



UN Global Compact

# Communication on Progress

July 2018

team:relocations

# About the United Nations Global Compact

The United Nations (UN) Global Compact is a call to companies everywhere to voluntarily align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to take action in support of UN goals, including the Millennium Development Goals.

The UN Global Compact is a leadership platform for the development, implementation and disclosure of responsible corporate policies and practices. Launched in 2000, it is the largest corporate responsibility initiative in the world, with over 10,000 signatories based in 140 countries. Team Relocations has been following these principles since 2007 and, in 2013, formally affirmed its commitment to, and integration of, the principles.

## The Commitment

- Make the UN Global Compact and its principles an integral part of business strategy, day-to-day operations, and organisational culture;
- Incorporate the UN Global Compact and its principles in the decision-making processes of the highest-level governance body (e.g. Board);
- Take actions in support of UN goals and issues, including the Millennium Development Goals;
- Communicate annually with its stakeholders on progress made to implement the principles, ideally integrated into the annual report or similar public document (known as the Communication on Progress – COP); and
- Advance the UN Global Compact and the case for responsible business practices through advocacy and active outreach to peers, partners, clients, consumers, and the public at large.

[www.unglobalcompact.com](http://www.unglobalcompact.com)

## 10 Principles of the UN Global Compact

The UN Global Compact's Ten Principles are derived from: the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.



Human Rights

- Businesses should support and respect the protection of internationally proclaimed human rights; and make sure that they are not complicit in human rights abuses.



Labour

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced and compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation.



Environment

- Businesses should support a precautionary approach to environmental challenges; undertake initiatives to promote greater environmental responsibility; and encourage the development and diffusion of environmentally friendly technologies.



Anti-Corruption

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



## A Message from our Chairman

To All Stakeholders,

Throughout our forty-year history, Team Relocations has owed its growth and success to a strongly held set of core business values. Much has changed in our journey, from our beginnings as a path-finding corporate mover to where we are now as one of Europe's leading global mobility service providers, but our dedication to these values have been steadfast.

Excellence, Responsibility, Integrity, Security, Synergy and Resourcefulness. These are the core values that constitute our Excalibur programme, values that are hardwired in every action, interaction and process. Our dedication to these six values is our commitment to the highest professional and ethical services possible.

Excalibur unites our values into one clear integrated strategy by which we drive the pursuit of our goal to provide our clients with excellence in global relocation and move management services.

The success of this mission is further supported by our commitment to, and support of, the United Nations Global Compact, to which we formally subscribed in August 2013. The ten fundamental principles of the Global Compact align with our corporate values and concerns that affect all businesses.

I am delighted to submit this Communication on Progress, which affords us the opportunity to reflect on what we have achieved to further the causes of human rights, labour, environment and anti-corruption within our organisation. We eagerly look to the future, to what else we can achieve, by further allowing our strategy, culture and operations to be shaped by these paramount principles.

As Chairman, I am pleased to confirm that Team Relocations will continue to support the United Nations Global Compact in the coming year.

Yogesh B. Mehta  
**Chairman**

# About Team Relocations

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Team Relocations is a leading company specialising in the delivery of fully integrated global relocation services within the corporate market place, supporting in the region of 60,000 cases per annum.

We deliver end-to-end services that span policy consultation, predeparture counselling, destination and moving services, assignment management, expense reporting, repatriation, and transition.

Our partner network is central to our goal of delivering excellence in mobility solutions and supports our ability to maintain consistently high service standards from home to host location, even in the most remote and inhospitable regions.

Team remains privately owned and our portfolio of clients includes some of the industry's largest contracts currently in operation within the marketplace. A substantial percentage of our major corporate relationships have come about due to numerous contract extensions over many decades, as these companies have recognised our unique ability to handle their most challenging mobility requirements, whilst remaining small enough as a company to really care about what we do.

