

Communication On Progress – 10/2015 United Call Centers Kft.

Human Rights - Assessment, policy and goals

Description of the relevance of human rights for the company (i.e. human rights risk-assessment).
Description of policies, public commitments and company goals on Human Rights. United Call Centers (UCC) aims to ensure proper labour and working conditions, to safeguard the health and safety of the employees and to promote the social development of the communities in which operates. UCC is committed to implement a policy of support for the internationally recognized human rights contained within the Universal Declaration of Human Rights. UCC is fully committed to equal opportunities and diversity and values its people for their skills, experience and potential regardless of gender, sexual orientation, age, race, colour, ethnic origin, religion or disability.

Outcome: no case of human rights violation has been reported till date.

Labour - Assessment, policy and goals

Description of the relevance of labour rights for the company (i.e. labour rights-related risks and opportunities).

Description of written policies, public commitments and company goals on labour rights. UCC's Values and Code of Conduct gives a clear commitment to the freedom of association: UCC respects employees' right to freedom of association, rejects the use of child, forced or bonded labor in any of our operations and expects the same standards from our partners and suppliers. UCC's Values and Code of Conduct gives a clear commitment to the elimination of discrimination in respect of employment and occupation and commitment to equal opportunities. All UCC employees receive a written statement setting out their terms and conditions of their employment and a set of human resources policies are deployed to guide the interaction between UCC and its people across the globe.

Outcome: No case of any incidents regarding labour has been reported so far.

Environment - Assessment, policy and goals

UCC is committed to integrating sustainable business practices into the company's operations by making mindful decisions about our operations, technology investments, travel options, partners and more.

The company's leased office and facilities are designed based on the following eight-point metric to measure the general sustainability practices of our office, to make decisions, select vendors and balance costs.

- ✓ All copiers and printers capable of duplex printing default to duplex printing. All new copiers and printers purchased or leased are capable of duplex printing.
- ✓ UCC uses a minimum of 25 percent post-consumer recycled content in all paper.
- ✓ UCC uses green alternatives for office supplies whenever availability and budget permits.
- ✓ At minimum, UCC offices recycle plastic, glass, paper and aluminum.
- ✓ All e-waste is recycled and disposed of appropriately.
- ✓ All appliances (dishwashers, refrigerators, etc.) are purchased with efficiency in mind.
- ✓ All cleaning supplies purchased are environmentally friendly.

Outcome: Resulted in maximum recycling of solid waste.

Anti corruption - Assessment, policy and goals

UCC ensures open channel of communication for vendors and employees to report instances of malpractice, solicitation of bribes / kickbacks. Ensure operations team makes no recommendation for unauthorized payments to external agencies. UCC initiatives have been taken through committee and forums during negotiation with vendors / agencies to ensure instances of malpractices are not tolerated and practical best practice codes in various disciplines are followed by all.

Outcomes: There have been no report from operations teams of any cases of unauthorized payments to external agencies. Further no complaint about solicitation of unauthorized payments were received.

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