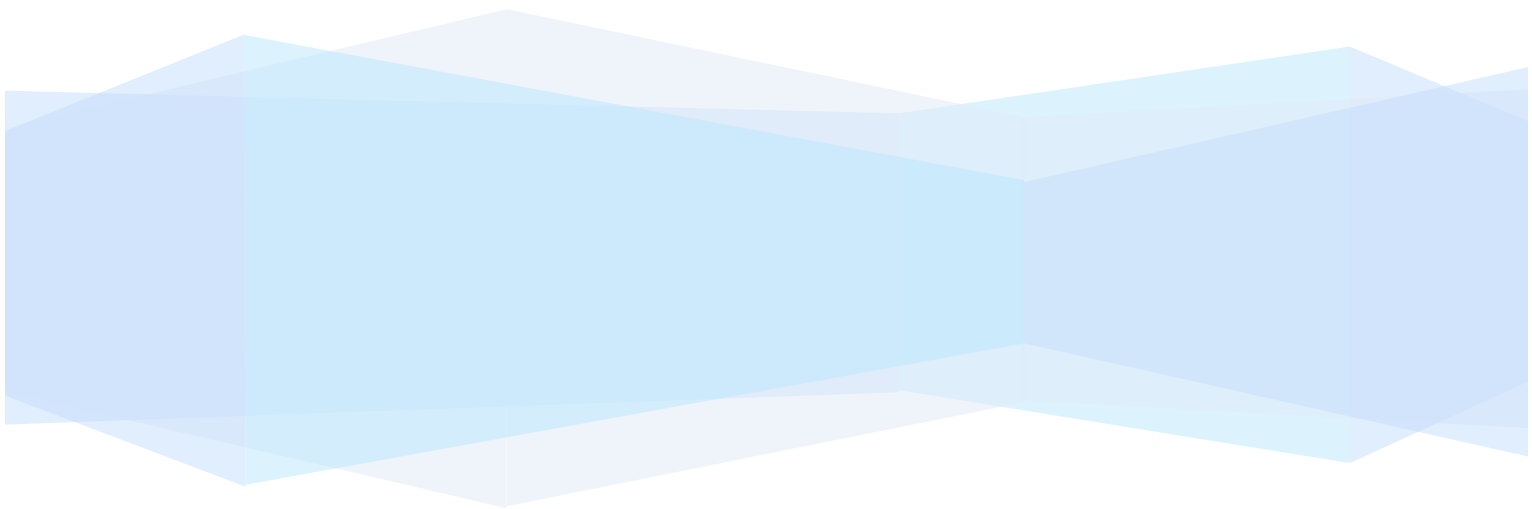




# NetDimensions' UNGC Communication on Progress (COP) 2015



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# 1. CEO Statement

2015 was another successful CSR year for NetDimensions where we continued to build on the foundations we put in place back in 2013. With our highest company-wide CSR budget to date, we featured a number of meaningful CSR events and initiatives throughout the year contributing to the Ten Principles under the United Nations Global Compact (“Ten Principles”) and the communities we are part of. Characterizing our increasing CSR efforts in 2015 were NetDimensions winning the Partner of the Year Award by NGO LINGOs and NetDimensions being awarded a Silver rating by EcoVadis, a global CSR assessment company providing supplier sustainability ratings for global supply chains.

Going forward, we shall continue to commit to the Ten Principles, improve our CSR practices and build towards a better and more sustainable society and business environment.

We thank our employees and partners for their continuing support for our CSR efforts and look forward to our successful continuation of this exciting and important journey.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Jay Shaw', with a stylized, flowing script.

Mr. Jay Shaw  
CEO & Managing Director

## 2. About NetDimensions

Established in 1999, listed on the London Stock Exchange (AIM: NETD) and trading on OTCQX (OTCQX: NETDY), NetDimensions is committed to leadership in performance, knowledge, and learning technology. Our global solutions help organizations achieve productivity & efficiency improvements, cost reduction, risk management, and cultural & process innovation.

