



profiler



COMMUNICATION ON
PROGRESS

UNITED NATIONS GLOBAL COMPACT

Communication on Progress

2021

UNGC



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.

ABOUT PROFILER

**FOR A BETTER WORK LIFE. EMPOWERING PEOPLE
& BUSINESSES.**

**LEADING, AZAV CERTIFIED PROVIDER OF EMPLOYMENT
MARKET SERVICES.**

Our mission is to drive the employment market to promote
productive employment and decent for work all by:

- 🎯 Empowering people to increase their chances for better employment opportunities through coachings and trainings
- 🎯 Enabling companies to reach their workforce goals through Staffing Solutions, Employer Branding and Consulting
- 🎯 Collaboration with Public Authorities in achieving employment market goals on a local and national level.

ABOUT PROFILER

With our approach based on the principle

"THE SUCCESS OF AN ORGANISATION
DEPENDS ON ITS WORKFORCE"

we continue to support organisations by providing expertise in the form of consultancy and staffing solutions that allow us to act as an interface between job seekers and the organisations as their potential employers.

10 PRINCIPLES

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.

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.

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.

Anti-Corruption

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

GLOBAL GOALS FOR SUSTAINABLE DEVELOPMENT

WE
SUPPORT
THE
SUSTAINABLE
DEVELOPMENT
GOALS.

SUSTAINABLE DEVELOPMENT GOALS



STATEMENT OF CONTINUED SUPPORT

„2020 was a year that has affected everyone. Individuals, families, business, governments find themselves facing challenges like never before. Some of these issues and challenges being completely new and unexpected, whilst others remaining hidden over the past, have resurfaced.

All in all, it has been a very revealing year, reminding us of what's most important and where we need to improve ourselves. For Profler and our employees, it has been no different. 2020 has been a testing year and we will spend 2021 recovering. In this coming year, more than ever, staying true to the values and basic principles of UNGC will provide a compass on our path to recovery and improvement.

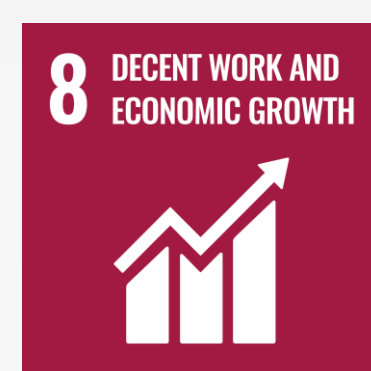
I am very pleased to reaffirm my full support to the United Nations Global Compact and the Ten Principles of the UNGC. We are committed in upholding and implementing these principles in 2021 as we have done so in the past 7 years."

- Fathima Khan, Founder & Director

As always, we are happy to receive your feedback, which can be sent to: ungc@it-profler.com

HUMAN AND LABOUR RIGHTS

- Profler is fully supportive of the Universal Declaration of Human Rights and committed to the implementation of all aspects of human rights, internally within our organisation and externally, through providing our services for our clients. We are an equal opportunities employer which celebrates the diversity of workforce and promotes a culture of inclusion. Our employees come from different countries around the world and bring a broad range of backgrounds, perspectives and life experiences with them.
- Any form of discrimination is unacceptable for us and we place great value on tolerance, fairness and transparency. There have not been any indications of violations of the law or discrimination.