## Our Mission

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To provide our clients with excellence in global relocation management through:



**Recruiting**  
and developing  
talented people



**Creating**  
relocation  
solutions which  
meet the needs  
of each client



**Delivering**  
levels of  
service which  
exceed client  
expectations



**Applying**  
vigorous cost  
controls to the  
mobility process



**Partnering**  
with only the very  
best



**Being**  
excellent  
corporate citizens

# Our Core Values: Excalibur

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## **Excellence** Quality



ISO 9001:2015

Quality FAIMplus  
Training & Competence  
Customer Satisfaction

## **Resourcefulness** Environment



ISO 14001:2015

Carbon Neutral  
Recycling & Refuse  
UN Global Compact

## **Responsibility** Health & Safety



OHSAS 18001:2007

Health & Safety  
Risk Assessment  
Client Policy Integration

## **Integrity** Social Responsibility



ISO 26000

Diversity  
Community  
Transparency & Trust  
Ethics & Compliance  
CSR  
UN Global Compact

## **Security** Information Security



ISO 27001:2013

Risk Management  
Data Protection  
Business Continuity

## **Synergy** Supply Chain



OHSAS 28001:2007

AEO Certified  
Security Processes  
Monitoring Supply Flows  
UN Global Compact



# Human Rights

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Team recognises its responsibility under the Universal Declaration of Human Rights to promote and protect human rights throughout its business operations

## **Principle 1**

Business 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**

Team Relocations is committed to respecting and supporting international human rights throughout our business operations, and ensuring that we are not complicit in human rights abuses. This is reflected in our Integrity policy, which also expresses our commitment to uphold the Principles outlined in the UN Global Compact and the UN Guiding Principles on Business and Human Rights.

Although already enshrined within our core values declaration policy document, Excalibur, Team has effected several changes to further embody the two essential human rights principles within the fabric of its everyday operational working.

## Implementation

## Measurement of Outcomes

### Investors in People

As part of our HR and staff awareness criteria, we have committed to achieve Investors in People Silver accreditation for the UK offices. While the European countries do not have this accreditation available to them, we are committed as a Group to impart and set the same standards and values.

Our Investors in People taskforce will be involved in taking the IiP Silver project forward and reviews of progress will be conducted during this year and early next year for compliance and the progress of application.

### Group Compliance Team

The requirement for greater client account compliance has necessitated greater sharing of the varied account compliance agreements.

We have in place a master umbrella compliance programme that covers the many different client account compliance requirements, thus removing the need to set up individual programmes.

### Supply Chain

The team is now a smaller more cohesive unit focussing on quality based on data and are able to implement the business criteria more effectively. We are also setting up a continual training module allowing targeted Suppliers to be trained on the various Compliance components.

The number of Suppliers have been looked at and have been narrowed down in numbers, allowing us clearer oversight as to whom we partner with across our Group, which provides better strategic as well as commercial outcomes.

## Our People

At Team Relocations, we believe that the diversity amongst our labour force is one of our greatest assets. To that end, we are committed to providing an inclusive environment where we attract, retain, train and advance the very best people without regard to their race, religion, sex, nationality, age, marital status, sexual orientation or disability.

Our 'Integrity' policy constitutes a key part of our Excalibur programme that promotes our core values throughout the organisation. Our commitment to mutual respect, responsibility and teamwork is embedded throughout all our recruitment and workflows. We believe it enables us to hire the best talent, build the most effective teams, deliver the highest level of client service and be effective contributors to our local communities.

Team is a diverse company, entirely BME-owned, with a valuable mix of nationalities, cultures and expertise; 35 different languages are spoken in our offices.

Team's human and intellectual capital is one of our most valuable assets. It can be measured by our overall staff turnover rate, the investment in training and development and ultimately in our ability to innovate.

We value every one of our people in offices across the world on their merits as individuals and their ability to carry out their work to the highest standards. We therefore strive to ensure that everyone at Team Relocations has access to career development and training opportunities in line with their abilities and skills. This is monitored and measured in annual staff appraisals.

