

Communication on Engagement – MSI Reproductive Choices

Statement of Continued Support by the Chief Executive or Equivalent

MSI Reproductive Choices is a global provider of contraception, safe abortion and post-abortion care. Our work delivering compassionate and high-quality reproductive services advances the rights of women and girls across the countries where we work.

Through our services – and the way that we operate - MSI is committed to continuing to support the UN Global Compact and its 10 principles with respect to human rights, labour, environment and anti-corruption. We do this by:

- Delivering sexual and reproductive healthcare services and removing the barriers to care in 37 countries around the world.
- Implementing global policies relating to human rights and safeguarding, labour, and anti-fraud, corruption and bribery.
- Committing to implement systems to minimise environmental damage in our organisation.

In this Communication on Engagement, we outline the actions that we have taken in support of the UN Global Compact's principles. Our ongoing commitments to the Compact are reflected in our new 10-year strategy, which sets out our ambitious goals to transform access to reproductive choice and to ensure that the way MSI operates contributes to a more equal, just and sustainable world.

Simon Cooke

Chief Executive Officer

Support of the UN Global Compact Principles

MSI's Mission and Services

MSI supports the UN Global Compact's human rights principles through its mission to advance access to sexual and reproductive health and rights and gender equality, by delivering sexual and reproductive healthcare (**SRH**) services. Access to contraception and safe abortion services is fundamental to achieving gender equality, and MSI works to build sustainable access to these services for women around the world.

MSI has an extensive network of operations in 37 countries, comprising:

- Over 300 healthcare clinics worldwide.
- Outreach operations where we provide access to healthcare to remote communities.
- Partnerships with existing private health providers to support them in delivering services.
- Partnerships with public sector health providers to deliver high quality contraception and services at public facilities in rural and remote communities.
- Engagement of mobile midwives to provide access to sexual and reproductive healthcare to girls and women in specific communities where there is unmet need.
- Contact call centres which provide comprehensive information and support about MSI related products and services to clients.
- Distribution and marketing of affordable and high-quality condoms, contraceptive pills and other contraceptive products to pharmacies, community-based distributors and other private providers.

In 2020 MSI reached 12.8 million clients, across 34,000 locations, with high-quality sexual and reproductive health services. Every single day, we served 35,000 people with the contraception, safe abortion, and post-abortion care services that enabled them to continue to build the lives they want.

The UN Global Compact's environmental principles asks organisations to take a precautionary approach to environmental challenges. MSI considers that a key component of addressing the climate crisis is an integrated approach between sexual and reproductive healthcare services and climate adaptation and resilience. Currently, very few environmental programmes integrate reproductive health as part of their strategies. MSI is committed to developing partnerships and designing programmes that integrate reproductive healthcare with building resilience and supporting environmental and conservation protection.

MSI's Project Delivery

During the reporting period for this CoE, MSI has completed or commenced several projects which advance the UNGC's principles. Set out below are a few examples.

Labour and Supply Chains

In MSI's Vietnam and Bangladesh country programmes, MSI has worked with partners to provide access to high-quality, comprehensive and affordable family planning and SRH information and services to factory workers. Many of these partnerships are with private

companies to provide services to their workers, which demonstrate MSI's work in engaging with private companies to advance the UN Global Compact's principles.

Vietnam

In Vietnam, it is estimated that of 12 million factory workers, 80% are female. MSI's research within one of the largest factories in Vietnam found that among female factory workers, nearly one in five pregnancies were unintended. Between 2017-2020, MSI's Vietnam Programme delivered a project that partnered directly with factories to deliver a range of SRH services and education to factory workers. Achievements in this project include providing 12,712 workers with SRH and family planning counselling through informational events, reaching 126,400 workers through SRH communication campaigns and providing services to over 8,000 women.

In a separate project currently underway, MSI Vietnam is delivering a range of education and health services to factory workers in Northern Vietnam, with research showing that women in Northern Vietnam have some of the poorest SRH outcomes. MSI is aiming to deliver services to 4,000 factory workers via mobile clinics set up in or near factories and training health ambassadors to provide counselling, education and awareness raising in factories.