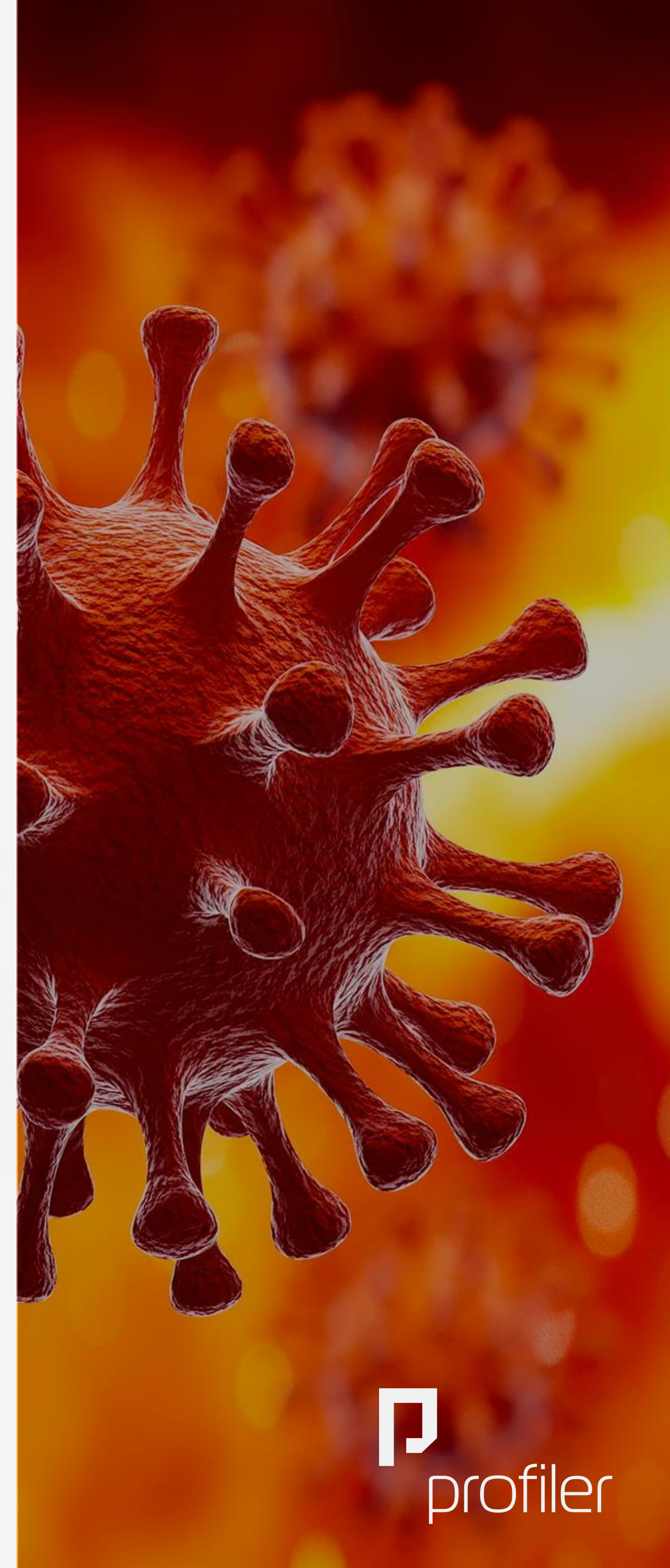


TACKLING THE CHALLENGE OF THE COVID-19 PANDEMIC

Strict contact restrictions have been in force in Germany since mid-March 2020. While there was an ease in measures to handle Covid-19 in the summer, winter brought another lockdown to German people and businesses. Employers have to navigate their company and employees through what is possibly the biggest crisis since the founding of the Federal Republic of Germany, while taking care of both the safety of employees as well as the economic security of the company. As a business, Profiler needed to take quick and effective measures to offer all employees a safe and healthy working environment, whilst at the same time ensuring that work processes were reorganised in a way that allowed for flawless, productive work under new and difficult circumstances.

WORKING FROM HOME

- ① Profler switched to Home Office in March very quickly. The switch to working from home went smoothly at thanks to a digitalisation process that has been going on at Profler for years.
- ① We were already operating in an almost completely digitalised work environment. Our telephone systems, our document management systems and 95% of our workflows are completely digital, supported through the different cloud solutions we have implemented. The gearing-up of all employees with all relevant devices was completed within a remarkably short time.

