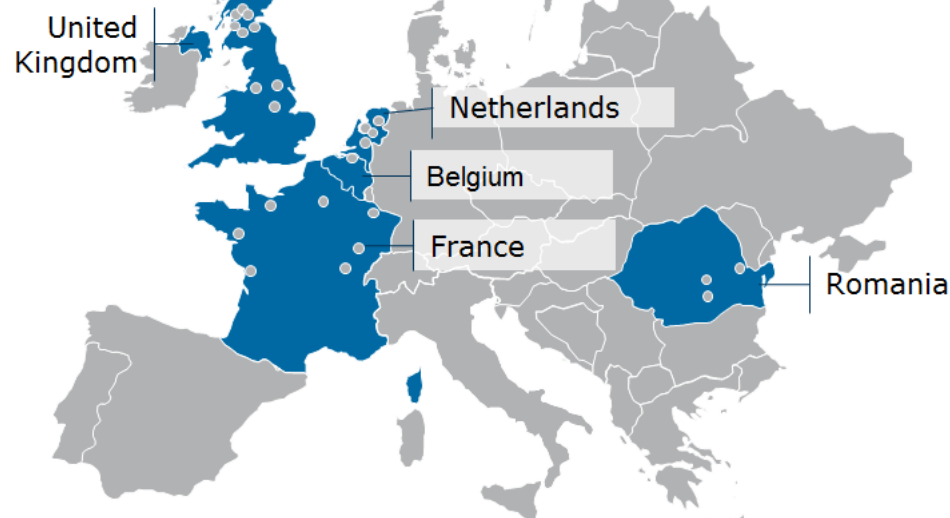
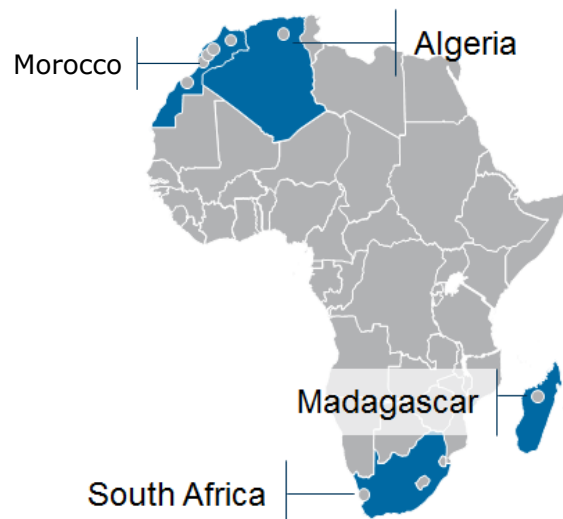
EMPLOYEES

200

CUSTOMERS

528,
6
M€

OF TURNOVER
(MOST IMPORTANT
GROWTH IN THE
SECTOR FROM 2002
TO 2012)





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HUMAN RIGHTS

MAIN WEBHELP COMMITMENTS TO HUMAN RIGHTS



“Label de Responsabilité Sociale” certified since 2011 (Social Responsibility Label) – LRS – renewed in 2015



Signing of the Charter of Diversity



Signing of numerous agreements relating to the employment of vulnerable groups (employment of young and senior populations, disabled people, long term unemployed people...)