Through our own offices worldwide, as well as through a global reseller network that extends to over 40 countries, NetDimensions serves hundreds of clients with millions of active users globally, 24/7.

Today, NetDimensions provides secure, flexible, and practical talent management solutions to personalize learning, share knowledge, enhance performance, foster collaboration, and manage compliance for employees, customers, partners, and suppliers. We focus on highly-regulated industries with demanding operational and compliance requirements.



### 3. Executive Summary

2015 started off with volunteers from NetDimensions' Hong Kong office participating in the 2015 Hong Kong Walk for Millions organized by the charity Community Chest. NetDimensions matched all sponsor amounts raised by our volunteering employees which resulted in a total raised amount of US\$2,900 for the Community Chest.

We continued with creating further CSR awareness amongst our employees and partners by redeveloping and substantially improving our 'Interactive Dialogue System' (see COP 2014) and requiring 100% of our employees to (re-)take ethics and CSR training through our internal NetDimensions Talent Suite Learning Management System.

Nepal was hit by disastrous earthquakes in April and May 2015, killing over 9,000 people and injuring tens of thousands more. NetDimensions launched a company-wide fundraising campaign in conjunction with Save the Children Hong Kong in May 2015, raising a total of US\$5,700 for the provision of shelter kits, baby kits, tarpaulins, blankets, kitchen kits and solar lamps to children and their families hit by the earthquakes.

Throughout the year, we continued to work with LINGOs and saw them increasing the use of the NetDimensions-donated NetDimensions Talent Suite Learning Management System substantially. LINGOs now has a total of 67 of their member NGOs (and approximately 14,000 active users) working with our NTS system. On Giving Tuesday, NetDimensions also communicated LINGOs fundraising efforts through its social media channels, reaching over 1,000 followers. As recognition for work done by NetDimensions over 2015, LINGOs awarded NetDimensions with its 2015 Partner of the Year award.

Towards the end of the year, NetDimensions organized another company-wide blood-drive in its Hong Kong and USA offices, donating liters of blood to patients in need in our communities. We also sponsored, and volunteered in, a Hong Kong Heep Hong Society event for children with special needs, donated over 150 feminine hygiene kits to NGO Days for Girls (Philippines) for girls in Baguio, Philippines, contributing to approximately 450 years of uninterrupted schooling for these girls, and donated around US\$3,000 to a number of charities globally.

Towards the end of the year, NetDimensions was awarded with a Silver rating by EcoVadis, a global CSR assessment company providing supplier sustainability ratings for global supply chains, meaning that we scored comfortably in the top 30% of companies evaluated by EcoVadis. This as well provided an objective demonstration of NetDimensions' substantial and change-making CSR efforts and we hope to continue making progress in this regard.

The following sections summarize NetDimensions' engagement with the United Nations Global Compact in 2015 in more detail. They also reflect on CSR goals we had set in 2014 for 2015 and set new goals under the Ten Principles for NetDimensions to strive for in 2016. NetDimensions will continue to communicate on progress under the United Nations Global Compact, and aims to continuously improve its business practices and environment in line with the Global Compact.

## 4. Human Rights

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights

**Principle 2:** Business should make sure that they are not complicit in human rights abuses

### 4.1 Introduction

Respect and support of Human Rights continue to be key to our philosophy on how we do business and treat our employees, partners and counterparts. Over the course of 2015 we took a number of steps to promote the UNGC principles related to Human Rights in our business and value chain. Below is a summary of our achievements in this area and of how we lived up to the measurements we had set ourselves for the year in our COP 2014. We will also set new goals for 2016 to continue our efforts to enhance, respect and/or improve human right in our company and business environment.

### 4.2 Achievements

#### 4.2.1 Blood Drive

A substantial number of employees from NetDimensions' Hong Kong and Atlanta (USA) offices voluntarily donated blood to local blood banks in November in their support and respect of human rights and health. We believe blood donations are important because blood is a unique fluid required for people to live that cannot be made other than by a human body itself, hence can only be obtained through donations, and can save people's lives.