We place a high priority on employee communications and are currently redesigning our company Extranet, to better provide a wide range of company information and news, and to promote knowledge sharing and best practice exchange. We continue to develop the Extranet as a source of information to all employees. All company policies, including the Excalibur Core Values, are available on Extranet.

## Our Suppliers

Team Relocations rigorously upholds the UN's principles concerning Human Rights, by promoting safe, fair and ethical working conditions and practices not only within the organisation, but within the SUREFAST supplier network.

Our robust programme for administrating, accrediting and monitoring all of our global suppliers means that we are able to ensure with some certainty that respect for the four key rights and principles in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work:

- Freedom of association and the effective recognition of the right to collective bargaining
- Elimination of all forms of forced or compulsory labour
- Effective abolition of child labour
- Elimination of discrimination in respect of employment and occupation.

Supporting the ISO standard, Team's process for supplier selection, management and, most importantly, ongoing quality control measurement, is effected under the SUREFAST programme which covers all Team services and suppliers within the supply chain.

All new strategic suppliers sign up to our SUREFAST programme and complete a self-assessment questionnaire to enable us to appraise their performance. Supplier partners must comply with all Team policies, processes and procedures at all times, and all staff working on Team cases must be trained to Team standards.

Additionally, to further strengthen the supply chain, our SUREFAST management team has introduced rigorous performance targets and standards for all our accredited SUREFAST partners.

As part of a number of Key Performance Indicators, Team monitors feedback from all sources and in order to maintain accreditation, all suppliers must consistently reflect outstanding or above average service delivery.

Throughout 2017, we have continued to pursue ISO 28001 and AEO accreditation across all Team operational facilities, whilst maintaining the improvement in supply chain performance as shown by the data below.

## Our Clients

Our clients are at the very heart of our business; we strive to achieve excellence in everything we do for them as described in the 'Excellence' chapter of our Excalibur core values programme. Consistent with this approach, we are taking steps to further develop our expertise to support our clients' respect for human rights through our advice on client matters (e.g. integrating policies), providing client seminars about our core values and any community projects we can carry out collaboratively with them.

We have continued to provide further Business and Human Rights Training for our staff to help them to understand and respond to the expectations of the United Nations Guiding Principles on Business and Human Rights, which outline the responsibilities of businesses in relation to upholding human rights such as privacy, particular in regard to

compliance with the GDPR regulations set in place in May 2018.

Team also successfully achieved renewal of our ISO 27001 certification for Information Security Management Systems with certification running through to 2019. This international standard provides guidelines for organisational information security standards and management practices including the selection, implementation and management of controls, taking into consideration our security risk environment. We have upgraded our accreditation to adhere to the 2013 revision standard.

Part of this process includes the collection of relevant data to evaluate performance year-on-year. With the help of a new intensive training programme, knowledge and awareness of Information Security will be further improved amongst all our employees.

Throughout 2017, we will continue to pursue ISO 28001 and AEO accreditation across all Team operational facilities, whilst maintaining the improvement in supply chain performance.

Moving forward, our focus will remain on three areas:

### **Confidentiality**

Continued training of staff both in class and online, whilst working with our clients to align risk management programs.

### **Integrity**

We are constantly working on further integration of systems and fine-tuning of process templates to reduce the risk of data integrity issues.

### **Availability**

A priority is managing our centralised server farm in such a way that downtime of any component is reduced as much as possible.

## **Our Communities**

Our community affairs strategy is to make a positive contribution to all the communities worldwide that we work with.

Our commitment to global issues and supporting community needs through pro bono is underpinned by our Integrity Policy.

We are seeking to consistently expand the reach, scale and engagement of our pro bono and sustainability programmes and in 2018 we will be continuing to work with colleagues at every office across the international Group to further improve participation and the adoption of proactive practices



## Security

Ensuring the best practice management of information security



## Integrity

Incorporating corporate social responsibility in everything we do





# Labour

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Team aims to create a working environment that allows the full potential of employees to be realised

## **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

## Implementation

## Measurement of Outcomes

### Training

We have continued to invest in both white and blue-collar training for all our staff. We have two full-time members dedicated to the personal and professional development of all our employees.