Formalized training paths for all people to ensure their employability



Partnered with local employment institutions

2014 WEBHELP PROGRESS ON HUMAN RIGHTS

GREATLY ENHANCED DISABILITY POLICY

- 2011 saw the launch of Webhelp's Disability policy.
- Following a quantitative and qualitative audit by Thompouss, the policy was enhanced in 2013. The results identified our **strengths** and areas for **improvement**, which is why we have adjusted our policy for disabled people.
- Webhelp France wished to formalize its commitment to people with disabilities by signing a partnership agreement with AGEFIPH. Our goal is to significantly advance and **harmonize our practices** for all of our sites. AGEFIPH is a major player in the employment of people with disabilities in France. The signing of this Convention will allow us to benefit from the expertise of AGEFIPH to improve our daily practices. This agreement was signed in 2015 and deployed at sites in France for a period of 2 years, renewable once.
- In France Cluster (French speaking countries : France, Morocco, Algeria, Madagascar, Belgium, Romania), a new awareness-raising campaign was launch around the International Disability day. More precisely, a set of poster were displayed containing word clouds for each topic and a set of exercises for dyslexia were realized.
- In Morocco, along with the Communication campaign, an open-door event was set up on the 3rd of December 2014. Local disabled associations were received and contacts were taken to promote the recruitment of disabled persons. This event was sponsored by the Minister of Social affairs who visited our headquarter and spend some time with representatives of our disabled staff.
- Webhelp Romania supports a social organization specialized in the **re-employment of vulnerable people**.
- For Webhelp Nederland Social involvement and responsibility through charities such as the fundraisers for Dutch Cancer Society, Dutch Brain Foundation, Children Cancer Free Foundation, Dutch Heart Foundation and Dutch food bank and animal welfare
- New legislation will be implemented in the Netherlands in 2016 to stimulate employers to hire more disabled people. Later this year HR will assess the impact of such new legislation and adopt new policies in this respect
- Webhelp UK works with the UK Government via the 'Access to Work' programme to ensure that reasonable adjustments are made to working environments, allowing those with disabilities to have successful careers within Webhelp UK

2014 WEBHELP PROGRESS ON HUMAN RIGHTS



Word clouds created by our employees

EMPLOYMENT OF PEOPLE WITH DISABILITIES WEEK DECEMBER 2014

Day of Disabled Persons Event



« Growing awareness » interview



A successful day !

« Handisport »



2014 WEBHELP PROGRESS ON HUMAN RIGHTS

IMPROVED ANTI-HARASSMENT MANAGEMENT

- The 2012 LRS audit recommendations included an **anti-harassment** policy to monitor cases of harassment. Actions :
 - training module to understand what harassment means, giving keys on how to respond,
 - **internal rules that inform employees** about the laws on harassment (sexual or moral)
- **In France**, a "Prevention of Harassment" project creates a **warning system**, allowing any employee to report, for himself or for a third party, a difficult situation which, if it was to continue, could lead to a potential harassment. Procedure governed by a Prevention and Mediation Committee : a site manager, the RRH and members of the HSC. Each committee member receives pre-harassment training delivered by an external training organization (ALFA NERO).
- **In Morocco**, Webhelp has implemented a similar system, called "Pro Alert" which is being revised but still in force. The new version of the tool will ensure easier tracking of actions implemented and have a more global view of situations,
- All employees have the opportunity to alert the HR Director without involving "management". It offers employees feeling harassed protection from possible "retaliation".
- Support of the application shall be managed directly by the HR Director or delegated regional HR manager.
- In Netherlands, an independent counselor has been appointed for all complaints about harassment.
- Webhelp NL has established an internal complaints handling committee for aggression, discrimination and sexual harassment. This committee is formed of representatives from HR, the works council and two employees.
- Webhelp UK has a 'Dignity at Work' policy which covers Harassment, Bullying and Discrimination. The policy outlines how employees can report such instances and also outlines what responsibilities are placed upon management. All employees are required to read and sign this and other policies on an annual basis.

RESULTS :

All employees follow the **e-learning class on harassment**.

100 % of people involved in recruitment process follow the e-learning class on **non-discrimination**.

2014 WEBHELP PROGRESS ON HUMAN RIGHTS

ESTABLISHMENT OF A CHARTER SIGNED BY WEBHELP MAIN SUPPLIERS. IT ENCAPSULATES PRINCIPLES OF THE GLOBAL COMPACT (OFFICE DEPOT, DELL ...)

- When signing the Webhelp supplier charter, the supplier company expressly undertakes to:
 - Respect the national labor laws including statutory working hours and overtime,
 - Be fully compliant with international norms,
 - Declare all of its staff to collector social organizations,
 - Ensure the effective and on time payment of social security contributions. Provide, at Webhelp's request, certificates proving such payments for the previous calendar period.
 - Respect the fundamental rights of the human, refuse any form of discrimination, ensure fair and dignified attitude towards all employees,
 - Enforce decent working conditions,
 - Fight against corruption and ensure Webhelp's procurement practices.
 - Share information of demand of the services ordered.
 - Use its best efforts to preserve the environment and introduce sustainable development (energy saving, waste management).



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LABOUR

MAIN WEBHELP COMMITMENTS FOR LABOUR

- Negotiation and signing of various agreements relating to working conditions (male / female equality, freedom of expression of employees, management or annualization of working time).