#### 4.2.2 Heep Hong Society



協康會  
Heep Hong Society

NetDimensions sponsored Hong Kong based Heep Hong Society's Halloween Dress-up Party for children with Autism Spectrum Disorder, AD/HD, specific learning difficulties and other special needs on October 17, 2015.

The event was a great success and both the children attending and NetDimensions staff members involved had an enjoyable and educational afternoon with lots of laughter and interaction.

For over half a century, Heep Hong Society has been providing professional training and education in Hong Kong to children of different abilities and their families, with the mission of helping these children develop their potential and lead a fulfilling life.





#### 4.2.3 Fundraising Nepal Earthquakes



**Save the Children**  
救助兒童會

We started a company-wide fundraising campaign with Save the Children (Hong Kong) on May 21<sup>st</sup> to help the children and families affected by the 7.8 and 7.3 magnitude earthquakes in Nepal last April and May, respectively.

Save the Children volunteers were on the ground within 48 hours after the first earthquake. During the first month of their involvement, they reached over 127,000 people including 76,000 children. Their life saving aid includes the provision of shelter kits, baby kits, tarpaulins, blankets, kitchen kits, and solar lamps.

Companywide we managed to raise a total of US\$ 2,872 in donations from our global offices and the Company matched these donations dollar for dollar, meaning that we donated Save the Children a total of US\$ 5,744, good for 120 kitchen sets to 120 Nepalese families in need to prepare, cook and eat hygienically, containing essential items such as pots, cutlery, mugs, and plates.

#### 4.2.4 Days for Girls

We donated over 150 feminine hygiene kits to NGO Days for Girls (Philippines) for girls in Baguio, Philippines, contributing to approximately 450 years of accumulated uninterrupted schooling for these girls.

Days for Girls International is a grassroots 501(c)3 non-profit with the vision that all girls and women in the world need to have ready feasible access to quality sustainable hygiene and health education by 2022.



#### 4.2.5 End-of-year charity donation

We initiated the end-of-year-US\$1-per-employee-per-month charity donation where NetDimensions contributed a total of US\$12 per employee to a number of charities as chosen by NetDimensions' staff members through an online poll. The poll resulted in monetary donations being made to Kinder- und Jugendhospiz - Regenbogenland (Germany), ABS-CBN Foundation (Philippines), Ryan Seacrest Foundation (USA), Mercy Ships (USA/Global) and Cherry Trees (UK). In addition, we also donated to the Phoenix Foundation Uganda for the establishment of an orphanage in Uganda. Africa.

#### 4.2.6 Fair trade Coffee

To show respect to local coffee farmers and their rights to a fair existence, NetDimensions continued to use 100% fair trade coffee in its Hong Kong offices.

#### 4.2.7 CSR and Ethics Training

Throughout the year, we (re-)trained 100% of our global staff in Ethics, anti-bribery and CSR principles through our own NetDimensions Talent Suite Learning Management System.

#### 4.2.8 Walk for Millions – the Community Chest of Hong Kong

2015 started off with around 20 volunteers from NetDimensions' Hong Kong office participating in the 2015 Hong Kong Walk for Millions organized by the charity Community Chest. NetDimensions matched all sponsor amounts raised by our volunteering employees which resulted in a total raised amount of US\$2,900 for the Community Chest.



The Community Chest of Hong Kong is an independent, Hong Kong-based non-profit organization. As one of the most important charities in Hong Kong, The Community Chest serves as an umbrella organization to provide grants to a wide range of charities and community projects, especially in relation to elderly

services, family and child welfare services, medical and health services, community development services and the environment.

