

# Communication on Progress 2020



**BEIJING GROUPHORSE TRANSLATIONS CO., LTD.**

Facilitate Global Communication for Better International Relations

<http://www.grouphorse.com/en/>

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## **STATEMENT OF CONTINUED SUPPORT**

Period covered by our Communication on Progress (COP)

From April 10, 2020 to April 9, 2021

April 2021

Beijing Grouphorse Translations Co., Ltd. is proud to have been a participant of the United Nations Global Compact since 2017, and is committed to upholding the Ten Principles of the United Nations Global Compact.

As we seek to facilitate global communication for better international relations, we have established a sound system to internalize these principles and expand the scope of human rights, labor rights, environmental protection and anti-corruption practices within our sphere of influence.

I am glad to confirm that Grouphorse reaffirms its support of the Ten Principles. This is our third annual Communication on Progress that presents our actions to integrate the Global Compact and its principles into our strategy, culture and daily operations.

We will make greater efforts to increase awareness about corporate social responsibility.

Yours sincerely,

TANG Xing

President/Chairman

Beijing Grouphorse Translations Co., Ltd.

## **CORPORATE PROFILE**

Headquartered in Beijing, Grouphorse Translations ([www.grouphorse.com](http://www.grouphorse.com)) has branches in major cities including Shanghai, Guangzhou, Shenzhen, Nanjing, Chengdu, Changsha, Hangzhou, and Wuhan, and is a United Nations vendor for language services registered at the highest level (ID: 496547) and a participant of the United Nations Global Compact (ID: 109301).

As one of China's most prestigious international language service providers, Grouphorse has been the official language service provider for APEC summits, the Boao Forum for Asia, and China International Import Expo. It is the translation partner of the 2020 Harvard China Education Symposium, the 2020 Cambridge China Education Forum (CCEF), the official sponsor for the XIX FIT World Congress as well as one of China's first service providers to offer internships and placement for Master of Translation and Interpreting (MTI) candidates. Grouphorse is also an organizational council member of the Translators Association of China (TAC), a corporate member of the American Translators Association (ATA), and co-organizer of the Eighth National Conference and International Forum on Interpreting. It established cooperation relations with international organizations such as the United Nations Industrial Development Organization (UNIDO), World Food Program (WFP), International Monetary Fund (IMF), World Intellectual Property Organization (WIPO), UN Resident Coordinator's Office (UNRCO), and United Nations Development Program

(UNDP). Besides, it went into partnership with China Association of Trade in Services (CATIS), Bloomberg Shanghai, and Alibaba Translate.

Mr. Guo Jiading, former Director-General of the Department of Translation and Interpretation and the Advanced Professional Titles Appraisal Committee at the Ministry of Foreign Affairs (MFA) of China, served as the first director of translation and interpretation, overseeing language services and training programs at Grouphorse. Mr. Guo reviewed and finalized the English bid documents for the Beijing 2008 Summer Olympics, the World Expo 2010 Shanghai China, the 2010 Asian Games in Guangzhou, and the 2011 Summer Universiade in Shenzhen. Ms. Xu Yanan is the current chief advisor for translation and interpretation at Grouphorse, and served as Chief of the Chinese Translation Service of the Documentation Division of the Department for General Assembly and Conference Management (DGACM) at the UN and Director-General of the Department of Translation and Interpretation at the MFA.

At Grouphorse, we are proud of our precise management, transparent workflow modeled on international standards, customized services, and strategically-distributed branches. The proven quality of our language service solutions makes Grouphorse stand out from other players in the sector. We are the preferred language service partner for Chinese enterprises and organizations with overseas business, foreign-invested companies, embassies, consulates, and missions of international organizations in China. Grouphorse has received letters of

appreciation from political leaders including former British Prime Minister Gordon Brown, former French Prime Minister Jean Pierre Raffarin, former Australian Prime Minister John Howard, and former British Chancellor of the Exchequer George Osborne.