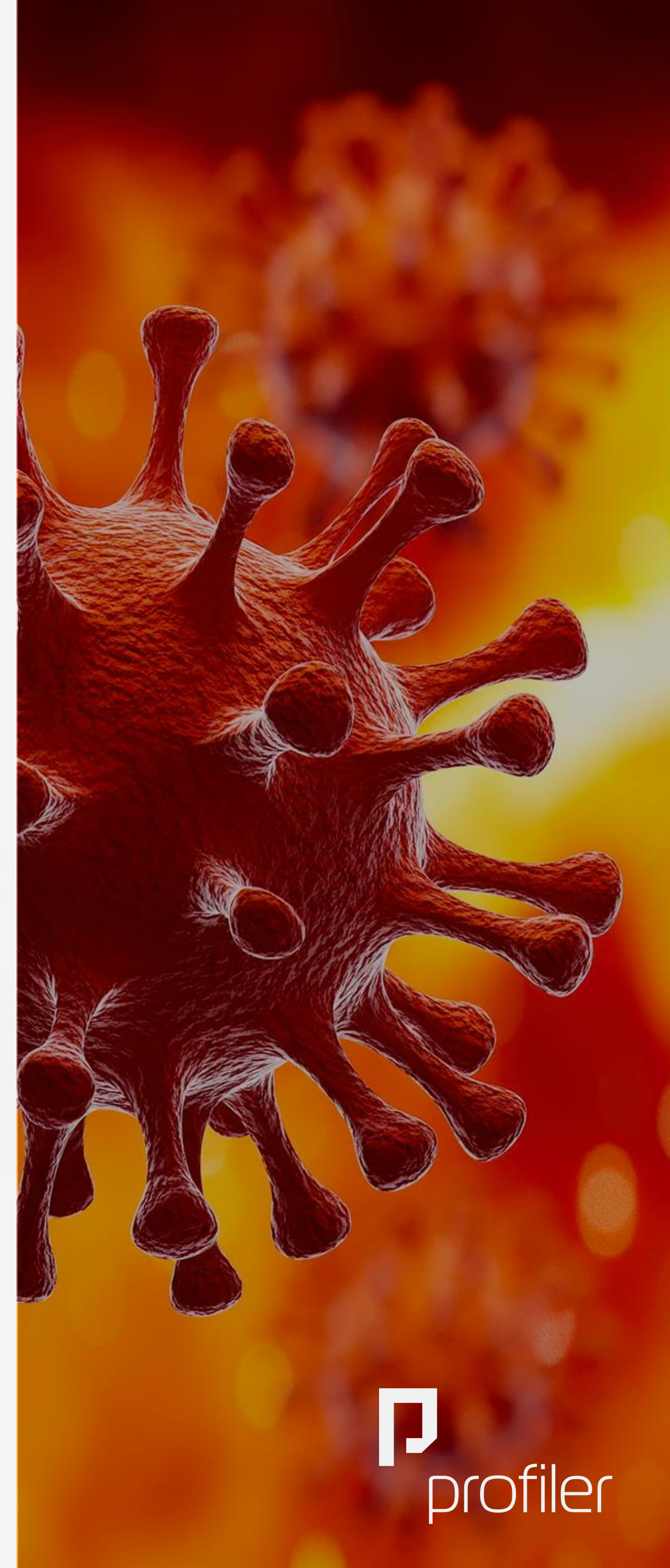


FLEXIBILITY AND PERSONAL WELL-BEING

- 🎯 We have a family first policy at Profiler and believe that the responsibility for personal well-being and wellbeing of the family outweighs all other responsibilities. Profiler therefore has always been dedicated in supporting all employees in achieving a healthy balance between work and family based in individual needs.
- 🎯 Profiler offers great flexibility for expectant mothers and parents, in order to actively breakdown and counteract social pressures to choose between career and family. This helps promote gender equality and also to provide a healthy and appreciative working environment.
- 🎯 This became even more important since March, as one of the most important things for working from home efficiently as a team was exactly this: recognising that the circumstances can be challenging, especially for families, and acting accordingly. Therefore, all team members are in regular contact to organise their working day and projects and make sure that meetings can take place remotely via various tools, such as video calls, screen sharing and the possibility of collaborating in real-time when working and editing documents and files. We make sure that meetings and projects are being scheduled in a way that eases the pressure for parents and families and offers them great flexibility in handling not only working from home but also taking care of all family commitments that may have arisen through COVID-19, like home-schooling for kids or taking care of parents or grandparents.