### 4.3 'Measuring Goals 2013

#	2013 COP Goal	% Achieved	Summary
1	100% of our staff shall have completed the updated Business Conduct, Ethics and CSR awareness course	100%	100% of NetDimensions staff members (re-)took this course through our internal NetDimensions Talent Suite Learning Management System during the year
2	Organize at least 3 CSR events/efforts in relation to these principles	100%	Counting the Blood-drive, Walkathon, Nepal Fundraising and Heep Hong society volunteering event as CSR events, we organized 4 CSR events in relation to these principles last year
3	Submit the COP2014 to UNGC and remain an active participant under the UNGC	100%	We submitted our COP2014 to UNGC on 6 February 2015
4	Increase total annual CSR spending (calculated in time and budget) compared to 2014 by at least 25%	100%	We increased our company-wide spent (calculated in time and budget) on CSR efforts by around 67.5% during 2015 compared to 2014
5	Change 100% of NetDimensions' global coffee bean consumption to fair trade coffee beans	74%	Percentage of fair trade coffee beans out of the total consumed worldwide grew from 1.7% in 2014 to 74% in 2015

## 4.4 Setting goals for 2016

We target to achieve the following in 2016 in relation to UNGC's Principles in relation to Human Rights:

1. 100% of our staff shall have (re-)completed the Business Conduct, Ethics and CSR awareness course;
2. Organize and/or organize at least 3 CSR events/efforts in relation to these principles;
3. Submit the COP2015 to UNGC and remain an active participant under the UNGC;
4. Increase total annual CSR spending (calculated in time and budget) compared to 2015 by at least 10%;
5. Increase the use of fair trade coffee beans in NetDimensions' global coffee bean consumption as a percentage of all coffee beans used compared to 2015.



## 5. Labor

**Principle 3:** Business 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 labor

**Principle 5:** The effective abolition of child labor

**Principle 6:** The elimination of discrimination in respect of employment and occupation

### 5.1 Introduction

We support the Principles above and believe that labor conditions should be fair and respectful towards employees' rights and status as free individuals. NetDimensions will not tolerate or accept any forced, compulsory and/or child labor within its company and value chain. Below is an overview of our 2015 efforts in relation to the UNGC Labor-related Principles and related goals we set for 2016.

### 5.2 Achievements

#### 5.2.1 LINGOs

Throughout the year, we continued to work with, and support LINGOs and saw them increasing the use of the NetDimensions-donated NetDimensions Talent Suite Learning Management System substantially. LINGOs now has a total of 80 of their member NGOs (and approximately 22,000 active users) working with our NTS system. On Giving Tuesday, NetDimensions also communicated LINGOs fundraising efforts through its social media channels, reaching over 1,000 followers. As recognition for work done by NetDimensions over 2015, LINGOs awarded NetDimensions with its 2015 Partner of the Year award.

As communicated in our 2013 COP, NetDimensions committed to providing its proprietary developed learning platform NetDimensions Talent Suite free of charge to NGO LINGOs and the Last Mile Learning initiative which will make world-class courses and learning opportunities available online at no cost in areas such as basic finance, basic management, project management and other development-specific topics.

These courses will be delivered to users via the NetDimensions Learning Management System and accessed through either the Global Last Mile Learning portal or national portals run by local associations and training providers. All content on the platform will be available in various online formats as well as in packages of

facilitation and participant materials for face-to-face instruction. All materials are targeted to be available in a number of languages, including French, English and Portuguese.

The core learning paths of Last Mile Learning can be used to develop key management skills in young developing economy entrepreneurs, local NGOs and government ministries as well as locally established non-profits and businesses.



#### 5.2.2. Upgraded the 'Interactive Dialogue System' ('IDS')

We upgraded and enhanced the IDS developed last year substantially throughout the year. Our internal wiki pages now include an easy accessible CSR space, introducing the CSR Committee, its Mission, Goals and Responsibilities, our internal CSR Policies and Documents, CSR Activities organized and planned, as well as the UNGC and its ten principles. We also started a CSR blog ("CloSeR to you") through our wiki pages and email alerts and published through this channel company-wide nine (9) times during 2015. Communication between our staff and the CSR Committee can take place through wiki and through emails at [csr@netdimensions.com](mailto:csr@netdimensions.com) and this has been proven effective over the year.