Grouphorse Chairman Mr. Tang Xing is a council member of the Translators Association of China (TAC), a member of the Institute of Translation and Interpreting and the Chartered Institute of Linguists, and a visiting scholar at Columbia University. He was invited to deliver a well-received English keynote speech titled “Bridging Language Gaps” at the UN headquarters in May 2017.

As a key step towards corporate management improvement, Grouphorse has brought on Mr. Xu Jian, a renowned lawyer and Dean of the RUC Law School, as its legal advisor. Before joining Grouphorse, Mr. Xu was a long-time legal advisor to Hong Kong tycoon Sir. Ka-shing Li, one of the world’s best-known business leaders.

### **Grouphorse and international organizations**

On March 18, 2020, Grouphorse was officially designated a translation and interpreting service provider for International Monetary Bank and started to offer services for the agency.



Grouphorse became an official translation service provider for IMF.

On November 18, Grouphorse participated in the "2020 International Conference on Gender Equality and Corporate Social Responsibility" organized by UN Women and signed the "Women's Empowerment Principles".



Grouphorse representatives at the ceremony.



On November 10, Grouphorse was invited to attend the 2020 China Business Summit on Achieving SDGs in Beijing convened by United Nations Global Compact and was issued with a new certificate of joining the UN Global Compact.



Grouphorse at 2020 China Business Summit on Achieving SDGs.

On November 21 and 22, under the official guidance and endorsement of the United Nations Industrial Development Organization (UNIDO), the national final of 2020 China written translation contest jointly organized by Grouphorse and Shanghai International Intelligent Manufacturing Promotion Center of the UNIDO and co-organized by Alibaba Translate was held in Beijing.





The national final of the 2020 China written translation contest.

As the year of 2020 marks the 75th anniversary of the UN since its establishment back in 1945, Grouphorse held an online 3D Photo Exhibition in Commemoration of the 75th Anniversary of the UN, themed as Grouphorse and UN, on 24 October, 2020.



The interface of the online 3D Photo Exhibition Grouphorse and UN.

### **Translation and Interpretation Services**

Grouphorse is certified to the ISO 9001: 2015 standard and owns ten branches and subsidiaries offering services including translation, interpreting, translation and interpreting training, conference services, multilingual headhunting, and R&D for computer-aided translation tools.

Grouphorse works with a pool of over 1,000 simultaneous interpreters who have served domestic and foreign political leaders and completed conference interpreting assignments totaling over 1,000 hours. Also included are over 6,000 senior translators who serve businesses, public institutions, and UN bodies, such as the UN Secretariat, UNESCO, UNDP, UNHCR, FAO, WHO, WTO, etc.

More than 80 percent of Grouphorse's employees hold a master's degree or above. Management staff are all graduates of top-level universities, such as Columbia University, Renmin University of China, Fudan University, Beijing Foreign Studies University, Shanghai International Studies University, etc.

Moreover, Grouphorse has a talent pool consisting of translation and interpreting trainees who are high-caliber multilingual professionals from world-renowned universities, enterprises and organizations.

These give Grouphorse an edge in providing headhunting services for clients looking for professionals with excellent

language skills and expertise in finance, engineering, law and medicine, in a low-cost, low-risk and efficient way.

● **Business Performance**

The Global Center for Translation and Interpreting (GCTI), Grouphorse's high-end language service platform, offers clients around the globe the best language services provided by over 1,000 linguists at home and abroad with expertise in multiple fields. This is part of its contribution to the Belt and Road Initiative and fulfilment of Grouphorse's commitment to facilitating global communication for better international relations.

In 2020, Grouphorse signs partnership to become an official translation service provider for CATIS (China Association of Trade in Services) The China Association of Trade in Services (CATIS) is a national non-profit social body established under the approval of the State Council, governed by the Ministry of Commerce and registered with the Ministry of Civil Affairs. It aims to abide by the development strategy of China's service industries and trade in services.

