



Elevate Services, Inc.
10250 Constellation Blvd, Suite 2815, Los Angeles, CA 90067

10th March 2020

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

Dear Mr. Secretary-General,

I am pleased to confirm that Elevate supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption. With this communication, we express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture, and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Elevate will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy.

This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- A description of actions (i.e., disclosure of any relevant policies, procedures, or activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A reporting of outcomes (i.e., the degree to which performance indicator targets were met, or other qualitative or quantitative measurements of results).

Sincerely,

DocuSigned by:
Liam Brown March 19, 2021
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Liam Brown
Chairman and CEO

1. DESCRIPTION OF ACTIONS

Human Rights

Amid the COVID-19 pandemic, we ensured all our employees were able to remain safe within a very short timeline. We engaged with customers and employees across all our geographies to promptly switch from office-based work to a Work From Home set-up.

In a few cases, due to the critical nature of our services, some of our employees were required to go on-site and work at customer premises. In such situations, we reviewed the safety protocols in place to ensure the health and safety of our employees.

We have implemented a whistle-blower system to enable employees to raise concerns and issues anonymously, safely, and easily.

In addition, one of our areas of focus for our Corporate Social Responsibility efforts is to extend our legal expertise to support legal pro bono initiatives, supporting SDG 16, specifically access to justice for all.

Labour

Despite the economic uncertainty created by the COVID-19 crisis, we were able to retain almost all our staff and minimize the impact of temporary pay reductions on our employees, especially our lowest paid employees or other employees suffering hardship.

We are also implementing a Supplier Code of Conduct to ensure all our suppliers adhere to the same principles we do.

Since joining the Global Compact, we launched RISE (Recognize, Include, Support, Educate), our Wellness and Mental Health program to ensure a thriving, healthy workplace for our employees as they grapple with the impact of COVID-19 on both their work and personal lives.

We aspire to providing sustainable employment for our employees, aligned with SDG 8. We also aim to improve gender equality within Elevate, across all our locations, supporting SDG 5 – and we not only monitor, but publicly report our progress each year, to hold ourselves accountable to this commitment.

Environment

We have completed our initial Environmental Impact assessment, measuring our total carbon footprint emitted by type, our overall consumption of water, electricity, ordinary waste and e-waste (waste from electronic appliances and equipment).

We have identified areas for improvement, largely around travel and commuting, and are implementing activities to mitigate these.

Anti-Corruption

We monitor best practices in this area and endeavour to ensure our employees are both familiar with the need to prevent corruption and educated on signs to watch for. For example, we defined and publish an escalation protocol for frontline employees to notify their managers (or country head) if they believe they encounter potentially corrupt behaviour, whether it is initiated by Elevate or a third party. This protocol includes the ability for any employee to anonymously report concerning behaviour via both email and through third-party-hosted telephone hotlines. All reports through those vehicles are immediately escalated to our General Counsel who also serves as the Chief Risk Officer of the corporation. Finally, on a quarterly basis, the Chief Risk Officer meets with the Risk Committee of our Board of Directors to report on any concerns raised.

We also bolstered our commitment to anti-corruption with enhanced language in our Supplier Code of Conduct.

2. REPORTING OF OUTCOMES

- We continued to promote Equitability and Inclusion across all locations, departments, and levels. Our most recent report can be found at: <https://elevateservices.com/about-us/equitability-and-inclusion-reports-2020/>

The following highlights demonstrate the efforts we took in 2020 and the actions we plan to take in 2021:

- Partnered with organizations to increase hiring of racially and ethnically diverse candidates
- Supported women’s initiatives in Elevate India
- Enhanced the diversity of our leadership teams
- Held unconscious bias and cross-cultural awareness training
- Developed a health and wellness program
- Created an emotional intelligence training program
- We updated our Environmental policy, formalised a Supplier Code of Conduct, and implemented a whistleblower system
- We launched RISE (Recognize, Include, Support, Educate) our Wellness and Mental health program to ensure a thriving, healthy workplace for our employees as they grapple with the impact of COVID-19 on both their work and personal lives
- Carried out our initial Environmental Impact assessment, based on the results of which we are now committed to the following actions:
 - Reduce our carbon footprint and carbon intensity (CO² generated per US\$m of revenue)
 - Increase the percentage of e-waste material recycled.