Bangladesh

In Bangladesh, MSI currently has a program underway to deliver family planning information and services to workers in 16 garment factories. The primary target group for this project are female factory workers, many of whom are young people ages 18-24. High percentages of factory workers are young, unmarried, have low levels of education, are migrants and have limited access to SRH and FP information and services. MSI's programme in Bangladesh is delivering services to these workers via mobile clinics set up within the factories and delivering education to workers via health education sessions and video documentaries.

Climate Change and Human Rights

MSI is currently working with a consortium of partners to implement an innovative project aimed at building community resilience against the impacts of climate change, with quality sexual and reproductive healthcare services. Over the next three years, the intersectionality between SRH services and resilience will be explored in both climate change-affected and fragile settings. Through the project, we will test solutions to improve access to quality SRH services and build greater resilience among under-served groups, focusing on girls and women refugees, and climate change impacted communities. The programme is designed to generate learning that will allow the consortium to evaluate how the innovations build peoples' and organisations' capacities, knowledge and ability to adapt in climate change affected and fragile settings.

MSI Policy Advocacy

In order to secure universal access to contraception and safe abortion to enable every woman to have access to fundamental health services, MSI has increasingly focussed on advocacy to remove the unnecessary legal, clinical and policy restrictions which prevent or hinder women's access to SRH services. MSI focuses on advocating on issues that affect the service delivery so that advocacy directly translates into increased access to services on the ground. Between 2016-2020, MSI worked with partners to secure 53 policy, law or regulation changes in 22 countries.

An example of a policy change MSI contributed to during the CoE reporting period is the Kenyan Ministry of Health's approval of the updated post-abortion care (**PAC**) training package. PAC is a life-saving treatment for complications resulting from unsafe or incomplete abortions. Kenya's PAC guidelines were outdated and did not provide clear operational guidance. In 2018, MSI's programme in Kenya began working with the Reproductive and Maternal Health Consortium – Kenya, to advocate to the Ministry of Health to develop new PAC guidelines. These efforts were successful, and in February 2019 the new guidelines were launched. MSI Kenya also participated in and offered its clinical expertise in technical workshops to develop the PAC training package. MSI advocated for PAC training for a range of providers, from nurses and midwives to doctors, and advocated for PAC services to be accessible at all levels of health facilities, from community services to national hospitals. In 2020, the package was finalised and approved by the Kenyan Ministry of Health. It consists of the 2019 PAC Guidelines and the PAC training curriculums for Doctors, Clinical Officers, Nurses and Midwives.

MSI's Policies

MSI implements internal policies and processes that support the UN Global Compact's principles with respect to human rights, labour, environment and anti-corruption.

Safeguarding

MSI's Global Safeguarding Programme was formally established in 2018 to build out systems, processes and an organisational culture that promotes the safety, protection and empowerment of our clients and team members. In MSI's country programmes, country directors are accountable to ensure that safeguarding is fully embedded within the country; that policies are understood and adhered to, safeguarding risks are regularly assessed, and safeguarding concerns are responded to in line with global guidance. They are supported by local Safeguarding Leads. Since 2018, MSI has strengthened the worldwide policy suite which includes: The Code of Conduct, Adult Safeguarding Policy, Child Safeguarding Policy, Sexual Harassment Policy, Dignity at Work Policy and Equality and Diversity Policy. Policies are regularly reviewed to ensure they meet organisational needs and are up to date in line with sector best practice.

MSI has systems and processes in place to prevent safeguarding incidents from occurring, and quickly responds to concerns that are reported. Safeguarding is incorporated into global and national risk registers and assessments. Recruitment and partners' due diligence assessments ensure that those who work with or for MSI are committed to upholding MSI's commitment to safeguarding and protection. All team members receive training on MSI's safeguarding framework, preventing sexual abuse, harassment and exploitation, responding to safeguarding concerns or disclosures, and promoting an inclusive empowering working environment and approach to client care. This training is mandatory and refresher training is completed every two years.

