



IMC AG – Scheer Tower | Uni-Campus Nord – 66123 Saarbrücken/Germany

United Nations Global Compact
United Nations
New York, NY 10017
USA

Saarbruecken, 10 December 2019

Communication on Progress, Year: 2019

To whom it may concern:

Being a good corporate citizen is an ambition enthusiastically embraced at all levels within our company. As a member of a Global Compact, we believe that our business policies incorporate the ten principles.

We are pleased that in 2019, we have published the following policy document, thus officializing already existing good practise in the company:

- Privacy Policy, see attached

Our board fully supports our actions in working towards sustainability goals – in particular those contained in the UN Global Compact – and endorses the future priorities and specific targets we set out in our report. Through our support of the United Nations Global Compact, we also aim to move the agenda forward on performance related to human rights, labor rights, the environment and the fight against bribery and corruption. Here we summarize the progress we have made against these principles and we will continue to follow them up in the future.

Yours sincerely,

Christian Wachter, Member of the Board, IMC AG

imc information multimedia communication AG

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IMC Steuernummer
IMC Tax Number
040/100/00969

Vorstand
Executive Board
Christian Wachter (Vorsitzender)
Sven R. Becker
Dr. Wolfram Jost

Aufsichtsratsvorsitzender
Chairman of the Supervisory
Board
Prof. Dr. Dr. h.c. mult.
August-Wilhelm Scheer

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BIC/SWIFT-Code:
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Company Profile

IMC is one of Europe's largest providers of comprehensive **solutions for technology-enhanced learning, training, education, and staff development**. The company was established in 1997 by Professor August-Wilhelm Scheer, internationally recognized scholar, entrepreneur and expert in business process management. Since then, IMC has developed solutions related to the design and production of e-learning courses as well as to the design and implementation of technical and professional infrastructures (e.g. learning management system design and implementation; implementation of integrated e-learning infrastructures etc.) for e-learning, distance education, and staff development. IMC operates from its **headquarters** in Saarbrücken, Germany. Further offices and **subsidiaries** are located in Freiburg, Munich, Essen, Zurich (Switzerland), Graz (Austria), London (UK), Sibiu (Romania), Melbourne (Australia), Auckland (New Zealand), Scottsdale (USA), and Singapore.



Company	IMC Information Multimedia Communication AG
Address	Scheer Tower, Uni-Campus Nord 66123 Saarbrücken Phone: +49 681 9476-0, Fax +49 681 9476-530 E-mail: info@im-c.de www.im-c.com
Founding year	1997
Associates	Scheer GmbH (60%); Dr. Wolfgang Kraemer, Frank Milius, Dr. Volker Zimmermann (13,33% each)
Executive Board	Christian Wachter, Sven R. Becker, Dr. Wolfram Jost
VAT No.	DE 812 187 208
Commercial Register No.	HRB 13338
UNGM Registration No.	161680

Products and Services

IMC's focus is on providing customers with a comprehensive portfolio of innovative products and services:

- **New Media and e-Learning Content Production:** IMC provides professional services covering the whole value chain of bespoke e-learning content design and production. IMC runs content projects from customized planning to instructional design, storyboard development and realization up to the roll-out, dependent on customers' requirements and timeframe. IMC is experienced in working with different learning content formats, i.e. classic e-learning programs (web-based training courses), serious games, smartphone apps, interactive video, e-books, as well as games and training content for mobile websites.
- **Consulting Services:** IMC helps organizations to (re)organize their learning processes and to select, implement, adapt and integrate suitable software systems and technologies. IMC's consultants perform in-depth need analyses before proposing the right learning management strategy, always considering client-specific demands and learning cultures. Consulting services range from the technical implementation of our products to the conceptualization of an organization's complete e-learning offering; they include training and coaching services on the instructional design and

technical implementation of interactive training content. Service implementation and project management are based on PRINCE2.

Business areas

Learning Technologies

Make your training strategy more efficient with the help of our learning and talent management, performance support and authoring technologies.