- Pleasant work conditions, state of the art buildings, working spaces of high quality designed for advisers



- Respect for the culture of the country we're in. For instance, in Morocco, during the Ramadan, "ftour" (breaking of the Ramadan fast) is offered to all employees that are working in the time slot

- Various social benefits including medical insurance, nursery facilities, employees transportation, fitness centers, rest areas, different incentives and team building events.

2014 WEBHELP PROGRESS ON LABOUR

GOVERNANCE

In terms of governances Webhelp France initiated the program Perform 2015 in order to improve our management policy and efficiency centering 3 main axes:

- Delivery and
- Sales System and our
- "Human Capital".

2014's main Project

- Assises Delivery program (principle of transparence and objectivity, of rationality and continuous improvement.)
- Assises du Commerce program (principle of efficient governance and continuous improvement)
- People centric (universal values defense)



2014 WEBHELP PROGRESS ON LABOUR

PLANNING MORE RESPONSIVE TO THE NEEDS OF EMPLOYEES.

- **Creation of a system** that allows employees to **swap a day off** by making requests for exchange.
- In France, many actions have been undertaken regarding the planning to meet the constraints of production and **introduce flexibility** in the management of schedules:
 - Ideally, schedules are sent to all advisors by email at least 2/3 weeks in advance. This period cannot be shortened to less than 7 days.
 - In Morocco, different actions are being experienced, such as the "Desiderata system". This system allows the advisor to rank up to 3 time slots among a panel and to be granted his preferred time slot if available.
- In the Netherlands, the 'Availability tool' was developed to allow employees to provide Webhelp with their preferred working days. The system also allows employees to swap shifts.
 - A new pilot was launched to that enables employees to complete the schedule by themselves to create more flexibility for the employees. Webhelp NL have received very positive feedback from the agents who appreciate the flexibility that this tool provides.
- In the UK, employees can access a system called 'Teleopti 8' which gives them the ability to check their upcoming shifts, access holiday information and request to swap a shift. This system is regularly updated to ensure the needs of our employees are met.
- It also acts as a real-time, two way communication tool between agents and managers.

RESULTS :

All advisors have early **access to the planning** and the possibility to **ask for modifications**.

2014 WEBHELP PROGRESS ON LABOUR

CREATION OF HR COMMUNITIES.

- To discuss and harmonize our HR practices, Group HR has **implemented HR communities** since June 2012.
- In France, the HR team meets twice a month to **share information** from the Executive Committee, to discuss best practices and news as well as status of HR projects in France. These meetings provide an update on the everyday problems and allows to determine the actions to be put in place to **continuously improve the quality** of HR management. It's also an opportunity to **bring together both the human resources managers** of sites (8) and heads of HR projects around cross-functional issues. These exchanges are essential to have an overview of France HR issues.
- In Morocco, an HR fortnightly meeting is held to **discuss local news** of Morocco and cross-functional issues. Present are Morocco HR, heads of various departments and regional HR managers.
- At France cluster level, HR Group **meetings are held every 3 weeks** between countries to share news and follow HR group projects. They also **aim to harmonize best practices**. The Group HR, HR Directors from all countries (France, Morocco, Romania, Belgium, Algeria, Madagascar) and the directors of HR projects, are present.
- In Netherlands, an organizational change has been made in the HR team to ensure a better connection between HR and Management an between HR advisors in the teams. Exchange of best practices is now formalized
- In the UK, South Africa and India, the HR Team meet weekly to discuss a number of corporate initiatives alongside any challenges. This allows them to collaborate and continuously improve the way they work together, and alongside Operations and Support teams, to ensure best practice.
- The HR Team work closely with all levels of the business, delivering a first rate service, guiding and empowering managers to engage and communicate to their teams.

RESULTS :

A systematic pooling of our best practices

2014 WEBHELP PROGRESS ON LABOUR

CREATION OF TUTORSHIP PROGRAM

- Development of tutorship program:
- For every new disabled worker a tutor is dedicated. These tutors are trained by an governmental authority (complete training program: 14 hours) (site of Compiègne)
- For every employees that has under 22 years old, an adviser is named within the framework of the generation agreement. Each employee under 22 years old is welcome by a Webhelp University Adviser during 2 personal interviews (during the integration process, in attendance of his manager and after 6 month spent in the company).
- Training of 5 new tutors within the framework of alternating work with training program (Training BTS Management of Business Unit (MUC) and Negotiation and Client Relations (NRC). (Site of Vitré)
- Training of 8 tutors within the framework of the generation agreement (Site of Saint AVOLD)