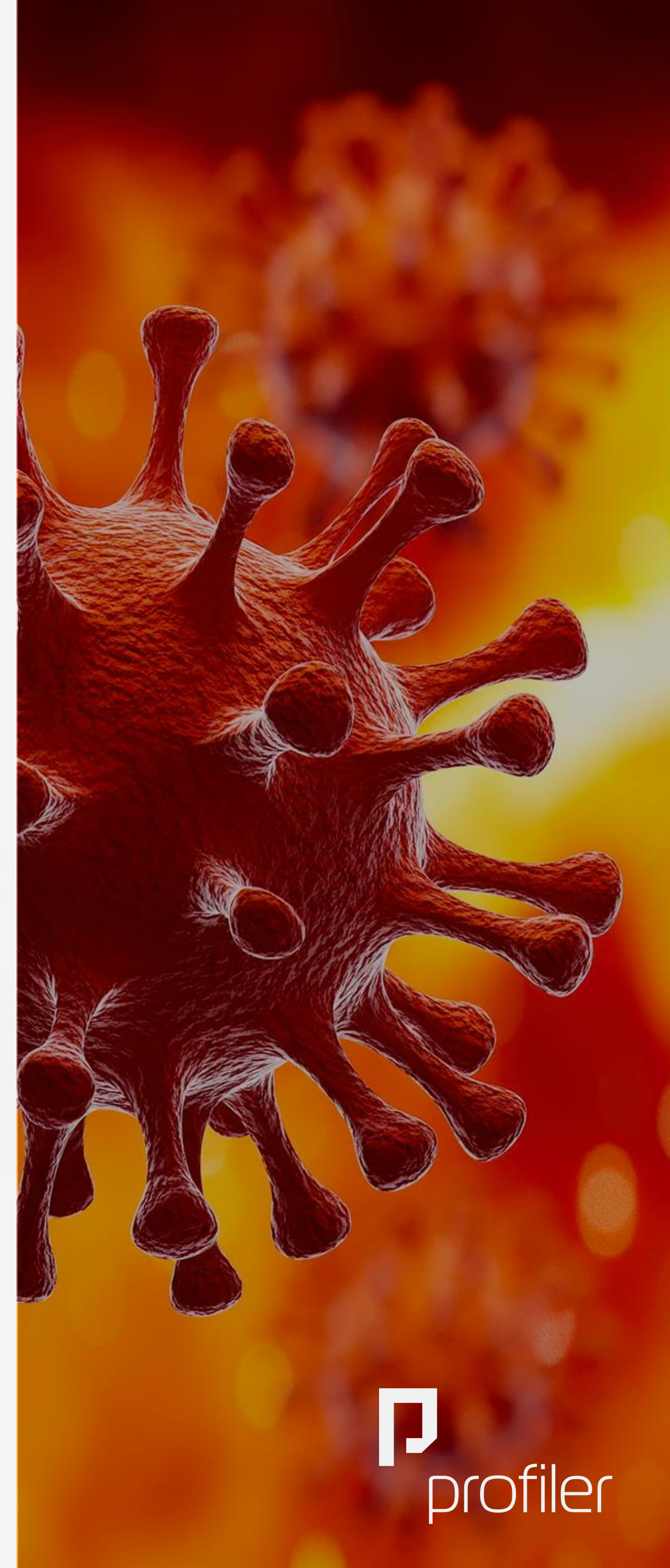
STAYING CONNECTED

- ① Another important aspect of working from home is staying connected with the team! Open and honest communication has always been a key for Profiler, but it has become even more essential to communicate often, clearly and effectively when working from home. Through all the distance and digitalisation, we try to keep the company culture “person to person” at Profiler, be it through social updates on our team channels or virtual coffee breaks and lunches.



HYGIENE CONCEPT

- While everyone at Profler is required to work at home whenever possible, from time to time it becomes necessary to work at the office. A strict and thorough hygiene concept was developed for days on which it was absolutely unavoidable for employees to work on site.



