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MENTOR Global Consultants

## **United Nations Global Compact Communication on Progress (COP)**

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Differentiation Level This COP qualifies for the Global Compact Active level

#### Self-assessment

- ✓ Includes an explicit statement of continued support for the UN Global Compact and its ten principles
- ✓ Description of actions or relevant policies related to Human Rights
- ✓ Description of actions or relevant policies related to Labour
- ✓ Description of actions or relevant policies related to Environment
- ✓ Description of actions or relevant policies related to Anti-Corruption
- ✓ Includes a measurement of outcomes

#### Statement of continued support by the Managing Director

It is with great pleasure that MENTOR reaffirms its support of the Ten Principles of the United Nations Global Compact within all four dimensions. Since joining the United Nations Global Compact, MENTOR has adhered to the Ten Principles and implemented them in its workplace and the projects that it undertakes. This Communication on Progress document is a confirmation that MENTOR's leadership and team is fully committed to the Ten Principles of the United Nations Global Compact, and provides information on the company's progress in this regard.

Yours sincerely,

*Malek Moubasher*  
*Managing Director*  
*Dubai 4<sup>th</sup> November 2017*

## Executive Summary

With its main office located in the United Arab Emirates, MENTOR is strategically situated in an increasingly important region. As the region continues to grow and go through transitions, the UAE remains a driving force in economic and social stability. Operating in this positive business environment has enabled MENTOR to adhere to the 10 principles of the UN Global Compact. The company ensures that the values of the UN Global Compact are upheld either through persistent advocacy, or directly through the company's operations.

The following report highlights the numerous ways in which we do this, focusing on four main areas, namely human rights, labour, environment and anti-corruption. Outlined in this report are the policies and goals that we work towards, the ways in which we implement said policies, and the methods in which we measure our outcome.

## Mission Statement

MENTOR seeks to make a positive and sustainable impact within its clients' organizations in every engagement it undertakes. We provide clients with innovatively designed solutions that effectively work for their organizations, are customized to their culture, meet their strategic direction and fit in with their organization's life cycle stage.

## Values

In order to achieve its mission, MENTOR works to create an optimum work environment that promotes the wellbeing of staff members. We do this by adopting the values represented in the diagram to the right.



## About the company

MENTOR is a management consulting firm that helps organizations and people maximize their potential and improve performance. It is registered under the Dubai Free Zone Authority as a Human Resources Development Limited Liability Company since 2006.

Our Management Consulting services provide direction to organizations on how to become more efficient and cohesive. To help achieve this, we equip their people with the right skills and knowledge through customized and measurable Learning programs. And we empower this positive change in business and learning through flexible Technology tools that facilitate implementation, track progress and help organizations operate more effectively.

Our diverse portfolio reflects the breadth of our experience and service offering, and includes work with various UN agencies around the world, governments, multinational businesses and leading financial institutions.

## 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.

### Assessment, policy and goals

MENTOR understands the importance of adhering to universally acknowledged and internationally proclaimed human rights and confirms its support of the Universal Declaration of Human Rights. The company is not complicit in any activity that abuses human rights or involves unfair treatment of any human being. Additionally, it abides by a code of conduct when working with external contractors and partners to ensure that they support and respect human rights.

### Implementation

MENTOR executes projects that lead to an improvement in performance of its clients' organizations and in their offerings to their customers. One aspect of this is ensuring that all employees have the same rights and opportunities to grow and develop in an equal opportunity workplace environment.

A core function and service line of the company is the creation of training programs that improve knowledge and skills of all factions of society, including marginalized groups. One example is the development of training programs aimed at female entrepreneurs within the Gulf region, to ensure that they are not dismissed or excluded. These training programs allow women in the region to fulfil their right to grow and develop.

Moreover, MENTOR specifies in its HR manual that it is the responsibility of all staff to treat each other in a fair and respectful manner that is in line with company policies.

Furthermore, the company has incorporated some of the Human Rights Principles into its 'Best Practices in Leadership and Management' training workshops.

Additionally, in its role as a provider of business advisory services, MENTOR aims to lead by example. In this respect, the company has been able to advocate the UN Global Compact's human rights principles through its consultancy and training workshops.

One example of influencing other organizations is that MENTOR includes a reference to the UN Global Compact in its first communication to clients, thus increasing awareness of the program.

### Measurement of outcomes

- ✓ MENTOR has had zero cases brought forward regarding human rights abuses and maintains an excellent clean juridical record.
- ✓ MENTOR maintains all its duties and responsibilities required by the laws and regulation of its country of registration, and carries out decent business conduct and proper ethics.
- ✓ MENTOR has observed several positive interactions within its network and influential circle regarding its core activities and supply chain in terms of awareness of UNGC principals due to persistent advocacy by MENTOR in its communication.

## 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.

### Assessment, policy and goals

As a Human Resources consulting agency, a large amount of our work focuses on people development and the labour force as a whole. Through our work, we advocate fair and proper labour practices with our clients.