Always putting clients and service quality first, the GCTI has been the language service provider of choice for world-renowned organizations and events, including but not limited to:

- ✧ UN bodies
- ✧ United Nations Industrial Development Organization (UNIDO)

- ✧ United Nations World Food Programme (WFP)
- ✧ World Intellectual Property Organization (WIPO)
- ✧ The UN Resident Coordinators Office (RCO)
- ✧ The United Nations Development Programme (UNDP)
- ✧ China International Import Expo
- ✧ Bloomberg New Economy Forum
- ✧ Learning Conference on Road Safety and Digital Innovation
- ✧ UNIDO Global CEO Development Conference: “Science & Technology+” Empowering A Green Future
- ✧ World Robot Conference
- ✧ World Artificial Intelligence Conference
- ✧ World Forum on Rule of Law in Internet
- ✧ Shanghai High People’s Court
- ✧ Shanghai Intermediate People's Court
- ✧ Boao Forum for Asia
- ✧ Cambridge English Assessment
- ✧ APEC China CEO Forum
- ✧ China Education Symposium at Harvard
- ✧ Sino-Australian Entrepreneurs Summit (SAES)
- ✧ China-U.S. CEO and Former Senior Official’s Dialogue

- ✧ China-South Korea CEO and Former Senior Officials' Dialogue
- ✧ China-Japan CEO and Former Senior Officials' Dialogue
- ✧ Xiangya Hospital, Central South University
- ✧ APEC Summits
- ✧ G20 SMART Innovation Forum
- ✧ Global Innovator Conference
- ✧ 2017 Berkshire Hathaway Annual Shareholders Meeting
- ✧ Sino-European Entrepreneurs Summit
- ✧ Sino-African Entrepreneurs Summit
- ✧ Universiade Shenzhen 2010



Grouphorse provides remote simultaneous interpreting services for the BRICS Business Council 2020 Annual Meeting.





Grouphorse at the 2020 China International Import Expo.



Boao Forum for Annual Conference 2020.



Bloomberg New Economy Forum 2020.



Grouphorse and MIT-CHIEF.

## ● Training Programs and Cooperation with Universities

As Grouphorse's flagship brand, Cema Training School of Translation and Interpreting ([www.cemachina.com](http://www.cemachina.com)) is widely recognized as the champion in the industry in terms of teaching quality, the number of trainees enrolled, range of training levels and geographical coverage. With its unique teaching method combining comprehensive training with interactive learning, Cema is dedicated to cultivating first-class translators and interpreters with a global vision. It has been commended by senior Chinese officials such as Mr. Liu Huaqiu, former Division Director of the Office of Foreign Affairs Group of the Central Committee of Communist Party of China.

Cema customizes translation training programs for companies directly under the central government, foreign-invested



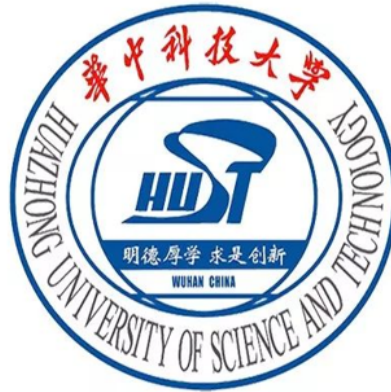
companies, and embassies and consulates, including but not limited to:

- ✧ China National Offshore Oil Corporation
- ✧ State Nuclear Power Technology Corporation
- ✧ Commercial Aircraft Corporation of China
- ✧ China Southern Airlines
- ✧ Novo Nordisk
- ✧ PricewaterhouseCoopers (PwC)
- ✧ Porsche
- ✧ Mitsubishi
- ✧ Honda
- ✧ Embassies and consulates of countries such as Australia and Norway

For years, Grouphorse has supported the disciplinary development of the Master of Translation and Interpreting (MTI) education program by assessing the MTI candidates of China's high-level "Project 211" universities. It is the MTI practice base and incubator for top universities, including but not limited to:

- ✧ Beijing Foreign Studies University (BFSU)
- ✧ Zhejiang University
- ✧ Shanghai Jiao Tong University
- ✧ Fudan University
- ✧ Sun Yat-sen University
- ✧ Tongji University
- ✧ Southeast University
- ✧ Shanghai International Studies University

- ✧ East China Normal University
- ✧ Xi'an International Studies University
- ✧ Huazhong University of Science and Technology
- ✧ Beijing Language and Culture University



Grouphorse serves as a practice base for candidates of the MTI program offered by Huazhong University of Science and Technology and Culture University.