CERTIFIED EDUCATIONAL INSTITUTION AND EMPLOYMENT MARKET SERVICE PROVIDER

- 🎯 We see it as our mission to drive the employment market to promote productive employment and decent work for all. This year we have taken another step to widen our portfolio and offer people the possibility to increase their changes for better employment opportunities through comprehensive professional coaching and trainings.
- 🎯 At Profler, we believe that to achieve sustainable employment, people need to be empowered to overcome obstacles they face in the employment market and to understand and develop their strengths. This year, Profler has been recognised as an AZAV-certified educational institution and is an authorised employment market service provider in Germany. Our internal processes and QM-System meet the high standards of the German Accreditation Regulation.



APPRENTICESHIP TRAINING

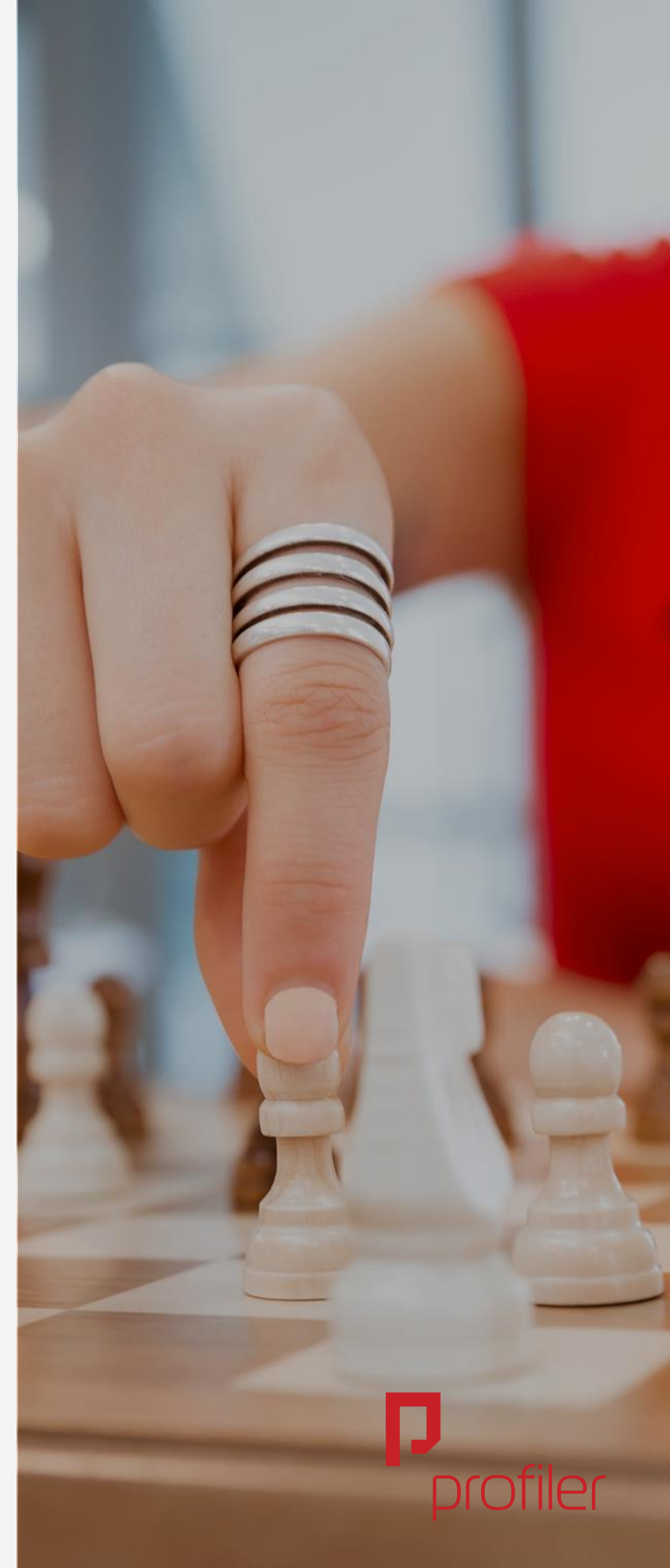
- 🎯 In 2020, we have started the process of becoming a recognised apprenticeship training provider with the local chamber of commerce and invested in the qualification of our trainers through the AEVO exam certificate.
- 🎯 We see training and educating young people as a social obligation and an investment in the future not only of our company and business sector but for society generally. As more and more companies are suffering from a shortage of skilled workers here in Germany, it is all the more important nowadays to train our own junior staff, to invest in young people and thus in the professionals of the future, and to actively contribute to strengthening the German apprenticeship system.
- 🎯 In this way, on the one hand, tradition and long-standing processes are preserved, while on the other hand, change is actively shaped by training new impulse drivers, experts and leaders of the future. This not only enriches our company, but also sustainably enriches our industry and the German labour market!