E-Learning Content

We offer customised content as individual as your business, as well as numerous off-the-shelf modules.

Training Strategy

We support you from start to finish in the design and implementation of pioneering new training concepts.

IMC Products and Services

- **E-Learning Authoring tools:** IMC Content Studio is a high-end e-learning authoring tool able to meet the highest demands. It is a multiple test winner in usability, productivity, functionality and price-performance ratio. The authoring environment is also the perfect solution for the easy and efficient creation and evaluation of exercises, tests, exams and assessments.
- **Learning Management System:** IMC Learning Suite (ILS) is one of the leading Learning Management Systems (LMS) on the market. It is a state-of-the-art software solution that enables decentralized implementation of multimedia-enhanced teaching and learning opportunities within a centrally coordinated organizational framework and organization-wide administration structures. The ILS is top-ranked in the Gartner Group's market survey on Corporate Learning Solutions and has received high marks in other market analyses (e.g. Bersin & Associates).
- **Electronic Performance Support:** IMC Process Guide is a software solution for the process-oriented, workplace-integrated support of users of software systems, e.g. SAP, MS Office, Peoplesoft, as well as a broad range of legacy systems.
- **On-demand Learning Services** include hosting services for learning environments as well as "Software as a Service" arrangements for our customers. IMC implements ITIL guidelines for IT services; a 24/7 ITIL-based service desk for software products is available.
- **Training Strategy Consulting Services:** We provide guidance in the development of innovative and successful training concepts and support in putting them into effect.

Standards

Quality management at IMC is organized on the basis of the international ISO 9001 standard. IMC holds a recognized **DIN EN ISO 9001:2008 quality management certificate** and applies a regular schedule for external audits. Since 2015, IMC has also been **ISO / IEC 27001:2013** certified, proving the implementation and maintenance of a state-of-the-art **Information Security Management System**.

In December 2015, IMC underwent an Energy Efficiency Audit according to **DIN EN 16247-1** in order to implement **EU Directives on Energy Efficiency (2012/27/EU)** and **Energy Service Providing (2006/32/EG)**.

To ensure the quality of services we follow the **PRINCE2** project management standard. IMC's consultants are PRINCE2 trained and certified. Finally, IMC supports the **United Nations Global Compact** and the **Women's Empowerment** principles.

Reference Projects with United Nations Organizations

Since 1997, IMC has conducted a great number of projects related to the design and development of interactive, multimedia e-learning content. The **following figure shows some projects IMC has implemented with UN organizations:**

	UNICEF Design and development of e-learning modules on Results-Based Management. Two Long-Term Agreements on "Rapid e-Learning development of online self-learning modules" and "Video-based Learning Production".		WFP Three-year Long-Term Agreement on Design and Development, Instructional Design and Localization of interactive E-learning courses and blended learning programmes.
	UNHCR Long-Term Agreement covering the instructional design and development of e-learning products and courses on behalf of UNHCR's Global Learning Centre (GLC).		UN WOMEN Design and development of several self-paced e-learning courses, e.g. on Care Economy, Masculinities, The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).
	UNPD Long-Term Agreement on the design, delivery, and maintenance of web-based learning solutions.		UNFPA Analysis, design and development of a game-based e-learning course for fixed assets practitioners at UNFPA. Three-year Long-Term Agreement on maintenance and localization of e-learning modules.
	UNODC Design, development and localization of interactive multimedia training courses for law enforcement officers. Topics e.g.: Smuggling of migrants, Human Rights, Risk Management. Five-year contract.		UNIDO Business process and IT support for SAP ERP implementation. Development of digital learning and training material; set-up of a Virtual Learning Resource Catalogue and Library.

Selected Reference Projects with UN Organizations

Communication on Progress

The following table lists activities and shows progress made toward achieving positive results with regard to the Ten Principles. To the extent available, performance indicators and quantitative data are provided. Different colors highlight the areas of human rights, labor standards, the environment and anti-corruption, i.e. the core field of actions to which the Ten Principles belong.