2014 WEBHELP PROGRESS ON LABOUR

TRAINING AND HEALTH AND SAFETY AT WORK

A ROI training program was implemented in order to exceed the financial contribution obtained from public subsidy for example FSE (European Social Fund) or from the professionalization actions (Statutory training entitlement or professionalization period)

A program of recognizing and governmental validation of professional experience as also implemented in order to help employees to capitalize and secure their career path. Example of training who were concerned: BTS MUC, BTS NRC, Bac Pro CRCD. (Sites of Compiègne, Montceau, St Avold, Vitré)

Webhelp trains employees in the SST first aid course (sauveteur-secouriste de travail). Enough employees are certified to ensure that at least one is present on site during shifts.

Webhelp countries, such as Morocco and Belgium, have been equipped with defibrillators

Webhelp has an ongoing program of health and safety at work

The signing of an agreement of home shore in July 2014 (Caen)

Workstation ergonomics training provided to his customer consultants (center of Saint Avold)



2014 WEBHELP PROGRESS ON LABOUR

PROTECTING THE HEALTH & SAFETY OF OUR STAFF.

- Webhelp UK has achieved multiple international standards (ISO or OHSAS) accreditations. One of which is OHSAS 180001, ensuring we adhere to a high standard of health & safety management within our organisation.
- Webhelp UK is also involved in a programme call 'Healthy Working Lives' (HWL) which aims to create safer, healthier and more motivated workforce.
- One of our sites has gained a Silver Level HWL award and is currently working towards Gold Level. The programme is being rolled out to other UK sites.

RESULTS :

- **HWL – Kilmarnock site has been awarded Silver, having been awarded Bronze the year prior.**
- **Accident Frequency Rate dropped to 5.78 YTD 2015, from 10.04 in 2014.**

2014 WEBHELP PROGRESS ON LABOUR

RECRUITMENT AND SOCIETAL ACTIONS

Recruitment

- In France, Government convention of objectives signed on 31th January in collaboration with Pôle Emploi, l'AGEFIPH et l'AGEFOS association: Webhelp's commitment : hiring 70 job seeker (disabled workers or any other people having difficulty finding work).
- In Morocco, Webehlp partnership with ANAPEC to ensure we recruit young people and support them on their first professional experience
- In the UK, there has been a successful pilot of a 'Schools Programme'. The aim was to encourage young school leavers to attend a 8 day workshop based at a Webhelp UK site where they would learn about customer service basics, IT systems, recruitment advice/techniques and general working etiquette. After the workshop, the prospective agents were offered an interview for a permanent position within Webhelp UK.
- The programme acts as a be stepping stone into full-time employment for the young, job seekers.

Societal actions

- In France, Setting up of professionalization and training temporary work contracts for 20 client advisors in the last quarter of 2014.
- Policy of recruitment based on contracts for disabled worker, transformed in permanent contract. Every new employee is integrated in a tutorship program. (center of Compiegne)
- Throughout Webhelp, in 2014 another 28 contact with training and on-the-job coaching were signed.

2014 WEBHELP PROGRESS ON LABOUR

PERFORMANCE AND COMPETENCY MANAGEMENT

Development of performance and competency management project including:

- A reform of job description integrating competences and career prospects or career path
- A common set of skills for the entire Group for all profession. It includes more than a 100 skills (generic, specific and managerial). For each profession, 12 primary skills were defined
- A common definition of our competencies link to our assessment center
- In France, A competence module available in our HRIS (IRIS)

A new methodology, called LIFT, has been developed and implemented in Webhelp France. The main objective is to rationalize the number of KPIs and form a focus on two main ones. In addition, this identifies the people who require a stronger management support to develop their skills.


In the UK, there is a Management Development strategy being implemented that will provide a structured approach to learning for our people which will be both engaging and inspirational. Learning activities will be linked closely to individual development needs as well as business requirements, providing our managers/leaders with the skills, knowledge and behaviours to drive business performance.



2014 WEBHELP PROGRESS ON LABOUR

TO ENSURE GOOD WORKING CONDITIONS, ASK EMPLOYEES DIRECTLY.