EMPLOYEE DEVELOPMENT

Paying attention to the factors of personal success and employee development and giving employees the opportunity to improve their skills and careers not only shows appreciation, but also the company's willingness to invest in its workforce. While other position-specific seminars can be attended as required, the following options are continuously available to our employees.

E-LEARNING

- Professional skills and requirements evolve very quickly these days. By switching from classroom training to e-learning or on-the-demand learning, Profiler ensures not only competitiveness but also continuous employee development and career advancement through access to more than 13,000 courses online, covering not only IT skills and other hard skills, but also soft skills and tips for personal and professional development. As all webinars are also available on-demand, employees are flexible and can choose their courses and seminars according to their schedule.



GERMAN COURSES

- Our non-native German speaking employees are offered courses in an online language learning platform to provide a modern, flexible and accessible learning experience of the German language that not only promotes communication, but also increases employee confidence and skills. This platform allows our employees to design their learning plan individually, together with professional teachers. Not only is the time schedule flexible, but so are the learning paths used. While it is always possible to work independently, there is also the opportunity to choose between individual one-to-one courses and small group courses. Courses are easily accessible, with different courses offered around the clock which allows our employees to train their German flexibly in all aspects.

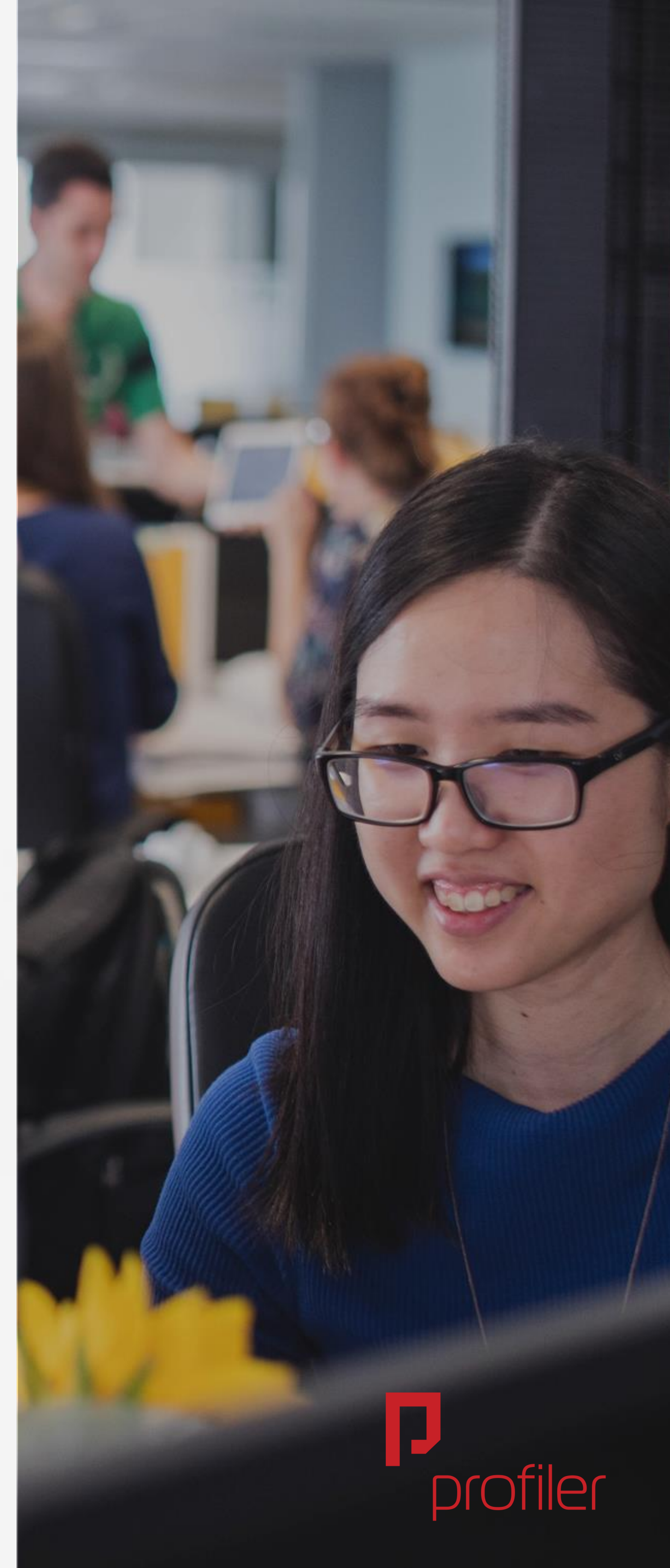
InteGREATER

