



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

Period covered: January 2019 to December 2019

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**About us**

# About us:

## Background

Established in 1997, Corporate Citizenship is a global consultancy, advising companies on their sustainability and corporate responsibility (CR) strategies. With a team of 50+ colleagues based in London, Melbourne, New York, San Francisco, Santiago and Singapore, we use expert insights and a simplified approach to help our clients deliver long term value for their business and society. Corporate Citizenship began its operations in Southeast Asia in December 2013 under the entity Corporate Citizenship Southeast Asia Pte. Ltd.

For more information about Corporate Citizenship, visit [our website](#).

## Scope of the COP:

This COP covers our Southeast Asia operations only and where relevant, references global activities. As a specialist consultancy, our biggest impact is through our work advising clients on sustainable and responsible business practices. Due to the confidential nature of our work, this COP covers our own internal business practices only.



**Statement of  
Continued Support**

8<sup>th</sup> April 2020

To our stakeholders:

I am pleased to confirm that Corporate Citizenship Southeast Asia PTE LTD reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Yours Sincerely,



**Thomas Milburn**  
**Director, Corporate Citizenship Southeast Asia**

An aerial, top-down view of a complex multi-level highway interchange. The image is heavily stylized with a blue and cyan color palette. Light trails from vehicles are visible, creating a sense of motion and flow. The interchange features several large circular and oval ramps that connect different levels of the highway. The overall composition is intricate and dynamic, suggesting a complex system or process.

# Description of Actions and Measurement of Outcomes

# 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.

## Our Approach

Corporate Citizenship is committed to treating people with dignity and respect in the workplace and in the communities where we do business. We promote and respect human rights as outlined in the Universal Declaration of Human Right. The Chime Group Responsible Business Code ('Business Code') sets out the high level behaviours which each Chime Group agency, including Corporate Citizenship, our staff and our trading partners are expected to uphold. The Business Code states that:

*"We will continue to strive to make a positive contribution to society and the environment by: maintaining high standards of marketing ethics; respecting human rights; respecting the environment; supporting community organisations; supporting employee development; and managing significant sustainability risks in our supply chain."*

The Business Code, Staff Code of Conduct and other policies aim to support the United Nations' Guiding Principles on Business and Human Rights. Corporate Citizenship is required to adhere to these Codes. During the induction process, all employees are introduced to the Business Code, the Staff Code and all other relevant policies. These can be accessed by all employees at all time on the company's intranet.

We maintain a whistleblowing policy and procedure that facilitates the confidential reporting of any perceived issues within our

business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure also serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship in order to help managers address those concerns fairly and effectively.

## Outcomes

At a group level, we have assessed our supplier base with a view to identifying high risk suppliers or areas for focus. This assessment included mapping by agency, category, spend and geography. Suppliers used by the Group were identified as typically falling within the following categories: professional services, media buying, logistics delivery, venue hospitality, security services, transport and travel, cleaners and maintenance. Goods that we purchase include items such as raw materials, merchandise, utilities and general office equipment. Overall, the risk assessment demonstrated that the majority of the Group's primary tier suppliers are in low-risk countries. More details on the process and outcomes can be found in our [Slavery and Human Trafficking Statement](#).

## References:

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

**Chime Group's Slavery and Human Trafficking Statement 2018:**  
<https://www.chimegroup.com/wp-content/uploads/2019/04/190327.Modern-Slavery-Statement-2018 .pdf>

**Chime Group Slavery and Human Trafficking Statement 2018:**  
<https://www.chimegroup.com/wp-content/uploads/2019/04/190327.Modern-Slavery-Statement-2018 .pdf>



# 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

- Disciplinary Procedure
- Grievance Procedure

Our whistleblowing policy and procedure facilitates the confidential reporting of any perceived issues within our business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship.

## Our Approach

As a business where people are our most important assets, we understand the importance of promoting opportunities for women and men, to obtain decent and productive work in conditions of freedom, equity, security and dignity. Our Business Code sets ourselves high standards in our business practices to work along our value chain partners and suppliers to meet high labour standards, as set out below:

- No discrimination on the basis of nationality, ethnicity, gender sexual orientation, religion, age and disabilities
- No harassment or offensive behaviours of any kind
- High standards of personal health and safety
- Freedom of expression

First and foremost, we also comply with all labour laws and regulations, national or international, that could be construed as connected with our business. In addition, to ensure these standards are upheld, Corporate Citizenship has communicated and made the following policies available to all employees via the company's intranet:

- Our staff Code of Conduct
- Equal Opportunities Policy
- Anti-Favouritism Policy
- Health and Safety Policy

## Outcomes

To advance our goal of embedding diversity into everything that we do and get everyone thinking about how we can work better together and embrace each other's uniqueness, all employees at Corporate Citizenship were invited to attend a training on unconscious bias in 2019 called **Ignite Inclusion**. The training looked into what unconscious bias is and helped participants to identify and eventually overcome these biases. Following the training, an e-workout called **Knowing me, Knowing you** was introduced. This focused on how to embrace differences and build an emotionally safe work environment around us.