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
<p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.</p>	<p>IMC acts in conformity with human rights legislation and considers its prescriptions especially with regard to the following points:</p> <p>Working Conditions</p> <p>It is one of the main objectives of IMC to create a safe and healthy work environment for its employees according to existent international standards. Appropriate steps are taken to prevent accidents or injury for health arising out of or occurring during work. We are proud that since 2018, we have a signed and published "Health and Safety Policy".</p> <p>IMC's headquarters, the Scheer Tower, provides employees with a state-of-the-art working environment. In addition, all IMC subsidiaries meet highest standards for safe and sane working environments. Regular on-site inspection for workplace safety take</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>place resulting in the definition of measures for improvement. The inspections are often combined with a voluntary offer for ergonomics consulting, addressing the correct setting of the workplace (desk, chair, screen, light) and healthy body posture, preventing back pain and muscle tenseness.</p> <p>In each subsidiary, there is a security officer, who is trained in first aid and can be contacted in any case of injury. The security officer is also responsible for risks of injury or any dangerous situations. Furthermore, there is a fire prevention officer in each subsidiary, responsible for evacuation in case of emergency. IMC currently has 15 fire prevention officers in Germany who are trained once per year.</p> <p>IMC employees have always access to drinkable water. A small kitchen is available in every IMC building, IMC's headquarters also have a snack-bar and canteen.</p> <p>In 2017, IMC introduced a company health program called GET FIT in order to raise awareness among staff regarding nutrition, fitness (including back health) and coping with stress, as well as sharing information for a healthier life. In cooperation with the health insurance Barmer (in Germany) and Vitaliberty, an agency for company health management, the portal MOOVE was introduced for all IMC offices worldwide. MOOVE is a multi-lingual portal that allows tracking of personal health and improving it with personal targets. At IMC's German offices, additional local campaigns are held. Talks on</p>