### 5.2.3 GRI reporting initiative

We were successful in gathering around fifteen (15) 2014 Key Performance Indicators for the Global Reporting Initiative (GRI) and are now in the process of accumulating the relevant data for 2015. We expect to be completing our first externally communicated GRI Report (level C) in April 2016, yet have not yet decided whether or not to make it an integral part of our Annual Report 2015 in first instance.

## 5.3 Measuring Goals set for 2015

#	2014 COP Goal	% Achieved	Summary
1	Improve the existing Interactive Dialogue System by enhancing internal viability of our CSR efforts and practices, including the start of a company-internal CSR Blog	100%	We improved the IDS significantly during the year as indicated above.
2	With regards to LINGOs: 15 additional NGOs implementing the system with a total of 7,500 active users on the NetDimensions provided NTS platform	100%	By the end of 2015, 80 LINGOs member NGOs started using the system and a total of 22,000 active Users used the system.
3	Prepare the GRI reporting KPIs sufficiently to start reporting these in early 2016 as part of our 2015 annual reporting; this shall include an implementation presentation by our CSR Committee to NetDimensions' Board in April 2015	75%	We chose the KPIs to publish, gathered the 2014 data and are currently gathering the 2015 data. We did not yet present the 2014 data to NetDimensions' Board given we preferred to gather 2 years of data and prepare a first draft GRI report (level C) first.
4	Starting to monitor and calculate staff sickness absenteeism company-wide as a metric to measure and improve in following years	100%	We put measures in place effective 2015 to action and improve annually.
5	Starting to monitor and calculate company-wide turnover rate as a metric to measure and improve in following years	100%	We started monitoring this number with the first available data representing the year 2014

6	Keep the total number of office and work related accidents (RSI included) at zero	0%	We had one minor accident with a staff member during a staff event in 2015.
7	Improving number of staff completing engagement satisfactory survey and improving related overall score compared to 2014	0%	The next survey is planned in the first half of 2016.
8	Update the Company's policies and reporting processes in relation to anti-discrimination, anti-sexual harassment and whistleblowing	0%	We have not yet been able to update our policies in regard to anti-discrimination, anti-sexual harassment and whistleblowing, meaning that the previously existing applicable Company Policies have remained unchanged.

## 5.4 Setting goals for 2016

We target to achieve the following in 2016 in relation to UNGC's Principles in relation to Labor:

1. With regards to LINGOs: a total of 80 NGOs having implemented/started using the system with a total of 22,000 active users on the NetDimensions provided NTS platform;
2. Prepare a first GRI Level C Report to be published externally, either as a formal part of our 2015 Annual Report, or as published separately;
3. Improve 2016 staff sickness absenteeism company-wide compared to 2015;
4. Improve the 2016 company-wide turnover rate compared to 2015;
5. Have zero office and work related accidents (RSI included);
6. Perform staff completing engagement satisfactory survey and improve related overall 2016 score compared to 2014;
7. Update the Company's policies and reporting processes in relation to anti-discrimination, anti-sexual harassment and whistleblowing.

## 6. Environment

**Principle 7:** Business should support a precautionary approach to environmental challenges

**Principle 8:** Undertake initiatives to promote greater environmental responsibility

**Principle 9:** Encourage the development and use of environmentally friendly technologies

### 6.1 Introduction

NetDimensions is determined to reduce its carbon footprint and add its weight in preserving the earth's environment and livability for next generations. Whilst NetDimensions is involved in software development, marketing and sales, hence active in a low carbon exhausting industry, NetDimensions recognizes that it can nevertheless act responsibly and make a difference in relation to reducing carbon footprint. Below is a summary of our minor achievement related to the UNGC Principles surrounding Environments and our more ambitious goals for 2015.