- For the past many years, Webhelp had its own internal barometer that measures the **satisfaction of employees** of the Group: the **SATSA**.
- It has evolved in 2013 to meet the international growth of the Group: it is composed of **22 common questions**, + an additional 4 or 5 questions dedicated to specific issues in each country.
- It's an objective way to evaluate commitment, and identify areas for improvement.
- An action plan is systematically implemented and communicated to all our employees after each session



Be careful, you only have 3 days left to answer the survey*

*Attention, plus que 3 jours pour répondre à l'enquête
Let op, u heeft nog maar 3 dagen om de enquête in te vullen

SATSA

Express Yourself *
* exprimez-vous

webhelp

An desktop icon is available to enter the survey*

*Une icône est présente sur votre bureau pour y répondre.
Een icoon is beschikbaar op uw desktop om de enquête te beantwoorden



PLAN D' ACTIONS
SATSA

VITRE

1^{er} semestre 2014

- Accès aux outils webhelp est rapide et fiable**
Un point avec la technique est réalisé pour trouver d'où provient le problème au niveau des lenteurs (en cours)
- Webhelp est vigilant/attentif à l'équilibre vie privée /vie professionnelle**
Fermeture du projet à 21h le soir du lundi au samedi à compter du 17 Mars
- Au travail mes opinions comptent.**
Mise en place d'un point régulier tous les 2 mois avec un groupe de conseiller et le sup sénior afin de faire évoluer le projet
- Webhelp offre des perspectives d'évolution**
Présentation de 3 personnes aux assessments en 2013, mission pour une experte en fin d'année, intégration de 2 sup juniors en 2013, et validation d'un formateur en Mars 2014
Accompagnement des conseillers qui souhaitent évoluer avec la mise en place de vie ma vie
-

Prochain SATSA prévu en octobre 2014

RESULTS :

- Completion** rate for France, Morocco, Algeria, Romania, Madagascar, HQ, UK, SA **80.53%**
- Commitment** rate : **73.56%**



4

ENVIRONNEMENT

MAIN WEBHELP COMMITMENTS

- For several years, Webhelp has been part of a sustainable development strategy
- As an office based company, Webhelp's two main environmental impacts are production of waste and CO2 emissions from consumption of electricity.

Our **environmental policy** states our commitment to reducing both of these, and also states our commitment to:



Comply with environmental legislation and best practices



Foster management commitment



Encourage similar standards from our stakeholders



Communicate issues to our staff through training and communication



Reduce, reuse & recycle materials



Prevent pollution by effective controls



Implement energy efficient measures

- Batteries
- Sorting waste paper/ cardboard/ cans/ plastic (and now Food Waste at 2 UK sites)
- Ink cartridges
- Espresso capsules + Cups
- Bulbs / fluorescent tubes
- Food

- Shuttles (Morocco)
- Bicycle parking shelters
- Discounted bus travel (UK)
- Carpooling
- Video conferencing to reduce business travel
- Electric vehicles and charging stations at all Netherlands branches (now app. 15% of portfolio)



- Water: PIRS on urinals, low flush toilets, push spray taps.
- Air conditioning: office & server room temperature set at 19° C.
- Paper: PIN printing, paperless office environment, paper towels removed.
- Energy: Energy efficient hand driers, vending machine timers, PIRs in all meeting/training rooms in UK, sensor lights

- Active policy to reduce unnecessary printing.
- AVOB (PC automatic standby) – now implemented in UK
- Pairing electrical maintenance and HVAC (heating/ ventilation/ air conditioning)
- Criteria related to sustainable development included in all quotes

A virtuous quadrilateral to reduce our carbon footprint in everyday life, supported by poster campaigns

2014 WEBHELP PROGRESS ON ENVIRONMENT

VARIOUS INITIATIVES TO DECREASE OUR ENVIRONMENTAL FOOTPRINT IN FRANCE

- Awareness program in the sustainable development for all our collaborators (elearning)
- Best practice of optimization of our energy consumption (lightings LED, programming air conditioning, automatic extinction)
- Charter purchase signed by our suppliers including the respect for the environmental best practice
- Implementation of a solution of optimization of the consumption of our computers (AVOB): Automatic ignition & extinction, adjustment of the power of processors. setting in a stand-by mode of screens...
- Increase of the use of visio conference (+87 % 2014 vs 2013) to decrease our carbon footprint
- Webhelp makes a commitment in actions of type "**Carbon compensation** : participation in the operation " 1 bought recycled eco telephone = 1 crashed tree " (106 trees), deploy the Uniflow system on its sites offshore, system which has already allowed the protection of 300 trees a year on the French sites.
- Various initiatives to decrease our water consumption (information, push spray taps...)