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	<p>“Healthy Diet at work and at home”, “Live Balance” and “Time Management” were held for all staff, and in the MOOVE portal, a section on “Resilience” was introduced, providing information and practical exercises for the prevention of stress.</p> <p>The position of a compliance officer was created and staffed at IMC Germany in 2018. Furthermore, IMC Learning Suite was made compliant to the European Law GDPR. Staff development was reinforced by offering digital training in the portal “Empower IMC”, while at the same time assuring that staff is compliant with regard to legally required trainings.</p> <p>In 2019, the IMC headquarters moved into a larger building, which provides employees with more individual space and improved working conditions. Due to an innovative building concept employees can work in open space offices and flexible rooms.</p> <p>Health management at IMC has reached a new level in 2019 by introducing company runs (program “Run IMC”) at different locations.</p> <p>IMC has also launched the performance management program EMPOWER ME in 2019. The objective of this program is to operationalize the idea that individual development and organizational performance is not a contradiction. EMPOWER ME replaces the annual meeting of managers and employees with conversations on a regular basis. For development conversations they are provided with individual development plans, which</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>are focused on the key strengths and preferences of the employee. What is more, in an expectations meeting, both, managers and employees, can define expectations of each other.</p> <p>Moreover, in 2019, IMC has started a Brand Ambassador Program for employees. The voluntary participants are provided with group activities such as professional social media trainings, which enhance their skills. There are also social media trainings, which are open to all employees.</p> <p>Wages and Salary</p> <p>IMC ensures “equal pay for equal work” using a transparent remuneration scheme for permanent staff irrespective of any personal circumstances such as gender. A Career Growth/Staff Development System was introduced in 2016, defining the requirements to be met for achieving different career levels in Technical resp. Management Career Paths (see below) for the various departments, which are available to all employees.</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year																					
	<div data-bbox="907 263 1859 774" data-label="Diagram"> <table border="1"> <thead> <tr> <th>Career Level</th> <th>Technical Career Path</th> <th>Management Career Path</th> </tr> </thead> <tbody> <tr> <td>5</td> <td></td> <td>Q5</td> </tr> <tr> <td>4</td> <td>Q4</td> <td>Q4</td> </tr> <tr> <td>3</td> <td>Q3</td> <td>Q3</td> </tr> <tr> <td>2</td> <td></td> <td>Q2</td> </tr> <tr> <td>1</td> <td></td> <td>Q1</td> </tr> <tr> <td>E</td> <td></td> <td>QE</td> </tr> </tbody> </table> </div> <p data-bbox="763 799 2004 1002">Labor is being paid in conformity with national legal standards. Wages and salaries paid are enough to meet basic needs of the employees. Also, IMC employees can benefit from special arrangements concerning retirement provisions and other compensations for capital accumulation purposes.</p> <p data-bbox="763 1027 2004 1118">All employees are provided with written information about wages and salaries to be paid during their employment time before they enter the employment.</p> <p data-bbox="763 1144 2004 1289">Wages and salaries are to be paid in case of force majeure circumstances, such as natural disaster, resulting in interruption of operations or financial crises influencing financial stability of the firm.</p>	Career Level	Technical Career Path	Management Career Path	5		Q5	4	Q4	Q4	3	Q3	Q3	2		Q2	1		Q1	E		QE
Career Level	Technical Career Path	Management Career Path																				
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Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>With regard to its international subsidiaries, IMC makes sure to be compliant with national legislation, collective wages and employment conditions of the respective countries, drawing from professional legal support.</p> <p>Since 2018, IMC has an officially published "Equality and Diversity Policy", while an Anti-Discrimination Agreement has been already part of each employee's working contract for several years.</p> <p>Promoting human rights internationally</p> <p>IMC cooperated with inter-governmental agencies in developing e-learning modules on nutrition and fighting hunger, refugee rights, as well as gender issues, such as prevention from sexual exploitation and abuse, and childrens' rights. The modules are designed for a global audience. In particular, they address professionals in the humanitarian sector and provide guidance and support to their work.</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year																																																																		
	<p>Selected performance indicators:</p> <p>The following table shows the current distribution of staff according to gender and age criteria. It also shows IMC's performance in achieving a gender-balanced workforce:</p> <table border="1" data-bbox="768 440 2002 1051"> <thead> <tr> <th></th> <th></th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Gender</td> <td>Female (in %)</td> <td>33</td> <td>35</td> <td>37</td> <td>37</td> <td>33</td> <td>33,5</td> <td>34,5</td> <td>37</td> </tr> <tr> <td>Male (in %)</td> <td>67</td> <td>65</td> <td>63</td> <td>63</td> <td>67</td> <td>66,5</td> <td>65,5</td> <td>63</td> </tr> <tr> <td rowspan="3">Age groups</td> <td>< 30 years old</td> <td>24</td> <td>26</td> <td>25</td> <td>58</td> <td>82</td> <td>71</td> <td>87</td> <td>76</td> </tr> <tr> <td>30-50 years old</td> <td>71</td> <td>69</td> <td>70</td> <td>156</td> <td>134</td> <td>145</td> <td>174</td> <td>185</td> </tr> <tr> <td>>50 years old</td> <td>5</td> <td>5</td> <td>5</td> <td>6</td> <td>9</td> <td>17</td> <td>29</td> <td>32</td> </tr> </tbody> </table> <p>Specific plans for 2020:</p> <p>IMC will continue its efforts to ensure favorable working conditions for its entire workforce regardless of the location. As an inclusive organization IMC will continue to</p>												2012	2013	2014	2015	2016	2017	2018	2019	Gender	Female (in %)	33	35	37	37	33	33,5	34,5	37	Male (in %)	67	65	63	63	67	66,5	65,5	63	Age groups	< 30 years old	24	26	25	58	82	71	87	76	30-50 years old	71	69	70	156	134	145	174	185	>50 years old	5	5	5	6	9	17	29	32