The company includes all four principals of the United Nations Global Compact Labour dimension in HR-related advisory and training work.

### Implementation

MENTOR adheres to a strict code of conduct and declines to work with organizations that utilize or advocate child labour, forced labour, or any kind of discrimination in respect of employment and occupation.

It is also an advisor on the best strategies in people development and fair treatment to employees. It has discussed and demonstrated during its client engagements the important and relevant role of the United Nations Global Compact Labor principals in Human Resource Management.

On an internal level, MENTOR ensures that all its employees have the opportunity to grow and develop within their role and in line with job requirements. This maintains excellence in the company's operations, and demonstrates a commitment by the company towards its employees. Moreover, the company's entire project team is certified in Prince 2 project management and actively pursues additional degrees and certifications relevant to individual specialization.

The company also has an HR Manual in place that is in compliance with all applicable labor laws and regulations and determines a set of policies, procedures and practices related to human resource management at MENTOR.

### **Measurement of outcomes**

- ✓ Enhanced labor and workforce practice among its clients
- ✓ MENTOR training workshop participants were able to show their understanding of the United Nations Global Compact labour principals
- ✓ MENTOR internal team following annual development plans
- ✓ Issuance of MENTOR HR Manual in compliance with UAE Labor law and principles.

Because the company regularly introduces systems and tools that facilitate the execution of work for employees, MENTOR keeps updating and maintaining the internal software application called 'MENTOR hub' that enhances information sharing and collaboration among all employees and ensures standardization of content and processes. On a more specific level, it serves the following purposes:

1. Provides an HR management system that incorporates employee information, evaluation/appraisal and 360 feedback, development plan and leave management.
2. Provides a project management tool that, for each project undertaken by the company, automates the process of client feedback, evaluation of external consultants and trainers, and evaluation of suppliers. The system also incorporates useful project management information such as workflow steps, templates and external expert and supplier databases. The expansion of this function is currently in progress to upgrade it to a comprehensive project management system that manages all aspects of the process from start to completion, facilitating the running of projects for project teams.
3. Tracks new business development efforts and stores information on leads.

MENTOR also keep updating the employee handbook to speed up the process of integration of new joiners into the company and ensure that the orientation period is a smooth and easy experience. The manual contains information on the company's portfolio and structure, HR policies, systems and tools.



## The 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.

### Assessment, policy and goals

MENTOR fully understands the importance of preserving resources and minimizing waste accumulation. As a result, it has introduced green policies that meet the environmental principles of the United Nations Global Compact. Initiatives include online awareness campaigns to promote greater environmental responsibility. Additionally, MENTOR also capitalizes on its capabilities in IT development by using them as a tool to minimize paper consumption.

### Implementation

MENTOR includes a health and safety policy in its HR manual which promotes commitment to raising environmental awareness by encouraging waste minimization and conservation of materials by staff.

Most of the company's training material and the assessment of its training programs is now executed electronically. Its technology solutions also help to preserve the environment by promoting processes that depend on online platforms instead of being paper-based. Additionally, MENTOR encourages its clients to consider sustainable solutions, in its consulting projects in the real estate, construction and industrial sectors.

### Measurement of outcomes

- ✓ Completion of all training and assessments is now done electronically.
- ✓ MENTOR has launched the Mentor Online Applications (MOA) initiative which enables clients to experience technology services in electronic format.
- ✓ MENTOR has promoted electronic communication within its circle of influence.

## Anti-Corruption

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

### Assessment, policy and goals

MENTOR works towards creating a business environment that is free of corruption and extortion. It maintains a strong work ethic within the company and in dealing with clients.

MENTOR is a transparent company, whereby all full-time consultants are actively involved in the operations and continuous growth of the company, with the freedom to voice opinions and concerns.

The company adheres to anti-corruption policies in its hiring procedures, in order to steer clear of any kind of nepotism. It hires employees based on merit and ability as opposed to favoritism. Additionally, it does not discriminate against current and potential employees based on gender, race, or religion. Hence, the team consists of a cultural mix of men and women who work well and respectfully with each other and demonstrate positive work values.

MENTOR FZ LLC has a valid and straightforward license that enables it to perform its duties and responsibilities without fault.

### Implementation

MENTOR takes a strong anti-corruption stance, which it communicates to its clients and suppliers. It also works to keep lines of communication open among employees through periodic notices and meetings. In addition, the company has integrated into all projects a tool that allows clients to communicate feedback, suggestions or complaints, all of which promote transparency in client relations.

### Measurement of outcomes

- ✓ MENTOR directors and officers have not, within the last five (5) years, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations.
- ✓ MENTOR and its staff maintain a clean juridical record; maintain all business duties and responsibilities in line with laws and regulations of its country of registration, and demonstrate proper business conduct and ethics.
- ✓ Externally, MENTOR is an advocate of anti-corruption and communicates this to all stakeholders and clients where appropriate.
- ✓ MENTOR has had zero corruption incidents in the past year.