

# Communication of Progress Report



August 2014 – August 2015

## Statement of continued support by the Managing Director

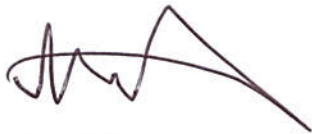
July 2015

To our stakeholders:

I am pleased to confirm that Castell Satcom Radio 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, our first 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.

A handwritten signature in dark ink, consisting of a series of loops and a long, sweeping tail that extends to the right.

Stuart Castell

Managing Director

Castell Satcom Radio Ltd

## **UN Global Compact 10 Principles**

### **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



## **General update and information**

Castell Satcom Radio is a UK based company supplying communications equipment, airtime services and solutions to organisations working in remote and hazardous locations. The company was started in 2003 by Managing Director Stuart Castell and is part of the successful and long established AST Group.

Castell Satcom Radio are an independent supplier with offices in the UK, South Sudan and Kenya.

Castell Satcom Radio has over 10 years of experience in supplying customers operating in remote areas, with particular expertise in the NGO and security market sectors, providing high quality satellite and radio equipment along with exceptional customer support. With a strong presence in key areas including the UK, Kenya and the Republic of South Sudan and as a result we are able to provide full East African installation services from our Nairobi hub and worldwide services from the UK.

Castell Satcom Radio are continually expanding and strengthening their offering through progressive investments in infrastructure, technical resources and adding to the product portfolio. Long term agreements with many leading NGOs allow us to supply a long standing base of customers throughout Africa, Middle East, Europe, Central America and South East Asia.

Castell Satcom Radio aims to provide the best equipment, support and service to customers by:

- Understanding the needs and requirements of our wide ranging customer base
- Offering a 'One Stop Shop' supply chain – equipment, installation, airtime, service and repair
- Providing a 24/7 response and regional support
- Delivering services on time and within a specified budget
- Providing professional and experienced staff
- Remaining flexible and responsive to our customer's needs in all scenarios

## **Key achievements in 2014/15**

We are working towards an ISO 9001 certification at the end of 2016. This will help us further implement and cement the UN Global Compact's key principles throughout Castell Satcom Radio's offices.

- Becoming a partner of the World Food Programme
- Commitment to becoming ISO 9001 certified in 2016
- Contracts and service agreements with major UN organisations and the largest NGOs/Charities worldwide.
- Castell Satcom Radio Kenya have achieved CCK license
- Memberships/Partnerships
  - UN Global Compact
  - WGET ICT humanitarian innovation forum
  - World Food Programme Partner

## 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.*

Castell Satcom Radio is extremely committed to its employees and works in accordance with the UN Human Rights Declaration.

## POLICIES

Castell Satcom Radio's statement of policy on human rights, discrimination and equal opportunities in respect of employment and occupation.

- We are committed to work in accordance with the UN Human Rights Declaration.
- We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
- We ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
- The policy is communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
- The policy is implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
- We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

Our commitment to our staff in East Africa is taken very seriously and we consider ourselves to be a very responsible and fair employer.

- All our staff in East Africa are employed on full time contracts
- They are paid well above the European minimum wage
- They are also offered full employee benefits covering insurance, medical repatriation.
- They are also fully supported locally with accommodation costs and a daily living allowance.

## MONITORING

- We maintain and review the employment records of all employees in order to monitor the progress of this policy.
- the collection and classification of information regarding the race in terms of ethnic/national origin and gender of all applicants and current employees;
- the examination by ethnic/national origin and gender of the distribution of employees and the success rate of the applicants
- Recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
- The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.
- Managers meet with teams weekly and monthly to maintain good contact. When a face to face meeting isn't possible due to office location a Skype call is conducted.
- Individual staff appraisals are conducted yearly.

## 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.*

## POLICIES

Castell Satcom Radio's statement of Policy on labour

- Whilst Castell Satcom Radio does not formally recognise any Trade Union or Association, we accept the right of employees to belong to and be represented by a Trade Union
- We undertake regular consultation with employees on all aspects of the business.
- We do not part take in any form of forced or compulsory labour
- We do not use or approve the use of child labour.
- We do not discriminate

## MONITORING

- The managers/directors across each office monitor on a weekly basis that all policies are being implemented and not being breached.
- Each employee (at a minimum) meeting yearly with their manager to discuss
- Our staff in East Africa meet with their manager/director following every 12 weeks work cycle before their 14 day leave period.



## 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.*

Castell Satcom Radio is committed to acting responsibly and adopting best practice to minimise our environmental impact.

## POLICIES

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.

We ask our employees to promote this policy by taking extra care during their normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc.

The following points are illustrations of this:

- handle machines, equipment and stock with care;
- turn off any unnecessary lighting and heating
- Keep doors closed whenever possible;

## Power consumption

- wherever possible we work to save electricity
- Our larger electrical items E.g. The Printer has a power saving/stand by settings in place
- All electrical items are switched off when not being used or at the end of the working day.

## Goals/Aims on power consumption for 2015/16

- Ensure energy efficient light bulbs are used within all Castell Satcom Radio's offices.

## Recycling

- The UK office has a full recycling policy it ensures that all waste materials that can be recycled are. Organic waste is also disposed of appropriately.
- All of confidential waste is shredded on site and recycled.
- In our warehouse all packing received is reused where possible or recycled.
  - Whilst packing we try to be as space efficient as possible.

#### Goals/Aims on recycling for 2015/16

- To reduce our paper consumption
  - We will be adding a “need to print” footer to our email signatures
  - Keeping a log of all paper purchased with an aim to reduce this amount year on year.
- Introduce recycling to our Kenyan office
  - There are little or no recycling options in Kenya/South Sudan, but we are keen to recycle where ever possible and so plan to introduce a new recycling process.

#### Anti Corruption

*Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery*

We prohibit any form of bribery.

We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by employees or by third parties acting for or on behalf of the Company.

#### POLICIES

- It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.
- If we suspect that any staff have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against the employee which may result in their dismissal, or the cessation of our business arrangement with them.
- All of our employees sign an anti bribery contract at the start of their employment with us.
- All employees are also given ongoing training that covers areas of ethical behaviour and dealing with customers and suppliers.

#### MONITORING

- On a weekly basis we check for any updates on bribery across all offices.
- If an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if they are not personally involved, they are expected to report this to their Supervisor. They may be asked to give a written account of events.



- There is also a company Whistle blowing Policy which is available within the Employee Handbook.