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	<p>strive for gender-equality and a non-discriminatory working environment for company staff.</p> <p>IMC plans to keep its corporate Health Management alive in 2020 with further company runs in different locations.</p> <p>The company strives to expand its Brand Ambassador Program and in this context will offer further social media trainings for the employees. The topics will be selected according to the interests of the staff.</p> <p>As IMC expects a further growth of staff both nationally and internationally in 2020, a specific aim is an improved international internal information policy on the company-wide web-based collaboration tool. In addition, IMC will strive to promote further equal working conditions by further advancement of salaries, benefits and working conditions in general.</p> <p>In addition, IMC will continue cooperating with inter-governmental organizations on developing e-learning modules on nutrition and fighting hunger, gender issues, and childrens' rights in order to increase their impact.</p>
<p>Principle 2: Businesses should ensure that they are not complicit in human rights abuses.</p>	<p>IMC respects and acts in conformity with the norms of applicable legislation in the regions it operates.</p> <p>IMC is committed to the concept of fair dealing. Each director, officer and employee</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>should deal fairly with the Company's suppliers, customers, employees and competitors. No one should take their advantage of another by manipulation, concealing information, misrepresentation or other similar practice.</p>
<p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p>	<p>IMC accepts the right of employees to freedom of association and collective bargaining in accordance to local labor legislation. Employees have the right to join or to form trade unions. Employees' representatives are not discriminated and have an ability to carry out their representative functions in a work place.</p>
<p>Principle 4: Businesses should support the elimination of all forms of forced and compulsory labor.</p>	<p>All labor is sourced from the open labor market, employment is freely chosen and there is no forced, bonded or involuntary prison labor. All IMC employees are provided with labor contracts and may resign at any time they consider appropriate.</p> <p>In addition, IMC offers the following benefits to its staff:</p> <ul style="list-style-type: none"> - Accident insurance - Company pension scheme. <p>In 2019, IMC introduced a leadership program with professional trainings for managers. The goal of the program is to enhance the quality of leadership within the company. Furthermore, the "Plus1 refer program" was launched. This means in effect that IMC's employees can support someone by referring a candidate and earn rewards.</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>Specific plans for 2020:</p> <p>As IMC expects a further growth of staff both nationally and internationally in 2020, specific aims are, among others, further professionalization of Human Resources processes, further reinforcement of internal and international communication, further improvement of leadership development and employee satisfaction in single departments and extension of health management. In addition, IMC will strive to promote further good working conditions by further advancement of salaries, benefits and working conditions in general.</p>
<p>Principle 5: the effective abolition of child labor;</p>	<p>IMC doesn't source workforce from child labor. It acts in accordance to the following rules:</p> <p>The course of action taken shall be in the best interests of the child, conform to the provisions of ILO Convention 138 and be consistent with the United Nations Convention on the Rights of the Child.</p> <p>Every employee under 18 should be enabled to attend and remain in quality education until no longer a child.</p> <p>Children and young people under 18 shall not be employed at night or in dangerous conditions.</p> <p>IMC cooperated with inter-governmental agencies on developing e-learning modules on</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>childrens' rights. The modules are designed for a global audience. In particular, they address professionals in the humanitarian sector and provide guidance and support to their work.</p> <p>Specific plans for 2020:</p> <p>IMC will continue cooperating with inter-governmental organizations on developing e-learning modules on childrens' rights in order to increase their impact.</p>
<p>Principle 6: Businesses should support the elimination of discrimination in respect of employment and occupation.</p>	<p>Since 2018, IMC has an officially published "Equality and Diversity Policy", while an Anti-Discrimination Agreement was already part of each employee's working contract for several years.</p> <p>It is the policy of IMC to ensure that no job applicant or employee receives less favorable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.</p> <p>Abusive, harassing or offensive conduct by an officer and employee is unacceptable, whether verbal, physical or visual. All employees have to sign an anti-discrimination statement.</p> <p>Officers and employees should report any potential incident of harassment to the Human</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>Resources Manager when it occurs. IMC emphasizes that discrimination is unacceptable conduct which may lead to disciplinary action under the organization's Disciplinary Procedure.</p> <p>IMC recognizes the great benefits in having a diverse workforce with different backgrounds, solely employed on ability.</p> <p>IMC supports part-time work and flexible working arrangements that are possible also in management positions.</p> <p>In 2016, IMC implemented the non-profit project "Cost Effective, Quality, Skills Education for South African Youth", aiming to increase access to and capacity of higher and further education and training, and therefore access to the labor market in South Africa. IMC therefore developed diagnostic tests and bridging courses in "Numeracy" and "English Literacy" to increase the admission rate to Technical Vocational Education and Training colleges in South Africa, as well as providing free and online accessible high quality training material to those who lack the opportunity to visit a college. In addition, IMC supported the colleges in digitizing their learning material and in the development of their own institutional future technology plans. The project was funded by DEG (Deutsche Investitions- und Entwicklungsgesellschaft), a subsidiary of KfW Development Bank.</p>