### 6.2 Achievements

#### 6.2.1 Small Start Policy

Our company-wide Small Start Policy is easily available through our IDS and there seems to be a growing cultural awareness in our global offices to reduce our carbon footprint.

#### 6.2.2 Supplier and Partner Code of Conduct

We continued to communicate our Supplier and Partner Code of Conduct to our partners and suppliers. The Supplier and Partner Code of Conduct clearly articulates NetDimensions' views on CSR and its support of the Ten Principles under the UNGC. Whilst the code is not binding to those parties it has been communicated to, it does send out a very clear message on the values NetDimensions thinks are critical in doing business. NetDimensions included a copy of the code in a number of its new supplier and business partner contracts. Over the course of the year, an approximate total of 15 partner and supplier organizations have received and read a copy of the code.



## Supplier and Partner Code of Conduct

At NetDimensions, we believe that Corporate Social Responsibility (CSR) and Corporate Citizenship are at the heart of all great organizations – it's something that we are committed to as a responsible business. We aim to influence our suppliers and business partners to respect the Universal Declaration of Human Rights and dedicate to Environmental Protection.

We implemented this Code of Conduct for Suppliers and Partners in our business practises and strongly encourage our suppliers and business partners to – like us – adopt the following principles in the way they work.

### BUSINESS CONDUCT

CSR refers to the responsibility of an organization for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour. It is vital for a sustainable and fruitful relationship with all our stakeholders. We expect our suppliers and business partners to:

- ➔ Act with integrity, constantly striving to uphold the highest standards of ethical practice.
- ➔ Contribute to sustainable development, including health and welfare of society.
- ➔ Adhere to all applicable laws and consistent with international norms of behaviour.
- ➔ Integrate this code of conduct throughout the organization and practice in its relationships.

### LABOUR PRACTICES AND HUMAN RIGHTS

Our policies are underpinned by a respect for inherent dignity and inalienable rights of each individual. We expect our suppliers and business partners to:

- ➔ Provide a safe working environment and support the occupational health of employees.
- ➔ Never complicit in human rights abuses.
- ➔ Encourage employees to report human rights abuses and ensure no workplace revenge.
- ➔ Treat employees fairly and do not discriminate on the basis of differences such as age, race, ethnic background, religion, gender, sexual orientation, disability or status as a parent or carer.
- ➔ Work against corruption in all its forms, including extortion and bribery.

### ENVIRONMENT

Environmental considerations are an integral part of our business practices. We are committed to operating with due care for the environment (the precautionary principle) and we expect our suppliers and partners to:

- ➔ Take practical steps to make sure they do not unnecessarily impact the environment in the way they produce, consume and dispose of materials.
- ➔ Encourage the development and diffusion of environmentally friendly technologies.
- ➔ Undertake initiatives to promote greater environmental responsibility.

### UNITED NATIONS GLOBAL COMPACT

NetDimensions is proud to be a signatory to the United Nations Global Compact, a policy initiative that works towards the vision of a more sustainable and inclusive global economy.



The Compact's ten universally accepted principles resonate highly with NetDimensions' Values, which define our company's culture and our commitment to maintain the highest ethical standards. Suppliers are highly encouraged to integrate the ten principles in their decision-making process.

## 6.3 Measuring Goals set for 2015

#	2014 COP Goal	% Achieved	Summary
1	Continue implementing the Supplier and Partner Code of Business to as many partners and suppliers as possible – we will monitor the total number of organizations the code was communicated to throughout 2015	90%	We continued implementing the Supplier and Partner Code of Business to new partner and suppliers and communicated the code to around 15 companies in 2016
2	Starting to monitor and calculate company-wide air traffic in miles as a metric to measure and reduce our company air travel per employee in following years	100%	We started monitoring this number with the first available data representing the year 2014
3	Starting to monitor and calculate company-wide office kilowatt usage as a metric to measure and reduce our kilowatt usage per employee in following years	100%	We started monitoring this number with the first available data representing the year 2014
4	Starting to monitor and calculate company-wide office paper usage as a metric to measure and reduce our paper usage per employee in following years	100%	We started monitoring this number with the first available data representing the year 2014
5	Organize at least one CSR event in relation to this principle	50%	Whilst most of our 2015 CSR events were related to Human Rights, the Walk for Millions walkathon organized by The Community Chest of Hong Kong also supports environmental charities in Hong Kong

