


Date: 7<sup>th</sup> April 2021

## Communication on Progress – 2021

It is with great pleasure that we inform you the support of Flexim Group / Flexim International SA, to the ten principles of the Global Compact which centre on human rights, labour, environment and anti-corruption. We always strive to make the Global Compact and its principles part of the strategy, culture, and daily operations of our Company and to engage in collaborative efforts that advance the broader goals of the United Nations. Flexim Group will continue its support of public accountability and transparency, and therefore, commits to report on this information to our stakeholders.

In this annual Communication on Progress, we describe our gradual integration of the Global Compact and its principles into the everyday ethos of the company.

Sincerely,



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Michael Yam  
VP of Global Ops



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Stephen Cointre  
CEO



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.



## Company Overview:

Flexim Group / Flexim International SA, a Swiss-based company, operating in several European countries, develops since 2004 a wide range of corporate facilities management services representing the brand image of its customers and to deliver real added value for the first moment on.

As one of the most innovative companies in the field of facility management, Flexim is also recognised to be one of most agile, flexible and reliable.

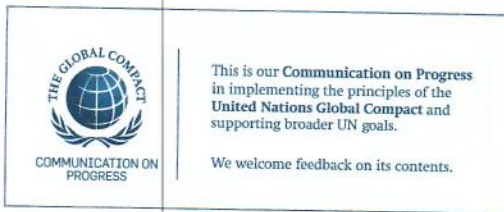
Our name encompasses our uniqueness: we are Flexim

Flexim Group / Flexim International SA takes care of every detail of the Facilities Management (Welcome Desk, Call Centre, Administrative Support, Housekeeping, Catering, Conference Centre, Engineering, Design, Construction, Building Maintenance and Real Estate Management), with finesse and attention, seeking at all times to provide satisfaction to our clients and stakeholders.

By choosing Flexim International SA, our clients can focus on the relevant business and their core activities.

## Human Rights (Principle 1, 2)

Flexim Group / Flexim International SA continues to foster high ethical values and expects the same of all its employees. The company's Code of Business Conduct requires all employees to treat co-workers, customers, and themselves with dignity and respect regardless of gender, race, sex, disability, sexual orientation, age, faith, ethnic origin, national origin and marital status. The company relies upon each employee to incorporate these values into their everyday actions whilst employed by Flexim International SA subsidiaries of Flexim International.

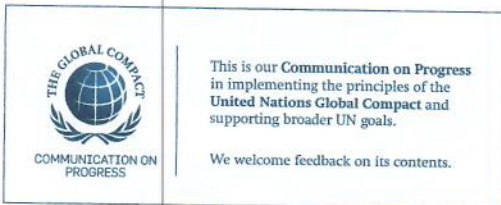


## Priorities for 2021

- Our core ethical and sustainability priorities will remain unchanged during 2020, and human rights will continue to form an important part of our risk assessment and mitigation process, with the implementation of a newly implemented control assessment for businesses operating in high-risk countries in 2020.
- Improve reviewed policies, standards and business processes in 2020 to ensure that we do not allow modern slavery to exist within our business or supply chain
- Continue to build awareness of human rights issues and responsibilities across the business
- Execute on the four pillars plan from the human right risk assessment within the primary areas of business.

## Key Highlights for 2020:

- Continue to embed human rights standards and awareness within business policies and processes, including:
- Continue to observe codes of conduct which are designed to protect employees from harassment or discrimination in any form, and to provide equality of opportunity.
- Improve upon newly implemented remuneration policy that is competitive and rewards good performance.
- Continue to improve on employees expectation from the annual appraisal and bi-annually formal feedback sessions.
- Continue to provide a framework and training programme to assist employees in developing their capabilities.



- Continue to provide a safe work environment for staff and ensure that employees fully understand their responsibilities in regards to health and safety matters.

## Labour – Principle 3, 4, 5 and 6

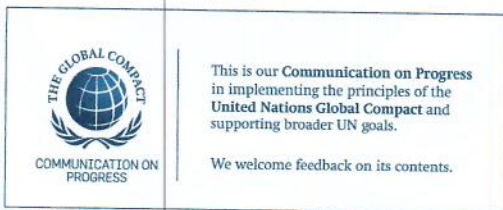
Flexim Group / Flexim International SA employees continue to commit to the elimination of direct and indirect forms of discrimination in relation to employment; furthermore, all employees enjoy the freedom of association without the fear of implication on their employment. Our policy continues to emphasise that all job applicant and employees are treated in the same way regardless of sex, sexual preference, race, ethnic origin, colour, religion, disability, marital status or union membership status.

### Priorities for 2021:

- Continue to strengthen business policy and procedures to guide equal employment opportunity practices, not depending on the gender, age, cultural, geographic, socio-economical origin, or religion of the employees.
- Continue to improve current Human Resources Management policies and procedures, which make qualifications, skills and experience the basis for the recruitment, placement, training and advancement of staff at all levels in the company.

### Key Highlights for 2020:

- Continue the successful from version 2.3 of work experience programmes in various areas to assist employee welfare and sustainable employment
- Continue to strengthen the Human Resources Management policy on no discrimination and equal opportunity program.
- We continue to hold (15) additional educational or awareness programs in 2020 with the themes of HR management, Art of HR, Labour Code, Rights Protection, Gender Issues,



Empowerment including fair job and professional opportunities at all levels in the organisations, which brings the total trained an employee to over 90 percent.

## Environment - Principle 7, 8 and 9

Although Flexim International SA operates globally, our organisational footprint has a minimal impact on the environment. Nonetheless, Flexim International SA recognises its responsibility to do everything possible to make a positive contribution to the environment and takes steps, however, small to release that aim. We continued to be accredited with ISO 9001, 14001 and OSHA 18001 under Swiss TS, which highlights our continual commitment to the core UNGC principles.

## Priorities for 2021

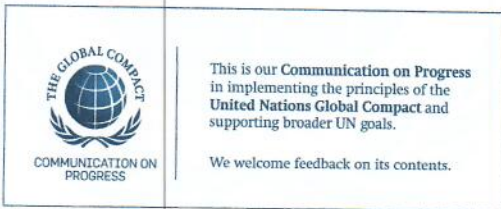
- Increased energy efficiency
- Reduce amount of printed collateral and seek to host digitally where possible
- Reduced waste
- Increase recycling

## Key Highlights for 2020

- Improved workflow program version 3 to allow suppliers to improve environmental performance
- Trained employees in advanced environmental awareness among private and public sectors
- Ideas and proposals on environment issues developed

## Bribery and Corruption – Principle 10

Flexim International SA is against all forms of corruption, extortion and bribery and committed to operating in compliance with all anti-bribery laws to which it is subjected. At Flexim



International SA, all transactions and business relationships are monitored closely by the senior management team and take the necessary commitment to taking anti-corruption measures and eliminating any display of corruption. We believe that transparency is the only way forward for a better economy.

## Renewal of Commitment

Flexim Group / Flexim International SA remains committed to the UN Global Compact and its principle which it continues to implement where the company operates