Grouphorse formed cooperation with Dalian University of Foreign Languages in 2020.



Grouphorse was rewarded for outstanding partnership by Shanghai International Studies University.



Grouphorse becomes a practice base for candidates of the MTI program offered by Dalian University of Foreign Languages.



Grouphorse becomes a practice base for candidates of the MTI program offered by Harbin University of Science and Technology.

In response to the COVID-19 pandemic, Cema has launched a wide range of online programs for translation and interpreting learners, including an internship program to help university students at home hone their translation and interpreting skills.

The banner features a background image of a person's hands typing on a laptop keyboard. In the top left corner, there is a logo for '策马集团 GROUPHORSE GROUP' and the text '联合国官方翻译服务供应商 UNITED NATIONS VENDOR FOR TRANSLATION SERVICES'. In the bottom left, the text '策马大学生在线实习公益项目 GROUPHORSE TRANSLATIONS' is displayed. In the bottom right, there is a green circular badge with the text '8周' (8 weeks) and the website 'www.grouphorse.com' below it.

College students online internship programme for eight weeks.

✧ **International Exchanges**

Over the years, Grouphorse has actively promoted international exchanges. Our delegations have visited many organizations and enterprises in Europe and the US, including UN agencies, the China-Britain Business Council, the University of Oxford, the University of Cambridge, the Googleplex and headquarters of enterprises including Intel, Goldman Sachs, Morgan Stanley, etc.

As a language service provider, Grouphorse always seeks to promote Sino-foreign exchanges, cultivate language professionals, and contribute to China's role in global governance and its voice in the international community. With social responsibility at heart, we at Grouphorse have managed to achieve sustained, stable, fast and coordinated growth over the past decade.

On May 24, Grouphorse Global Interpreting Summit was held online. The summit was a feast for the mind featuring four keynote speeches and four panel discussions.



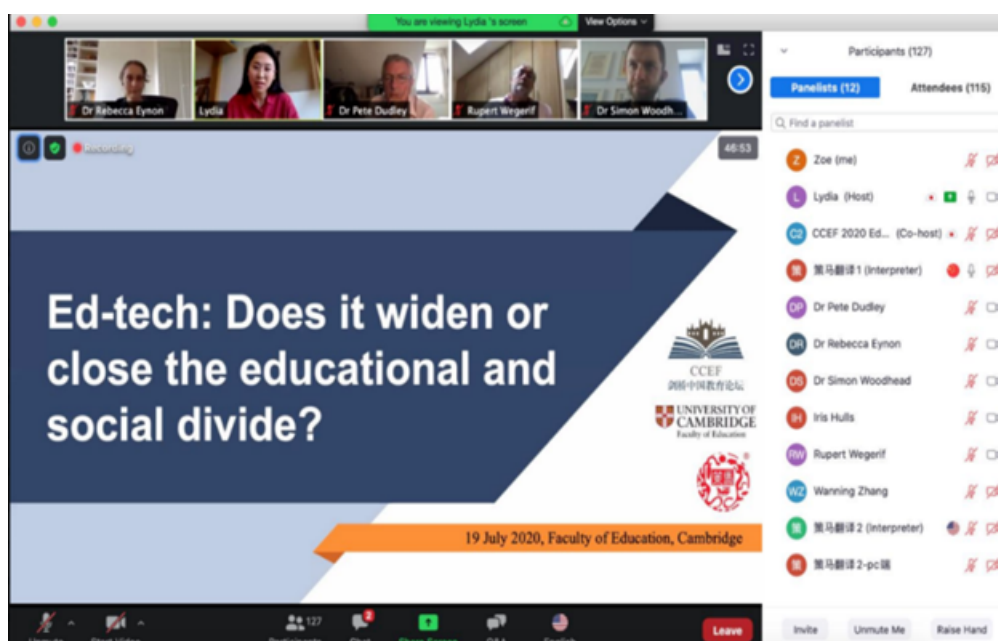


Panel discussion at the Global Interpreting Summit.