RESULTS :

- **Reduced energy consumption= 2 017 000 kWh/year (2014/2013)**
- **AVOB Solution = Gain 60 % of our consumption, 1 736 000 kWh/year**
- **Operations for the protection of more of 400 trees**
- **Reduced water consumption = 1 750 000 liters/year**

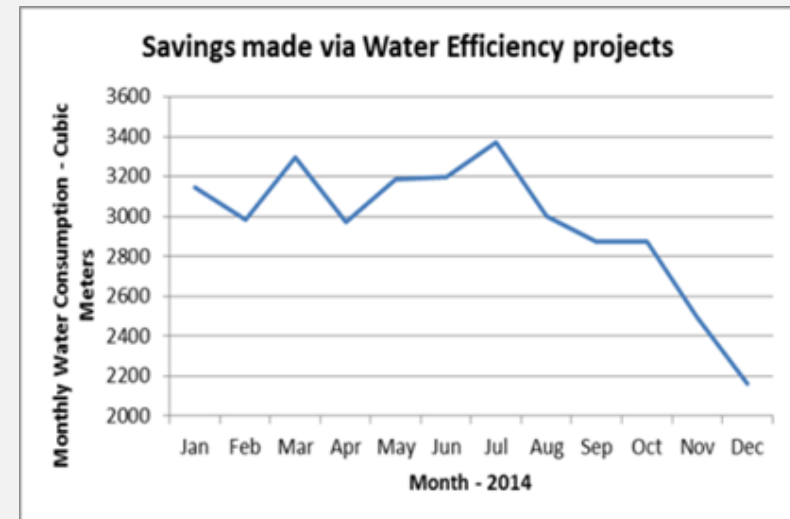
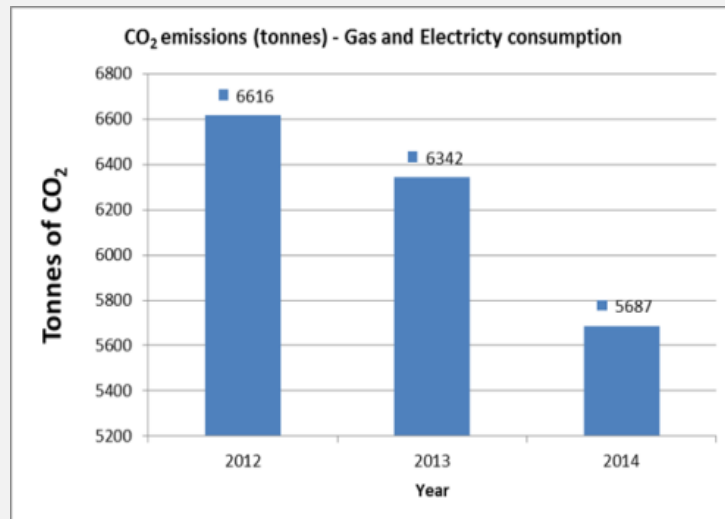
2014 WEBHELP PROGRESS ON ENVIRONMENT

WEBHELP UK REDUCTION IN CARBON EMISSIONS AND WATER CONSUMPTION

- Continued investment in energy efficiency technologies across all our Webhelp UK sites. These include;
 - Greater control of heating and cooling equipment at our Dunoon and Derby sites.
 - Installation of PC Power management at the majority of our sites.
 - LED lighting and lighting control technology installed at several UK sites.
 - Urinal PIRs rolled out in Falkirk, Kilmarnock and Warrington.



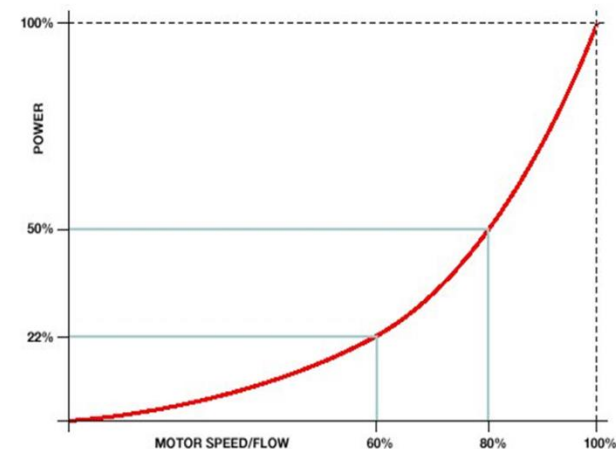
RESULTS : 10% reduction in Carbon Emissions throughout 2014. 26% reduction in water consumption throughout 2014