## 6.4 Setting goals for 2016

We target to achieve the following in 2016 regarding to UNGC's Principles in relation to Environment:

1. Continue implementing the Supplier and Partner Code of Business to as many partners and suppliers as possible – we will monitor the total number of organizations the code is being communicated to throughout 2016;
2. Reduce our companywide air travel as calculated on a per employee basis compared to 2015;
3. Reduce our companywide kilowatt usage as calculated on a per employee basis compared to 2015;
4. Reduce our companywide paper usage as calculated on a per employee basis compared to 2015;
5. Organize at least one CSR event in relation to this principle.



## 7. Anti-Corruption

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

### 7.1 Introduction

NetDimensions believes corruption and bribery to be a major challenge in international business and is in full support of this Principle under the UNGC. In recognition of this principle we continue to train and educate our staff and partners on how to recognize bribery and corruption and how to report any suspected bribery or corruption.

### 7.2 Achievements

#### 7.2.1 Training

During 2015, NetDimensions continued to communicate its Supplier and Partner Code of Conduct in its value chain and (re-)educated 100% of its global staff in ethics, anti-corruption and anti-bribery through NetDimensions Talent Suite. All front-line staff also had to acknowledge having read, understood and complied with all our internal anti-corruption, anti-bribery and ethics documentation and policies through NTS.

#### 7.2.2 EcoVadis

NetDimensions was awarded with a Silver rating by EcoVadis, a global CSR assessment company providing supplier sustainability ratings for global supply chains, meaning that we scored comfortably in the top 30% of companies evaluated by EcoVadis. This as well provided an objective demonstration of NetDimensions' substantial and change-making CSR efforts and we hope to continue making progress in this regard.

## 7.3 Measuring Goals set for 2015

#	2014 COP Goal	% Achieved	Summary
1	Have 100% of our front-line staff completing the anti-corruption and anti-bribery compliance acknowledgment statements at least once	100%	All front line staff members have completed this requirement.
2	Train 100% of our onboarding staff members in the areas of anti-corruption and anti-bribery through NTS Talent Suite	50%	We only required front-line staff members to take this course during the year
3	Make our updated Code on Business Conduct, Ethics and CSR awareness subject to 100% of our newly onboarding staff	100%	This is a part of the onboarding process for all employees joining the company.
4	Assign our updated course on Business Conduct, Ethics and CSR awareness (including exam questions) to 100% of our staff	100%	This is an annual process that is required to be done by staff and for new hires regardless of when they finished the onboarding education.
5	Continue implementing the Supplier and Partner Code of Business to as many partners and suppliers as possible – we will monitor the total number of organizations the code was communicated to throughout 2015	90%	We continued implementing the Supplier and Partner Code of Business to new partner and suppliers and communicated the code to around 15 companies in 2016

## 7.4 Setting goals for 2016

We target to achieve the following in 2015 regarding to UNGC's Principles in relation to Anti-Corruption:

1. Have 100% of our front-line staff completing the anti-corruption and anti-bribery compliance acknowledgment statements at least once;
2. Make our Code on Business Conduct, Ethics and CSR awareness subject to 100% of our newly onboarding frontline staff;
3. Assign our course on Business Conduct, Ethics and CSR awareness (including exam questions) to 100% of our staff;
4. Continue implementing the Supplier and Partner Code of Business to as many partners and suppliers as possible – we will monitor the total number of organizations the code is being communicated to throughout 2016.