- 🎯 Profiler has been a sponsor of InteGREATER e.V. since 2015.
- 🎯 InteGREATER e.V. is a non-profit organisation that aims to motivate students with an immigrant background to pursue an educational career and to inform them and their families about the diverse educational opportunities and career paths in Germany.
- 🎯 We value the impactful work of their 200 volunteers, who work hard to encourage children and young people with immigration backgrounds to integrate into the German education system and give impulses for a successful future.
- 🎯 Future through education – this is what InteGREATER stands for and what Profiler continues to support!



Employer Recognitions

- ① The success of an organisation depends on its workforce and therefore motivated, satisfied and qualified staff is our most valuable asset. As we want our colleagues to stay with the company for the long-term, we offer outstanding working conditions and constantly work to improve ourselves in this regard. Multiple employer recognitions show that our dedication to our employees is paying off.
- ① Not only has Profiler already been awarded the Focus Business Top Employer Award twice, but we have also been honoured with Kununu Top Company and Kununu Open Company Awards. Only 6 % of rated companies on Kununu have qualified themselves as a Top Company and only 1 % as an Open Company. We are honoured to have received these awards and will continue to stand for authenticity, open-mindedness, fair and open communication and the critical reflection of our own qualities as an employer.
- ① We have received great feedback from our employees and are very proud that employee satisfaction has continuously been on a very high level and keeps improving – our recommendation rate on Germany's biggest employer rating platform has reached 100 %.