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	<p>In 2017, IMC started as a partner in the implementation of the non-profit project "InKraFT", which aims to give people with disabilities the right skills to learn and eventually to work as an automobile mechatronic engineer. The project establishes an innovative and virtual learning concept, providing the right tools to get this new work perspective with the help of digital media and technologies. IMC supports the project by providing the Learning Management System IMC Learning Suite and by integrating the modules of the partners into the platform.</p> <p>In 2018, a new non-profit research project of IMC started which supports the political request to invest more in education and the labor market in Africa. Together with research partners, IMC introduces online research laboratories into African schools in the project „Go-Lab Goes Africa“. During the three-year-project, a knowledge portal for schools in Africa is developed, with content available in French and Swahili. The solution will be tested in schools in Nigeria, Kenya and Benin. The schools will be equipped with the necessary technology, teachers will be trained on the use of digital laboratories in their classes and the solution will include offline functionalities for use when internet connectivity is poor.</p> <p>Furthermore, IMC continued to cooperate with inter-governmental agencies on developing e-learning modules on gender issues, such as prevention from sexual</p>

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
	<p>exploitation and abuse, and ethics and integrity. The modules are designed for a global audience. In particular, they address professionals in the humanitarian sector and provide guidance and support to their work.</p> <p>Between 21 May and 31 May 2020 IMC organized “diversity weeks”. Special activities and events regarding diversity were scheduled within this timeframe. As a special highlight, IMC’s Management Board and HR department have signed the official Charter of Diversity – an initiative supported by the German Federal Chancellery and under the patronage of German Chancellor Dr. Angela Merkel.</p> <p>Diversity is a core value of IMC. You may follow this link to learn more about IMC’s diversity policy in an expert interview with Elke Zastra, Head of Human Resources: https://www.im-c.com/news/diversity-week-interview-mit-elke-zastrau/</p>

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	<p>Selected performance indicators:</p> <p>IMC is pleased to have reached its highest number of nationality diversity among its staff in 2019, with a total of 45 different nationalities working at IMC:</p> <table border="1" data-bbox="770 496 2002 802"> <thead> <tr> <th></th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Nationalities of full-time staff</td> <td>24</td> <td>29</td> <td>31</td> <td>31</td> <td>30</td> <td>29</td> <td>39</td> <td>45</td> </tr> <tr> <td>Gender equality (% of female full-time staff)</td> <td>33</td> <td>35</td> <td>37</td> <td>37</td> <td>33</td> <td>33,5</td> <td>34,5</td> <td>31</td> </tr> </tbody> </table> <p>Specific plans for 2020:</p> <p>A culturally, ethnically, and linguistically diverse workforce has turned out beneficial for the company's overall business performance in the past. As one of its core values IMC will continue to operationalize the topic of diversity further in 2020.</p> <p>In addition, IMC will continue cooperating with inter-governmental organizations on developing e-learning modules on gender issues in order to increase their impact.</p>										2012	2013	2014	2015	2016	2017	2018	2019	Nationalities of full-time staff	24	29	31	31	30	29	39	45	Gender equality (% of female full-time staff)	33	35	37	37	33	33,5	34,5	31
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<p>Principle 7: Businesses should support a precautionary approach to environmental challenges.</p>	<p>Since 2018, IMC has an officially published “Environmental Policy” and “Environmental Policy Statement (for IMC APAC)”. IMC promotes perceived attitudes to resource management and resource expenditure in relation to environmental background. All operations have to be completed undue any negative impacts on human beings or environmental pollution.</p> <p>IMC cooperates with inter-governmental agencies on developing e-learning modules on various environmental issues. The modules are designed for a global audience. In particular, they address professionals in the humanitarian sector and provide guidance and support to their work.</p> <p>Specific plans for 2020:</p> <p>Sustainability will be a focus topic at IMC in 2020. IMC plans to design corresponding actions.</p>
<p>Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.</p>	<p>Since 2018, IMC has a published “Environmental Policy” and “Environmental Policy Statement (for IMC APAC).</p> <p>In December 2015, IMC underwent an Energy Efficiency Audit according to DIN EN 16247-1, as required by the new amendment to the German Law on Energy Service Providing (EDL-G) that implements the EU Directives on Energy Efficiency (2012/27/EU)</p>

