



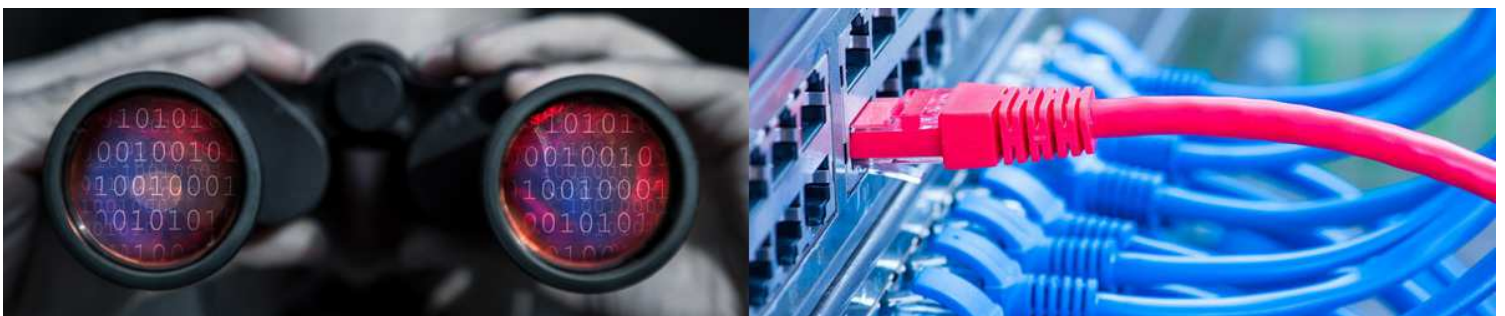
QCC Global Ltd

United Nations Policy UN1  
Global Compact  
Communication on Progress 2020 to 2021

Classified: HIGHLY CONFIDENTIAL

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QCC – Keeping your business, *your* business



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## 2 Statement of continued support from the CEO

I am pleased to confirm that QCC Global Ltd reaffirms its commitment and fully supports the ten principals of the Global Compact with respects to human rights, labour, environment, and anti-corruption QCC Global Ltd has been a committed participant since 2013.

In this annual communication on progress, we describe our actions to continually improve the integration of the Global Compact and its ten principals into our strategy, culture and day to day operations within our company and its employees, we aim to engage in collaborative projects that may advance the broader development goal of the United Nations. QCC Global Ltd will make a statement of this commitment to our stakeholders and public.

QCC Global Ltd is recognised for our specialist expertise, innovative intelligence led approach to our services and proven track record globally, as part of our service we provide advice and solutions that enable our clients to manage and mitigate their business risks, with growing numbers of clients globally we are closely monitored internally and externally by independent accredited auditors, regulatory bodies and our client's quality managers. As part of our procedures we monitor our company suppliers, contractor's social performance, ethics, labour issues and environmental practices as well as human rights concerns in our quest to ensure a holistic and engaging approach to client services.

During our steady growth, we have recognised the need for the continued development of our business, our staff and contractors and systems processes, this is evidenced by retaining accreditations for ISO 9001:2015 (Quality Management), ISO 27001:2017 (Information Security Management), ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Occupational Health & Safety). During this process annual reviews are conducted where we complete a full upgrade of our company's policies and procedures that supports our business processes and company values. Emphasis is being placed on our Ethical Code of Conduct, Business Integrity, our Human Rights Performance, Staff & Contractor welfare and continued staff personal development.

During the last 12 months the Company Directors are proud to announce that QCC Global Ltd has retained its current ISO accreditations to the latest versions, we also continue as a Living Wage Accredited Employer and being awarded Cyber Essentials Certification, we continue to look at ways to reduce and offset the companies carbon footprint becoming a PAS 2060 Carbon Neutral Company by offsetting our carbon footprint through helping environmental projects globally and local schemes.

This year we are working with United Kingdom Accreditation Service (UKAS) to gain accreditation for ISO 17025:2017 for our digital forensic laboratory.



James Williams  
Operations Director



## 3 Human Rights Principles

### Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights.

### Principle 2:

Businesses should make sure that they are not complicit in human rights abuses.

### 3.1 Commitment

We have adopted all aspects of the principles in our business, we focus on the issues close to business, staff, contractors, clients and local community where we operate globally, the company will consider or investigate if it is contributing to any adverse human rights issues that affect the people that surrounds it. where possible we abide by our commitments that are similar to our clients who face similar challenges.

QCC is also aware of the issues while travelling and working overseas, it researches the country's it is working in and it keeps our own values and standards on human rights as a guideline when working globally.

### 3.2 Implementation

QCC has systems and policies in place to assist and manage the companies approach to Human Rights, our suppliers and contractors are expected to adhere to these policies and procedures throughout their operations with QCC. As part of our commitment to the UN Global Compact and overall company improvements, QCC has linked this with our ISO 9001:2015 Quality Assurance Manual and newly introduced policies and procedures such as Equality and Dignity at Work, Corporate Social Responsibility, Company and Contractor Handbook are continually monitored and updated. These and all other policies and procedures are internally audited monthly with updates on the reports going back to the Management Team and this is also externally audited annually to recertify for our ISO Accreditations.

All staff employed and contractors undergo an induction process and then issued with a contract of employment and company handbook outlining company rules, grievance and disciplinary procedures.