The China Education Symposium is a well-established and well-known event on Chinese education in the US. Grouphorse Translations provided premium quality remote simultaneous interpreting service at the 2020 China Education Symposium (CES), which was held over Zoom from April 18-20, Beijing Time (April 17 to 19, US Eastern Time). This was the third consecutive year that we have provided interpreting service for the CES.



Interpreters at Harvard's 2020 China Education Symposium.



Online forum supported by Groupourse remote simultaneous interpretation.



## TEN PRINCIPLES OF UN GLOBAL COMPACT

### Human Rights

#### Policy

At Grouphorse, we see to it that all personnel and our partners respect the Universal Declaration of Human Rights, and take respecting human rights as the basis of corporate sustainable development. The employees have never experienced discrimination on the grounds of their race, age, gender, marital status, religion, ethnicity or physical disability at Grouphorse.

#### Implementation

We have been constantly improving the Grouphorse Human Rights Protection System that incorporates rules in the *Labor Law of the People's Republic of China* and the *Social Insurance Law of the People's Republic of China* according to the realities of our business operations and needs of stakeholders.

#### ✧ Employees

In the previous year, we paid strenuous efforts to provide a humanitarian and democratic working environment where employees felt sincere care from their leaders and our employees' opinions can be taken seriously. For instance, employees can receive birthday gifts from their supervisors. Take Women's Day, for example, this year, women employees

not only received the best wishes and flowers from the company but also enjoyed the benefits of getting off their work a few hours earlier than usual.

In making every essential business decision, various opinions from our employees will be taken into consideration seriously. For example, we have held weekly meetings where their views towards the company's major decisions, strategies, and directions would be collected by HR Department and reported to their leaders, so that they would become more engaged with this democratic working environment.

The Human Rights Education Program launched in 2018 at Grouphorse has continuously enabled employees to grasp the Universal Declaration of Human Rights and other human rights protection rules, which have also made the management accumulate abundant and precious experience and blaze new trails.

#### ✧ Clients

We put our clients' rights on the top agenda and the services offered by our Customer Service Department adequately signifies this philosophy. With around-the-clock problem solving and monthly customer satisfaction surveys, we provided quality services, which could be shown in our all-time high client satisfaction last year.

✧ Supervision on Management

Where there is strict governance, there is strong executive ability. In ensuring human rights protection throughout our business, our Human Rights Risk Management Task Force in each department has practically performed such duties as risk checks, risk control training sessions regularly and monitoring potential violations, especially those caused by decision-makers of the department.

✧ Supplier

With unremitting efforts, great progress has been made in addressing human rights impacts. We only work with suppliers with good standing and lay out human rights protection provisions in the procurement contracts so that the suppliers would be legally bound to protect human rights.

Grouphorse will push forward the UNGC human rights principles, launch more awareness campaigns within the company as well as in the industry.

**Outcomes**

We have always been the upholder of human rights and exercise zero tolerance for human rights infringement. The employees have never experienced discrimination on the grounds of their race, age, gender, marital status, religion, ethnicity or physical disability in the company. The past year saw no investigation,

lawsuit, punishment or other incidents concerning human rights infringement at Grouphorse.

## **Labor**

### **Policy**

At Grouphorse, we have incorporated key requirements of relevant conventions of the International Labour Organization into our internal management and quality control system and developed practical rules to protect the rights and interests of the personnel.