Anti-Fraud and Bribery

MSI has a comprehensive global Anti-Fraud and Bribery Programme, comprising three key policies: Anti-fraud and Bribery, Conflicts of Interest and Gifts and Entertainment. Under the Anti-Fraud and Bribery Programme there is:

- Mandatory training for all staff as part of induction and refresher training every two years.
- Enhanced training for senior managers on mandatory standards and templates for managing allegations of fraud and bribery. These cover aspects such as protecting people who speak up, conducting investigations, acting on the findings of investigations and reporting to third parties.

A key component of MSI's Anti-Fraud and Bribery Programme is to continually promote and reinforce MSI's zero tolerance to fraud and bribery across MSI's global offices. MSI does this through forums, newsletters, Anti-Fraud and Bribery champions and a rigorous reporting mechanism for fraud and bribery allegations which facilitates recording and sharing lessons.

As part of implementing the Anti-Fraud and Bribery Programme, MSI promotes anti-corruption principles with its implementation partners. MSI also promotes anti-fraud and bribery principles with broader stakeholders to share understanding such as:

- MSI's Uganda Country Programme provides anti-fraud and bribery training to government health partners and community partners before commencing joint projects.
- MSI's Vietnam Country Programme shares MSI's Anti-Fraud and Bribery Policy and communicates MSI's zero tolerance approach with government partners before commencing a project.

Modern Slavery and Due Diligence

MSI has an Anti-Modern Slavery and Human Trafficking Policy that is disseminated to staff. The policy is implemented via training, employment terms and due diligence processes. All UK staff are trained on modern slavery. MSI also delivers training to employees working in human resources and procurement in MSI's country programmes. In 2021, MSI is developing an e-module training on modern slavery which will be mandatory for all staff with access to computers and are also ensuring it is covered as part of safeguarding training, in order to extend the training requirement to all employees in MSI's country programmes.

MSI commits to ethical principles in its employment practices. MSI has processes in place to ensure it does not use forced, bonded or child labour. MSI's employees are free to terminate their employment on reasonable notice. MSI does not demand fees from anybody who wishes to be employed by MSI or retain any original actual or potential employees' identity or travel documents. MSI ensures that its employees' salaries and working hours comply with national laws, and that our employees have a safe and hygienic working environment, and full access to grievance procedures.

MSI also requires that our external partners that co-implement donor funded projects, and MSI's suppliers have the same approach to modern slavery as MSI. All suppliers with whom MSI has an annual projected spend above £1000 are required to sign MSI's Business Partner Code of Conduct which includes anti-modern slavery and human trafficking obligations. All suppliers with whom MSI has an annual projected spend above £5000 also undergo vetting against a global database of sanctions and other published lists of serious crime and misconduct. When entering a new contract with an external implementing partner or material supplier, MSI includes anti-modern slavery clauses in the contracts. MSI ensures that the approach taken by external partners in relation to implementing anti-modern slavery and human trafficking processes, is considered when deciding whether to work with a

partner on a donor funded project. All external partners are also vetted against the global database of sanctions.

Environment

During this CoE reporting period, MSI has taken actions to strengthen its commitment to the environmental principles of the UN Global Compact. In 2020 MSI developed and launched its Environmental Principles which outlines MSI's approach to delivering its services in a sustainable way. The principles cover travel, service delivery, recycling, energy, culture and measuring impact. MSI's head office in the UK developed eco-initiatives to implement the principles including measuring carbon emissions of each flight taken by head office staff, developing an efficiency indicator for global fleet management, switching to a green energy provider for MSI's two London offices. In 2020 MSI also launched an updated Global Fleet Manual which sets out MSI's standards, procedures and tools for fleet management. MSI has extensive outreach operations which use vehicles to travel to remote destinations to deliver MSI services. The Fleet Manual includes a chapter on environmental standards which sets out actions to reduce carbon emissions, manage fuel consumption and measure carbon impact.

MSI launched its 10-year strategy in 2020 called *MSI 2030 Your Body Your Choice Your Future*. It includes a commitment to nurture a culture and mindset of environmental sustainability and design and deliver programs that support climate adaptation and resilience.