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	<p>and Energy Service Providing (2006/32/EG). The audit report was made available in 2016, containing recommendation for measures of improvement which are successively implemented during its 5-year validity.</p> <p>IMC continues the use of an additional line in all employees' e-mail signature: <i>"Please consider the environment before printing this e-mail."</i> to avoid waste of paper not only internally, but also outside the house.</p> <p>Travel policy of IMC underlines that employees must respect environmental standards when organizing work-related travels. Travelling by train is the preferred way of transport, besides flights and hiring cars when necessary. Thanks to a more diversified staff distribution in the branch offices (e.g. more New Media and Sales employees in the Munich, Essen, Melbourne or Singapore Offices), travel efforts can be significantly reduced for visiting local clients. The same principles are applied with regard to subcontractors wherever possible. These measures contribute to a reduction in CO2 emissions, travel costs and strain on employees, thus improving their work-life balance.</p> <p>IMC practices waste separation, according to the German law. In 2016, IMC's Munich Office changed from paper towels to washable cloth towel rolls, avoiding waste of paper.</p> <p>In addition, IMC cooperates with inter-governmental agencies on developing e-learning modules on various environmental issues. The modules are designed for a global</p>

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	<p>audience. In particular, they address professionals in the humanitarian sector and provide guidance and support to their work.</p> <p>Specific plans for 2020:</p> <p>IMC will continue taking the measures identified by the Energy Efficiency Audit in order to improve its energy management and enhance its environmental responsibility. In general, sustainability will be one of IMC's core topics in 2020. IMC plans to design corresponding actions.</p>
<p>Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	<p>The "Green IT" concept is widely advocated for IMC. Challenges, which result from complexity of environmental protection, have large influence on IT-development and usage spectrum:</p> <p>New media channels for educational programs are offering chances to promote environmental protection.</p> <ul style="list-style-type: none"> • Learning Solutions become a core competence of Green IT because they can substitute business trips and face-to-face meetings, and hence they reduce CO2 emissions, the travel cost budget and the strain on employees, thus improving their work-life balance. • The term "Green IT" marks information technologies which make significant

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	<p>ecologic contribution. Reducing a travel route by 1 km reduces the CO2 emission by an average of approximate 204 gram – in comparison to this, the energy use produced by the IT is negligible. A virtually conducted meeting or an e-learning course with 12 students would reduce the CO2 emission by 244 kg, given an average travel route of 1,200 km.</p> <ul style="list-style-type: none"> • IMC has increased the use of Web Meetings and Virtual Classroom Sessions for internal communication and cooperation as well as for project coordination meetings with customers. This action reduces the need for travelling and contributes to the reduction of CO2 emissions. IMC intends to further expand its activities in this area in the coming years. • In IMC Learning Suite, the Learning Management System developed by IMC, the options for using one of a variety of virtual classroom tools, among them open source solutions, have been expanded. Thus, IMC impacts and facilitates its customers' practice to hold meetings and trainings virtually instead of face-to-face, reducing CO2 emissions. • IMC supports the DHL GoGreen climate protection projects by combining its shipments with DHL GoGreen services whenever possible. DHL calculates CO2 emissions generated by transport using a method based on the ISO 14064