We value each of our employees. Last year, we continued to carry out the Grouphorse Regulations on Promotion and Incentive, Grouphorse Flexible Working Arrangements, Grouphorse Workplace Gender Policy, and a wide range of professional development programs to promote employee job satisfaction.

In addition, we have not employed and will not employ children or minors.

### **Implementation**

#### **✧ Desirable Employment Benefits**

The contracts we signed with our employees lay out terms that protect their interests in terms of salaries, working hours,

insurances and social welfare benefits, and other employee treatment-related issues.

We have been implementing the Grouphorse Regulations on Overtime Working to curb overtime working so that our employees would not be physically and emotionally drained.

Despite the great economic slump last year due to the disruption of the COVID-19 pandemic, we still have raised the minimum salary standard and increased the salaries for new employees. We even offered additional subsidies for those who suffered from significant risks of working on external assignments and extra bonus for those who had an extraordinary performance during this hard time.

With the Grouphorse Flexible Working Arrangements and on the special time of the pandemic, our employees were offered flexible hours so they can fit the work around other commitments and keep social distance with others. That meant as long as they can finish the given tasks, they have been allowed to decide where, how and when to work. In addition to flexible working time and methods, telecommuting has also been in line with the new situation of the epidemic.

The Grouphorse Work-From-Home Policy has been introduced last February to protect our employees from COVID-19 and to help prevent its spread. In addition, we have offered free masks, hand sanitizers, relevant supplies and online courses about relevant protection measures to all of our employees.

To support gender equality, last year, we have:

- introduced more seminars, lectures, or workshops related to gender equality to raise awareness of the mass public;
- considered leadership roles for both sexes;
- prioritized work-life balance (with a focus on female employees).

We do not force our employees to perform any task that is hazardous or detrimental to their health or well-being.

#### ✧ Team-building Events

Due to the outbreak of COVID-19, many of our activities were undertaken via the internet.

In the past years, we held major events such as the Grouphorse Global Interpreting Summit, essay and knowledge contests, photography and calligraphy exhibitions, to boost employee

morale and to reinforce our brand image. Regular meetings and gatherings were held online to ensure greater bonds and better collaboration despite the current difficulties we all experienced.

#### ✧ Discrimination Reporting System

We work against all forms of discrimination involving internal or external stakeholders, which may be based on factors such as race or gender, age, nationality, religion, sexual orientation, etc. To this end, we have established a web- and SMS-based discrimination reporting system to allow people to report cases of discrimination in employment and other relevant areas. And employees can take legal actions and have authorities concerned to initiate the investigation.

#### ✧ Professional Development Program

Grouphorse has launched a wider range of professional development programs in the past year.

In addition to running induction programs for new employees, we have invited more industry experts at home and abroad to give professional lectures and hold online seminars regularly, and sent our employees to attend work-related international meetings, seminars, and lectures that will enrich their experience and enhance their skills.



A mentorship program was also introduced at Grouphorse last year, allowing lower-level employees to connect with senior employees on a personal and professional level. In this way, all of our employees are able to learn and grow relatively quickly and thus have the opportunities to complete more demanding tasks and fulfill their personal career goals.

#### ✧ Free will-based Employment

We do not impose any restriction on employees' freedom or force them to stay employed by us through menace of any penalty including sanctions, threats, violence, loss of rights of privileges, etc. We make fair and respectful employee separation arrangements.

### **Outcomes**

The past year saw no complaint, petition or any incident involving acts of discrimination, forced labor or other violations of the labor principles at Grouphorse. All of our efforts have paid off—our survey showed that the employees have developed their professional skills, felt empowered at work and become more committed to the company.

### **Environment**

### **Policy**

At Grouphorse, we always take reaching environmental excellence as one of our main objectives, and seek to make greater efforts to address key sustainability issues.

Last year, we have launched a series of activities to raise employees' environmental awareness and implemented our own environmental protection rules, which have contributed to environmental protection, energy conservation and emission reduction.

### **Implementation**

In the past year, more human and financial resources were made available to support environmental protection initiatives at Grouphorse.