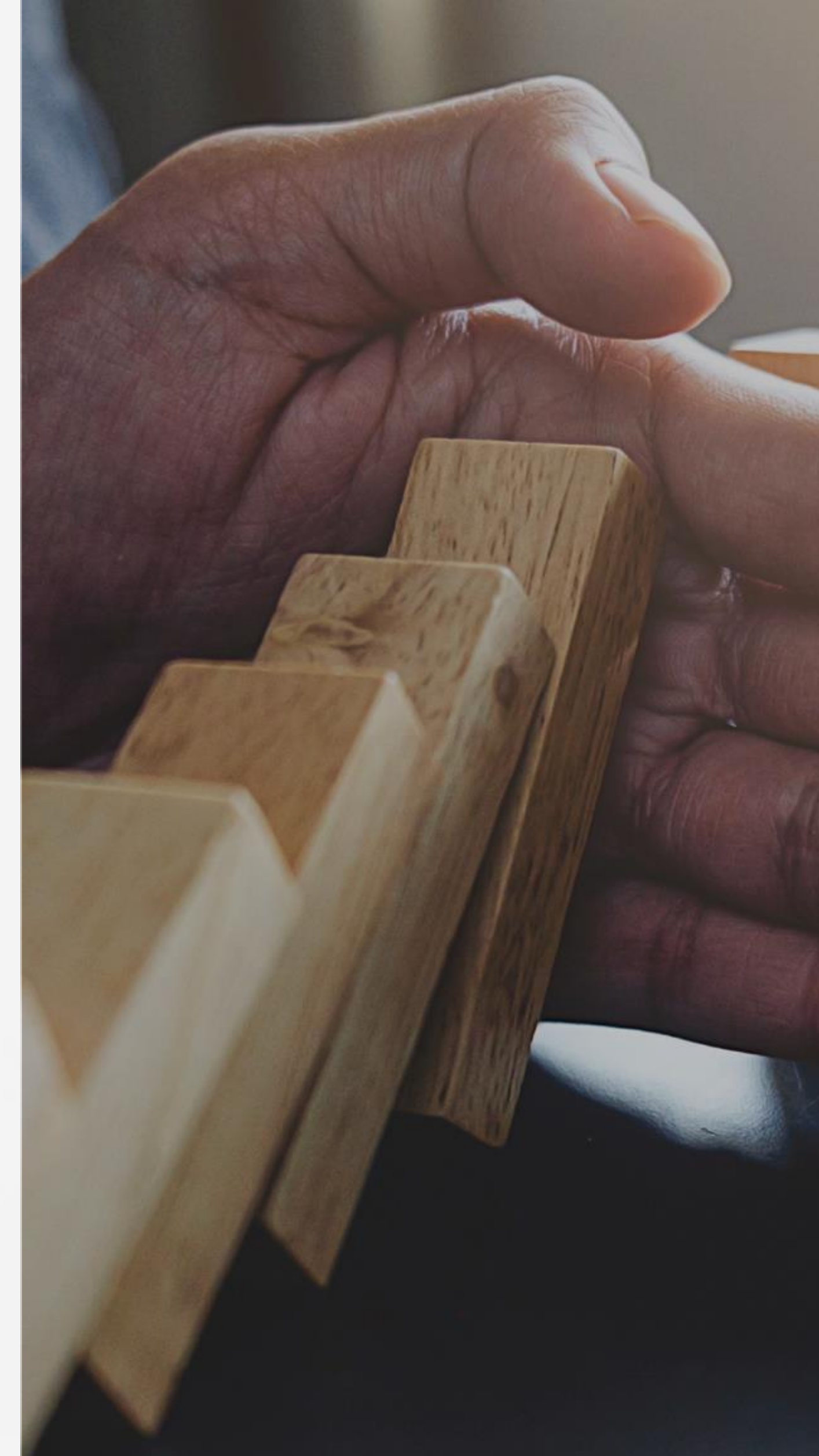
ENVIRONMENT

- Our efforts to increase environmental awareness and steadily reduce our environmental footprint continue in line with the measures and processes described in our last Communication on Process. Although most of the time this year has been spent working from home, all employees were encouraged to follow office environmental guidelines. Furthermore, as video conferencing and digital teamwork has increased significantly, business travel has been reduced considerably and further reduction is expected.



ANTI-CORRUPTION

- 🎯 Profiler prohibits any form of corruption, extortion or bribery. We firmly believe that all businesses should actively work against corruption.
- 🎯 Every employee is instructed to report any form of corruption, extortion or bribery or suspicion thereof.
- 🎯 There have not been any indications of corruption, extortion or bribery.



OUR VISION AND GOALS FOR 2021

Due to the very challenging year 2020, we had to focus on the essentials in order to secure both jobs and business continuity sustainably. Unfortunately, we were therefore not able to dedicate sufficient time and effort to our goals from the previous year. However, we are looking positively to the new year 2021 and would like to continue to tackle the goals from our previous COP. In addition, we would like to approach and accomplish the following goals:

Specifically, we aim to:

- ① Providing employees with mobile work stations and allowing them to continue to decide where and when to work.
- ① Promoting the further development of employees through easily accessible trainings.
- ① Providing coaching for Parents re-entering the employment market after parental leave, allowing them to take-on jobs fitting their qualifications.

Thank you for your interest in Profiler's actions in scope of the UNGC.
Please submit any feedback or questions you may have to:

ungc@it-profiler.com