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	<p>standard. In accordance with the specifications of the Kyoto Protocol, these emissions are offset by climate protection projects.</p> <ul style="list-style-type: none"> • IMC also has increased and intensified its business operations in the area of “cloud computing”, providing professional services to its customers via hosted IT environments. This allows for synergies in the use of IT systems via shared IT infrastructures. In 2013, IMC received the “Cloud for Society Award” for its business operations in this area. The award also covers “green IT” aspects of IT operations. IMC’s software products, the Learning Management System IMC Learning Suite, the authoring tool IMC Content Studio/“IMC Teach”, and the performance support tool IMC Process Guide, are all available as cloud-based solutions (software as a service). • IMC has reduced the number of company cars with high CO2 emissions. With regard to reducing CO2 emissions, SUVs have been banned completely from IMC’s car pool. <p>In addition, IMC cooperates with inter-governmental agencies in developing e-learning modules on various environmental issues. The modules are designed for a global audience. In particular, they address professionals in the humanitarian sector and provide</p>

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	<p>guidance and support to their work.</p> <p>Specific plans for 2020:</p> <p>Sustainability will be a focus topic at IMC in 2020. IMC plans to design corresponding actions.</p>
<p>Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.</p>	<p>In 2018, the position of a compliance officer was created and staffed at IMC Germany. All directors, officers and employees shall comply fully with all laws affecting the business of IMC, including, without limitation, all laws prohibiting insider trading, money laundering, bribery, improper payments and anti-competitive activities.</p> <p>The consequences to the company and its directors, officers and employees of any departure from this policy can be very serious. If a criminal violation has occurred, the company will take appropriate steps to stop the criminal conduct and to prevent such conduct from re-occurring.</p> <p>IMC is certified according to ISO / IEC 27001: 2013, proving IMC's Information Security Management System, and holds a recognized DIN EN ISO 9001:2008 Quality Management Certificate, applying a regular schedule for external audits. State-of-the-art data protection and digital processes, combined with staff trainings, contribute to a transparent working environment. The following processes are already being monitored by the ISO standard: People Review (staff appraisal), Induction of new staff, Onboarding</p>

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	<p>of new staff (administratively), Exit of staff, Career Growth/Staff Development, and Internal Change of Department of Staff.</p> <p>In order to foster compliance with anti-corruption rules in a broad range of business operations, IMC has developed an interactive training curriculum available for use in organizations of all kinds. In addition, IMC has broadened its product portfolio with an online compliance management system which is used by IMC customers in order to effectively provide compliance relevant training to their workforce.</p> <p>In 2017, IMC has introduced, and continued since then, a bi-monthly "Impulse Session" to improve internal transparency and communication between the board and staff. The meeting is held onsite at headquarters and shared by a live webstream with all staff at other offices and subsidiaries.</p> <p>In 2019, IMC has introduced a professional contract management system for customer contracts, in order to further professionalize internal processes. The newly introduced system also leads to greater transparency with regard to contract negotiations.</p> <p>IMC also released a Privacy Policy in 2019 (see attached). The purpose of this corporate policy is to safeguard and protect the fundamental rights and freedoms of data subjects, in particular their right to the protection of personal data.</p> <p>Furthermore, IMC is cooperating with inter-governmental organizations on developing</p>

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	<p>e-learning modules on corruption prevention, internal controls and raising fraud awareness. They are targeted to a global audience of professionals in the humanitarian sector.</p> <p>Specific plans for 2020:</p> <p>IMC will strive to further improve internal communication and transparency. As IMC expects a further growth of staff both nationally and internationally in 2020, the company aims at improving the international internal information policy on the company-wide web-based collaboration tool.</p> <p>In addition, IMC will continue cooperating with inter-governmental organizations on developing e-learning modules on corruption prevention in order to increase their impact.</p>

Attachments:

- IMC – Privacy Policy