2014 WEBHELP PROGRESS ON ENVIRONMENT

INSTALLATION OF VARIABLE SPEED DRIVES (INVERTERS) AT WEBHELP UK - DERBY

- The building at Derby is heated and cooled by several large Air Handling Units; when these units produce heat, they need a motorised fan to push the hot/cool air from the units around the building.
- Typically, these fans run at 100% speed – even when a lower speed could be efficient.
- Variable Speed Drives automatically adjust the power of the fans to suit the requirements of the building.
- **Affinity Law** – “A 20% reduction in speed = a 50% reduction in power”.



RESULTS :

- **Savings of £25k per annum and a 27% reduction in consumption.**
- **This equates to 120 tonnes of CO₂.**
- **The Life Expectancy of the Fans has increased.**

2014 WEBHELP PROGRESS ON ENVIRONMENT

IMPLEMENTATION OF ISO 50001 : ENERGY MANAGEMENT

- Webhelp UK has been committed to energy management for several years and has made significant carbon savings, as demonstrated on previous slides.
- 2015 will see the introduction of a more structured process of energy management, via the implementation of ISO 50001.
- Having already achieved accreditation to ISO 140001: Environmental Management, the new ISO standard will further cement Webhelp UK's determination to lower its environmental impact.
- The new ISO standard will ensure areas of significant energy use are targeted and that efficiency measures are implemented.



Results:

- **Once implemented, the new standard will provide a framework for energy management, ensuring ongoing reduction of energy consumption.**



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ANTI-CORRUPTION

ANTI-CORRUPTION/ 2014 WEBHELP PROGRESS ON ANTI-CORRUPTION

IMPLEMENTATION OF BPACK, A MANAGEMENT TOOL FOR HANDLING PURCHASE REQUISITIONS IN 2013

- Before this tool, manual management of 300 purchase requisitions per month in France.
- This tool allows a **computerized data processing**, with follow up of the different departments and their spend, **easy reporting** by supplier allowing improved control, and calls for competition if necessary.
- In the UK the Bribery & Ethics Policy directs all staff to complete the Corporate Hospitality Tracker on receipt of any gifts, offerings or expenditure over £75.
- Webhelp UK evaluate new suppliers inline with the Supplier Management Policy which directs employees to use the 'Supplier Matrix' in order to select the most appropriate supplier.

ANTI-CORRUPTION/ 2014 WEBHELP PROGRESS ON ANTI-CORRUPTION

- The principle of Global Compact were included in Webhelp's buying charter.
- Implementation of contractual clause regarding anticorruption measures
- Implementation of a process including the validation of several officers before signing an agreement with a supplier.



ANTI-CORRUPTION/ 2014 WEBHELP PROGRESS ON ANTI-CORRUPTION

WEBHELP DESIGNED A GLOBAL PROCESS OF FRAUD MANAGEMENT

- Prevention - deterrence. This step is to proactively reduce fraud. It consists of :
 - The definition and formalization of a global process of fraud management .
 - The development and dissemination:
 - User Charter recalling the rules to follow in business.
 - Code of ethics (in progress).
 - The completion of sensitization / specific training.
 - Conducting audits and checks.
- Detection - surveillance. This step is to identify potential fraud and implement measures in order to minimize or reduce the impact. It includes:
 - Conducting a Fraud risk mapping in different projects operated by Webhelp. This map is updated regularly.
 - The implementation of technical solutions or processes to monitor transactions deemed "at risk." Function Correspondent Security Operations was created on projects deemed high risk.
 - The implementation of a number of proactive controls.
- Investigations - corrections. Respond at the earliest and the most effective way possible after the identification of suspected fraud. It includes:
 - The definition of a workflow reaction in case of fraud.
 - The definition of a specific alert channel so that only persons to be informed are informed. Memos were distributed to all employees to tell them what to do in cases of suspected fraud and who to contact.
 - The training of teams in charge of performing forensics analysis and the creation of a toolbox of analysis.



Communication on Progress 2015

webhelp