#### **✧ Paperless Office System**

Last year, teleworking came the new norm. In order to adapt to the new culture of working from home, we decided to go paperless and significantly cut the amount of paper used in our daily work. By implementing online charts and schedules for our employees as well as online materials instead of printed handouts during classes, we improved efficiency and received overall satisfaction from our team and our clients.

Cutting paper waste is a crucial first step in our company's efforts to go green. Paperless workflows are proven to decrease time spent on tedious tasks such as chasing down signatures, taking messages, and filling out forms. All these tasks are easier and faster when they're done digitally. Our employees could

work remotely and had access to digital tools to do their jobs well.

✧ Green Office and Sustainable Development Seminar

Last year, we held a seminar and asked our employees to provide insights and specific suggestions on running a green office that supports sustainable development. The management highlighted relevant policies and practices during the seminar and encouraged greener decisions and environmental excellence going forward.

✧ Performance Evaluation System

Our system of evaluating how relevant environmental protection and sustainability policies is carried out as scheduled. All of our employees met KPIs regarding environmental protection and sustainability set by heads of departments, and those high-achievers were recognized during our corporate meetings.

## **Outcomes**

In the past year, Grouphorse was not involved in any environmental pollution incidents.

We will continue to strictly abide by environmental protection principles, proactively echo relevant initiatives launched by the UN and the Chinese government, and further contribute to the sustainable development of the world.

## Anti-Corruption

### **Policy**

Ethics and integrity are among our core values which are essential and non-negotiable.

We comply with anti-corruption laws and policies, and have been running an honest business. We prohibit all forms of corruption at all levels.

We give priority to the United Nations Convention against Corruption and other relevant international regulations. Our zero-tolerance approach towards bribery and corruption applies to all of our operations, regardless of local business practices.

We strictly adhered to the Grouphorse Anti-Corruption Regulations and Grouphorse Staff Manual, including the No Gift Policy, which are constantly updated to reflect the latest corporate developments as well as relevant laws and regulations.

We proactively promote the zero-tolerance approach to corruption, extortion and bribery and assist our staff in handling extortion and bribery issues.

### **Implementation**

✧ Training Sessions on Business Integrity

Regular training sessions on anti-corruption and business integrity were held in an effort to ensure that our team has a clear understanding of relevant corporate, national and international practices and regulations.

We continued to carry out the employee integrity test, which was designed to measure honesty, dependability and work ethic. Our employees were asked to rate statements related to business integrity.

✧ No Gift Policy

According to our No Gift Policy stipulating that any employee, at any time, on or off the work premises shall not solicit or accept, directly or indirectly, gifts that are offered by vendors, suppliers, customers, government officials, potential employees, potential vendors, and suppliers, or any other individual or organization, no matter the value.

✧ Anti-corruption Procurement

In terms of procurement, we always carry out in-depth investigations to ascertain that our business partners are legitimate and trustworthy enterprises that comply with the relevant anti-corruption policies, laws and regulations.

We strive to ensure that our suppliers and their personnel do not engage in bribery and/or corruption while serving us in any region of the world in which we operate. We require our suppliers to abide by anti-corruption rules, which are clearly specified in the contract.

#### ✧ Public Supervision Regime

Last year, we offered a range of online and offline reporting channels to guarantee public supervision including website, e-mail, Weibo, WeChat, and mobile application. Once confirmed, violators will be subject to full investigations and disciplinary actions.

#### **Outcomes**

In 2020, there was no investigation, lawsuit, ruling, fine, and other incidents related to corruption in all its forms at Grouphorse. We will continue to comply with relevant laws and regulations and make greater anti-corruption efforts.

As a UNGC participant, Grouphorse will step up its efforts to implement the ten principles concerning human rights, labor, environment and anti-corruption and work towards greater social responsibility.

We will actively participate in various UNGC campaigns across the world as we continue to run a modern and honest business,

and strive to become a role model and get more businesses involved in giving back to society.

Should you have any questions, please feel free to contact us.

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