Speaking Up and Reporting

MSI has a Speaking Up Policy (our whistle-blowing Policy) for staff to report fraud and bribery, safeguarding, bullying or harassment, modern slavery or other relevant concerns. The Policy stipulates three reporting channels for staff: line manager, country director or MSI's independent and confidential speaking up service, Safecall. Safecall is available 24/7 to all staff and can be contacted via a webform, email or telephone. The Speaking Up Policy sets out MSI's processes to investigate all credible concerns that are raised, appoint a support person to any MSI staff member that raises concerns to provide feedback and updates, and protect whistle-blowers. MSI promotes the Speaking Up Policy to all staff, in both Anti-Fraud and Bribery and Safeguarding trainings, its staff code of conduct and through Speak Up posters which must be displayed in every MSI office.

MSI's Partnerships and Engagement

Support of special initiatives and work streams

Working Group Memberships

MSI participates in multiple external working groups and initiatives and works in collaboration with partners at both the global and national level to promote and support increased SRH services. MSI is a steering committee member of the UK SRHR Network, the International Conference for Family Planning, the Abortion & Post-abortion Care Consortium, a Reference Group member of the FP2020 global partnership, our CEO is a 'Champion' of the SheDecides Movement, and we are a member of the FIGO family planning and abortion

technical working groups. MSI uses these opportunities to influence global and national-level conversations around the right to sexual and reproductive health and rights, and to share lessons learned from programming about best practice in removing barriers to these rights, especially for marginalised groups such as adolescents, people living with disabilities, people living in poverty, and those living in conflict-affected communities. MSI also supports improved commodity security as a crucial element of supporting countries and organisations to provide choice for women and girls seeking SRH services, through our work on the UNFPA Supplies Steering Committee and the Reproductive Health Supplies Coalition Advocacy and Accountability Working Group.

MSI also supports efforts to expand the provision of rights-based SRH services in conflict-affected settings through our work as associate members of the IAWG on RH in Crises and as members of the NGO Working Group of the Call to Action for Preventing Sexual Violence in Conflict partnership. In addition, MSI supports broader gender equality and development sector initiatives through support to initiatives such as AWID, the Gender Equality Forum, Women Deliver, and through our engagement with ECOSOC mechanisms, and by supporting efforts to incorporate SRHR and other women's rights issues into climate and conservation programming, through our membership in the Population & Sustainability Network and Population and Sustainable Development Alliance.

Safeguarding

MSI has worked with the UK Foreign, Commonwealth and Development Office (FCDO) and has participated in reflection and learning on safeguarding every quarter with FCDO staff. In addition, MSI held a co-chair position on the Preventing Sexual Exploitation Abuse and Harassment Working (PSEAH) Group of the Gender and Development Network throughout 2020 and was the liaison between the PSEAH Working Group and the Bond International Development Network Workstream on safeguarding. MSI's Director of Safeguarding and Protection is also a member of two additional sector wide working groups: The INGO Safeguarding Leads, and the Peer Safeguarding Meeting which focusses specifically on improving Investigation Practice.

Participation in Global Compact events and networks

In June 2019, two MSI team members from MSI's head office in London attended the UN Global Compact's 'Making Global Goals Local Business' event as part of the UK Network's Global Goals Roadshow 2019. In June 2020, various MSI team members from both its London head office and country programmes attended the virtual UN Global Compact Virtual Leaders Summit. In August 2020, MSI attended a meeting with the Director of the UN Global Compact Network UK to understand the work of the local network and discuss opportunities for MSI to engage further with the network. MSI will look for further opportunities to attend events and continue engaging with local networks, including networks operating in the locations of MSI's country programmes.

Measurement of Outcomes

The commitments included in this statement will be routinely measured and reported in our annual report. Through MSI 2030, we have committed to measuring our progress and contribution to closing the gaps in access to reproductive choice. We will measure the number of clients served alongside metrics covering service innovation, partnership,



diversity and gender equity, and impact on wider health systems, to evaluate not only MSI's contribution, but wider systemic change and progress towards rights-based goals such as the SDGs.