We use questionnaires to measure the effect that our policies have on our labour force. Our dedication to training has been shown to improve job satisfaction, as well as give us an opportunity to understand the development of our people.

### HR

Team continues in its commitment to diversity, and to upholding the Global Compact principles in its everyday work.

Team continues to enjoy a very diverse employee demographic. The company is entirely BME-owned, and our diversity includes a comprehensive range of ethnicities and backgrounds (22 different languages are spoken in our UK offices alone), sexual orientation and disability, and a strong split between genders (68%:32% women:men).

### Project Saksham

In 2017, our 3-year commitment to a major fundraising initiative in support of Plan, the global children's charity came to a close.

The Project's objectives were to provide training and education for young people and empower them to participate in the workforce.

Project Saksham was an undisputed success, and Team's support enabled 582 young men and 823 young women to receive vocational and entrepreneurship training. Fundraising efforts exceeded all expectations and Plan were able to provide training for 15 more students than projected.

## Assessment, Policy and Goals

The Responsibility chapter of our Excalibur core values programme lays out our commitment to create a safe working environment for all of our employees. We recognise and accept all the moral and legal obligations under applicable European regulations to ensure the health, safety and welfare of all employees, persons in training, directors, contractors, visitors and anyone affected by our work.

We have been working throughout 2017 and 2018 to consolidate Team's approach to the wellbeing and safety of clients, staff and suppliers alike across our global operations, whilst also incorporating client-specific initiatives on HSSE as has been required on three occasions.

Our OHSAS 18001:2007 certificate, renewed by an accredited external party in 2017, runs through to 2020 while we also continue to roll out this internal standard across Team Relocations at Group level. We take pride in providing a safe environment for employees and visitors on our premises.

By adopting this standard, we continue to demonstrate our commitment to our employees, their families and all interested parties that may be exposed to health and safety risks associated with the activities and operations of our organisation.

We have invested much attention and time in training both employees and suppliers in our supply chain with regards to our health and safety standards and policies. New training materials and processes have been developed and a strong awareness programme regarding hazardous situations has been established. This has resulted in more detailed registrations in the Group database, leading to a better analysis and understanding of root causes, thus furthering and developing the continuous improvement cycle.

Our dedicated compliance team has set rigorous targets for 2018/19, including those for the performance of our partner network under SUREFAST membership.

We actively promote a culture that is inclusive of all, where everyone has the opportunity to further their career and where pathways to career progression are transparent. Managing diversity and inclusion means valuing and utilising the differences our people bring to the business, and ensuring that no one is disadvantaged.

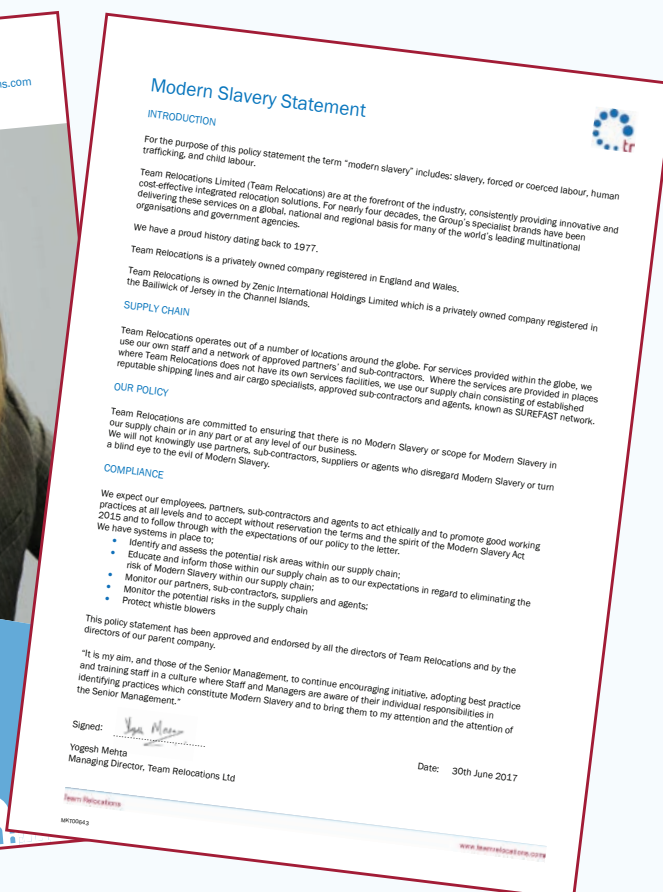
We recognise that one size does not fit all when it comes to diversity and inclusion, and actively welcome the thoughts and feedback of all our people. Each of our regions operate within different demographics, culture, sociopolitical and legislative frameworks, so our approach centres around regional diversity and inclusion action plans. Each action plan is developed locally, focusing on gender and at least one other under-represented group in that particular geography.