### Gender Pay Gap

In 2019, four agencies, including Corporate Citizenship, conducted an international study of our gender pay gap using 2018 data. The study revealed that internationally, the four agencies collectively have an overall split of 58% female and 42% male employees and our mean gender pay gap is 11.7%. As a result, we are looking to close this gap and have identified some areas for us to work on. These include:

- Monitoring the gender balance to ensure the recruitment and promotion opportunities are open equally to all. We will be trialling taking gender and names off the CVs we assess for shortlisting, and

strive to have a 50/50 gender split of long-list applications for review.

- Continuing to provide mentoring and coaching to senior board level
- Continuing to offer flexible working practices, enhanced by the upgrade we have undertaken to our IT this year
- Reviewing our maternity and shared parental leave policies and support all returning to work
- Undertaking a broader diversity and inclusion survey to understand how we can support all our colleagues and improve what we do

#### References:

##### **Chime Group's Responsible Business Code:**

<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

# 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

## Our Approach

Environmental challenges continue to gain prominence on the global sustainability agenda and pose serious threats to businesses and communities. As a business consultancy, our direct environmental footprint is limited and the biggest impact we can have is through the advice we provide our clients. Yet, we are committed to playing our part in undertaking initiatives that mitigate our own environmental footprint.

### *Managing our Waste*

We have set up our office recycling programme and conducted an office recycling campaign to encourage everyone to take their part in recycling. The campaign consisted of conducting regular briefings and sharing relevant information via e-mail to educate all employees on the importance of recycling properly.

### *Managing our Carbon Footprint*

As a global consultancy, our colleagues are sometimes required to travel overseas. We are conscious of our carbon footprint and where possible, we try to minimise or offset our carbon emissions.

## Outcomes

### *Waste*

Whilst we do not measure the amount of waste that is recycled, we have observed that employees are correctly sorting waste

into the correct bins and recyclables are recycled.

### *Carbon Footprint*

In 2019, we held a Global Team Meeting at our London offices. Colleagues from our Melbourne, New York, Santiago and Singapore office all flew to London. Conscious that travels for such an event contribute to GHG emissions, we believe in living by the same values we challenge our clients with, and as such committed to offsetting the carbon footprint incurred from these travels. We calculated that the total GHG emissions for a return journey was 67.9 tCO<sub>2</sub>e.

To offset these emissions, we supported the [Kenya Biogas Programme](#), which provides biodigesters to individual households. Domestic biodigesters provide a way for households with livestock to reduce their dependence on polluting firewood and expensive fossil fuels. Cooking on biogas is fast and smokeless, improving family health, especially among women and children. The programme is part of the Africa Biogas Partnership Programme (ABPP), which is a partnership between the Dutch government, Hivos and SNV Netherlands Development Organization, in support of national programmes in Kenya, Tanzania, Uganda, Ethiopia and Burkina Faso.

## References:

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

**Kenya Biogas Programme:**  
<https://www.goldstandard.org/projects/kenya-biogas-programme>

# Anti-Corruption

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

## Our Approach

Doing business in today's world, we need to work within the context of the law and what is expected of us as a reputable and global consultancy. Our Business Code sets out the practices our employees, value chain partners and suppliers are expected follow in all business dealings, so as to avoid any form of bribery and corruption. These include:

- Not giving, offering or accepting bribes, whether in cash or otherwise, to or from any third party
- Not offering any items of personal inducement to secure business. This is not intended to prohibit appropriate entertainment or the making of occasional gifts of minor value unless our client has a policy which restricts this
- Not accepting, for our personal benefit, goods or services of more than nominal value from partners, suppliers, potential suppliers or other third parties
- Adhering to our formalised standards and policies that control the potential for conflicts of interest
- No corporate contributions of any kind, including the provision of

services or materials for less than the market value, may be made to politicians, political parties or action committees, without the prior written approval of the Chime Board

All employees are trained on our approach to anti-corruption and bribery during their induction training. In addition, regular refresher training is provided to all employees. Our whistleblowing policy and procedure facilitates the confidential reporting of any perceived issues within our business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship.

## Outcomes

All employees recently completed a training module titled **Doing Business Without Bribery**, followed by a test which everyone was expected to pass within three attempts. Results were recorded and additional training was provided if needed.

## References:

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

# Contact Us

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