Annual appraisals are carried out each year to ascertain staff needs and requirements for personal development, one to one meeting are conducted monthly with staff and contractors to ensure their needs and additional training requirements are implemented met.

### 3.3 Whistleblowing

All staff and contractors have access to an internal HR advisory person where they can report any concerns or an external HR Consultant where issues can be raised without fear of any retribution, if any staff do not feel comfortable using the internal HR advisory person or if they feel unable to raise the issue with their line manager the external HR Consultant would be contacted, we recognise our collective accountability as a company for our actions and the consequences of our actions, and the need for an effective investigations process for third party complaints that is in place under ISO guidance.



## 4 Labour

### **Principle 3:**

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

### **Principle 4:**

Businesses should eliminate all forms of forced and compulsory labour.

### **Principle 5:**

Businesses should abolish child labour.

### **Principle 6:**

Businesses should eliminate discrimination in respect of employment and occupation.

## 5 Labour Commitment

The effective management of equality, ethical code and Code of Conduct Implementation, QCC respects the rights of its staff and contractors to join unions or individual collective interests and will not interfere with staff representatives while they carry out their functions, QCC aims to create a working environment that welcomes and respects the different perspectives of its staff its clients and suppliers.

QCC throughout its ISO Accreditations has produced minimum expected standards for contractors, suppliers and all staff; this is monitored by the internal auditor and the external HR Manager.

While operating in other countries as well as the United Kingdom, QCC commits to comply with local and national legislation with regards to employment laws, if such legislation does not meet our own standards, we will apply our own ethical standards that condemns forced and child labour or working in areas that is likely to cause harm to health or physical injury.

We have a rigid vetting processes that is applied whenever we are recruiting new company employees, and those processes are adapted for use when engaging contractors, agents, representatives, partners and suppliers.

QCC recognises the value of well trained and motivated employees, indeed this is paramount to a successful business and the quality of our work produced for our clients. QCC fully endorse appropriate internal and external training and development opportunities for all staff including part time staff and contractors to assist them achieve their full potential, QCC recognises that the best ideas originate from a diverse range of knowledge and experiences that staff and contractors can bring to the company.

QCC will promote gender equality throughout any recruitment process, not discriminating in race, age, religion, sex or disability making sure no unconscious bias is evident in the recruitment and decision process. QCC has systems in place that to ensure that any issues arising from discrimination or bullying, or harassment are dealt with in a precise and fair manner and training and advice will be given to all staff.



As a Living Wage Accredited Employer, we provide the best welfare and working conditions for all our staff while paying above the minimum wage.

## 6 Environmental

### **Principle 7:**

Businesses should support a precautionary approach to environmental challenges.

### **Principle 8:**

Businesses should undertake initiatives to promote greater environmental responsibility.

### **Principle 9:**

Businesses should encourage the development and diffusion of environmentally friendly technologies.

## 7 Environmental Commitment

QCC is a small company operating globally, while our organisational footprint has an impact on the environment it is measured annually, QCC recognises its responsibility to do everything possible to make a positive contribution to the environment and takes steps, however big or small to realise that aim. As a minimum we strive to make ourselves aware of global and region-specific environmental legislation and codes of conduct wherever we operate globally.

As part of our ongoing commitment we have been accredited to ISO 14001:2015 (Environmental Management) and our Environmental Review Management Plan fully covers these Principals, all employees are made aware of our environmental aspirations through the company initiatives, meetings and training, we actively encourage all staff and contractors to pursue them at work and at home, Current performance monitoring is carried out by the company's internal auditor and reported back to the Management Team on how targets can be reduced and met.

We operate a strict recycling programme for the office environment where every member of staff contributes, QCC has for the last 5 years offset its own carbon footprint and is now a carbon neutral company in accordance PAS 2060 offsetting its carbon footprint and contributing to environmental schemes around its local area and it has contributed to environmental projects in developing countries through the carbon footprint company.

## 8 Corruption

### **Principle 10:**

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

## 9 Commitment to Code of Conduct

Through the company's induction programme for new employees and through its annual performance appraisal management process, employees are reminded of their responsibilities and the company's expectations regarding ethical business conduct.



QCC's Equality and Dignity at Work Policy and Corporate and Social Responsibility Policy addresses the issues of bribery and corruption. All staff and contractors are made aware of our ethical conduct and business integrity expectations, this is to safeguard our reputation and the interests of our Clients and staff, we also ensure all our clients and staff are aware through their contractual arrangements of that commitment, and we seek and encourage cooperation in its implementation.

End of Policy



## 10 Appendix A: ISO Document Control Details

The following tables are included as part of our ISO accreditation of the following standards:

- ISO 9001                      Quality Assurance
- ISO 14001                    Environmental
- ISO 27001                    Information Security
- ISO 45001                    Health & Safety
- ISO 17025                    Digital Forensic Imaging

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The issue status is indicated by the Document Version number below when any part of this Document is amended a record is made in the following Amendment Log:

Version	Issue	Section	Amendment	Name
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V18.07.05	2	All	Layout & formatting updates. No text edits.	Project Manager Quality & ISO (Graeme Ristow)
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V19.01.16	4	All	Date change 2018 to 2019 Review and Update	Project Manager Quality & ISO (Simon Memory)
V20.03.09	5	Various	Review. No text edits. Formatting updates.	Project Manager Quality & ISO (Graeme Ristow)
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Please note: This document can be revised and re-issued at any time at the discretion of the Management Team.

End of Appendix A

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