We have recently concluded our 3-year commitment to Plan International's Project Saksham, which aimed to empower young people through education, training and vocational opportunities.

Project Saksham was an undisputed success, and Team's support enabled 582 young men and 823 young women to receive vocational and entrepreneurship training. Fundraising efforts exceeded all expectations and Plan were able to provide training for 15 more students than projected.

The results have been outstanding:

- 93% course completion rate
- 72% job placement rate (surpassing an anticipated 60%)
- 816 young people have been empowered to start their own businesses





# Environment

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Our activities are designed to reduce our harmful impact on the environment and everyone working for Team

## **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

## Implementation

## Measurement of Outcomes

### HR

Team continues in its commitment to the environment, and to upholding the Global Compact principles in its everyday workings, with the specific goal of reducing wastage on site by a further 2-5% in 2018.

The company has continued its effort to be as close to paper-free as feasible. We continue our efforts to recycling in both an office environment, and with regard to packing materials, for which we have a special facility for compacting cardboard to prevent wasteful use of recycling bags.

### ISO 14001

We are concluding our transition from ISO 14001:2004 to ISO 14001:2015, which is due to be finalised by September 2018.

The 2015 revision of ISO14001 has a greater emphasis on Risk and Opportunity, the context of the organisation and interested parties, and we have been restructuring our approach to environmental policy accordingly.

### Reducing emissions

As a matter of policy, all trucks purchased or leased going forward are to comply with the latest Euro 6 emission standard.

We have also continued to roll-out the use of video surveys, which saves on emissions from transport to the client home, as well as being more convenient for our customers.

We are actively reviewing our emissions and aiming to reduce our impact on the environment. Our goal is to to reduce by 2% year-on-year.

## Assessment, Policy and Goals

Team Relocations strives to be a leader in environmental sustainability. We undertake initiatives to reduce our own operational environmental impact and we believe that our greatest contribution to a sustainable environment is the advice and support we provide to our clients – both in managing their own environmental impacts and assessing and responding to climate-related risks and opportunities.

Throughout the last few years, we have undertaken activities to improve our energy efficiency and lessen our impact on the environment.

We have increased the number of video surveys that we undertake, which effectively reduces our carbon emissions by avoiding unnecessary travel to our clients' homes.

Our policy now dictates that all new vehicles purchased or leased will be compliant with the latest Euro 6 emission standard.

Each year we calculate our carbon footprint with the assistance of the Climate Neutral Group (CNG), providing a total CO<sub>2</sub> output. This total is offset 100% by paying CNG, which invests the revenues in projects that make a measurable contribution to sustainable development.

We also make an active contribution to international climate policy discussions and the development of an investment in low-carbon technology and infrastructure.

## Environmental Sustainability within our Company

We have a global Environmental Policy that applies to all of our offices and requires every employee to take reasonable care of the environment. Our employees also receive training on our environmental approach as part of their induction when joining the firm.

We work to reduce our environmental impact in four strategic focus areas: energy, procurement, travel and waste/resource use.

Our global sustainability initiative is governed by a committee of senior leaders from across the Group that meets quarterly to discuss progress against the strategic focus areas. In addition to each country representatives, the committee includes representatives from the most relevant functions of our business for implementing change – Corporate Responsibility, Procurement, IT, Risk and Facilities Management.

In an effort to further drive our commitment to the environment and energy conservation, we set a new challenging range of goals for the upcoming year at Group level. One of these commitments is to phase out all lease cars that do not meet the latest CO<sub>2</sub> standards, and roll out a paperless operation across Team.



## Our Environmental Footprint Key Goals

### Energy

Further reduce energy consumption:  
Encourage staff to switch off lights, computers, photocopiers and other electrical equipment at night

Enable energy-saving features on all computers and copiers

### Procurement

Appraise Supplier's sustainability performance and identify key areas for engagement and improvement

### Travel

Further increase the use of IT communications systems as an alternative to travel

### Waste

Further reduce paper and card consumption and increase the level of recycling taking place across the group



# Anti-Corruption

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Integrity is what we do, what we say, and what we say we do

## **Principle 10**

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

## Implementation

## Measurement of Outcomes

### Supply Chain

We have tightened our control of clean working practices throughout our supply chain, embedding a robust anti-bribery and corruption policy into all our supplier relationships.

Team is pleased to report that it has not been involved in any legal cases, rulings or other events related to bribery or corruption.

### Whistle Blowing

Our 'Whistle Blowing' procedure has been kept in place and promoted within the company, so as to allow any member of staff to raise an issue or concern with respect to corruption without fear of recrimination.

Our 'Whistle Blowing' procedure has not raised any issues by members of staff concerning anti-corruption during the reporting period.

### Audit

Our financial accounts are routinely audited by a leading independent financial specialist annually and audited reports submitted as legally required.

Such financial reports are publicly available and again we are pleased to report that they show a clean bill of health with no signs of impropriety.

## Assessment, Policy and Goals

Good corporate governance is at the core of our Integrity Policy and is best encapsulated by our approach to transparency and trust. As a result of recent well publicised corporate scandals, public opinion on the honesty of 'business' has taken a knock. Within Team, we have a clear framework for a code of business ethics which we believe will demonstrate greater transparency and accountability, not only in our financial reporting, but in all areas of activity touched by our business.

With legislation as the backdrop, Team is committed to conducting itself in an atmosphere that is open, fair and transparent with the aim of enhancing trust in all its business activities. Unless there are compelling reasons to the contrary, Team will provide clients, directors and staff, external bodies and the general public, relevant information affecting them and the actions of Team, speedily and in a manner consistent with our overall Corporate Social Responsibility statements as defined within our ethical values programme.

As a global relocation company, we adhere to the highest regulatory and professional standards in order to protect our business, our reputation and our clients.

Our global anti-bribery and corruption policy is an integral part of Team's risk management and compliance framework, which incorporates policies, procedures, guidelines and a Compliance Handbook covering a wide range of issues, including anti-money laundering, sanctions and ethics.

We also have a Whistle-blowing Policy and associated procedures which may be used for reporting breaches on a confidential or anonymous basis.

These procedures include:

Training and communication – mandatory e-learning which must be completed by all of our people and forms part of our new-starter induction programme; – training delivered to members of the Board and Executive; – training incorporated into the company's management academy and other formal training programmes;

Incorporating consideration of bribery and corruption risk into our new client due diligence and on-going monitoring processes and procedures;

A clause in our standard terms of business with clients which sets out our anti-bribery and corruption policy and our expectations of our clients;

Supplier due diligence processes operated by our central procurement team, and a clause in all our supplier contracts setting out our anti-bribery and corruption policy and expectation of our suppliers; and

Procedures and controls which address:  
– working with Governments and public officials; – the giving and receiving of gifts and hospitality; – the giving of political and charitable donations; and – working with third parties.

