

# Communication on Progress (COP) United Nations Global Compact (UNGC)

Period covered: Our Financial Year January 2020 to December 2020



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**About us**



# About us:

## Background

Established in 1997, Corporate Citizenship is a global consultancy, advising companies on their sustainability and corporate responsibility (CR) strategies. With a team of 60+ colleagues based in London, Melbourne, New York, San Francisco, Santiago and Singapore, we use expert insights and a simplified approach to help our clients deliver long term value for their business and society. Corporate Citizenship began its operations in Southeast Asia in December 2013 under the entity Corporate Citizenship Southeast Asia Pte. Ltd.

For more information about Corporate Citizenship, visit [our website](#).

## Scope of the COP:

This COP covers our Southeast Asia operations only and where relevant, references global activities. As a specialist consultancy, our biggest impact is through our work advising clients on sustainable and responsible business practices. Due to the confidential nature of our work, this COP covers our own internal business practices only.

The image shows a large-scale wind farm with numerous white wind turbines. The left side of the image is covered by a semi-transparent blue overlay, and a large, curved grey shape separates this from the right side, which shows the actual landscape with mountains and a clear sky. The text "Statement of Continued Support" is written in white on the blue overlay.

# Statement of Continued Support



15<sup>16</sup>th July | 2021

To our stakeholders:

I am pleased to confirm that Corporate Citizenship Southeast Asia PTE LTD reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

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Reflecting on the events of 2020, I am very grateful to our people, our clients and our other stakeholders for banding together and showing great resilience and solidarity during what has been a difficult year for humanity. I believe that as we turn the page on 2020 and look to build back better, Corporate Citizenship's mission to harness the power of business to create a better future for everyone has never been more important.

Yours Sincerely,



**Thomas Milburn**  
Director, Corporate Citizenship Southeast Asia



# Description of Actions and Measurement of Outcomes



## 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.

### Our Approach

Corporate Citizenship is committed to treating people with dignity and respect in the workplace and in the communities where we do business. We promote and respect human rights as outlined in the Universal Declaration of Human Rights. The Chime Group Responsible Business Code ('Business Code') sets out the high level behaviours which each Chime Group agency, including Corporate Citizenship, our staff and our trading partners are expected to uphold. The Business Code states that:

*"We will continue to strive to make a positive contribution to society and the environment by: maintaining high standards of marketing ethics; respecting human rights; respecting the environment; supporting community organisations; supporting employee development; and managing significant sustainability risks in our supply chain."*

The Business Code, Staff Code of Conduct and other policies aim to support the United Nations' Guiding Principles on Business and Human Rights. Corporate Citizenship is required to adhere to these Codes. During the induction process, all employees are introduced to the Business Code, the Staff Code and all other relevant policies. These can be accessed by all employees at all time on the company's intranet.

Within our supply chain, we continued to expand the use of our Compliance tool which enables pre-contract due diligence verification. We also continued to raise awareness about the risks of modern slavery within our business and supply

chain, and will be implementing targeted training for our finance teams as they expand and develop their supplier due diligence processes over the course of the coming year.

We maintain a whistleblowing policy and procedure that facilitates the confidential reporting of any perceived issues within our business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure also serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship in order to help managers address those concerns fairly and effectively.

### Outcomes

At a group level, we have assessed our supplier base with a view to identifying high risk suppliers or areas for focus. This assessment included mapping by agency, category, spend and geography. Suppliers used by the Group were identified as typically falling within the following categories: professional services, media buying, logistics delivery, venue hospitality, security services, transport and travel, cleaners and maintenance. Goods that we purchase include items such as raw materials, merchandise, utilities and general office equipment. Overall, the risk assessment demonstrated that the majority of the Group's primary tier suppliers are in low-risk countries. More details on the process and outcomes can be found in our [Slavery and Human Trafficking Statement](#).

### References:

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

**Chime Group's Slavery and Human Trafficking Statement 2020:**  
<https://www.chimegroup.com/wp-content/uploads/2021/04/Modern-Slavery-Statement-2020.pdf>



## 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

### Our Approach

As a business where people are our most important assets, we understand the importance of promoting opportunities for **women and men**, to obtain decent and productive work in conditions of freedom, equity, security and dignity. Our Business Code sets ourselves high standards in our business practices to work along our value chain partners and suppliers to meet high labour standards, as set out below:

- No discrimination on the basis of nationality, ethnicity, gender sexual orientation, religion, age and disabilities
- No harassment or offensive behaviours of any kind
- High standards of personal health and safety
- Freedom of expression

First and foremost, we also comply with all labour laws and regulations, national or international, that could be construed as connected with our business. In addition, to ensure these standards are upheld, Corporate Citizenship has communicated and made the following policies available to all employees via the company's intranet:

- Our staff Code of Conduct
- Equal Opportunities Policy
- Anti-Favouritism Policy
- Health and Safety Policy

- Disciplinary Procedure
- Grievance Procedure

We have also set up a Diversity, Equality and Inclusion (DE&I) Team within Corporate Citizenship with the objective to help cultivate a growth mindset where everyone is open to and supportive of differences in each other, and to help create and maintain an inclusive, accessible work environment that supports everyone to achieve their full potential.

Our whistleblowing policy and procedure facilitates the confidential reporting of any perceived issues within our business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship.

### Outcomes

Our DE&I team has put together a DE&I Action Plan to advance our objectives. Through this plan, we commit to:

- Supporting our colleagues' commitment to social, environmental, and political causes
- Fostering an ongoing dialogue about recognising our own unconscious biases at Corporate Citizenship and in our industry
- Combatting unconscious bias and actively promote inclusion across our people and talent processes
- Using our platform with our clients to drive meaningful change.
- Financially supporting organisations that are driving action at a local, regional or global level
- Encouraging and incentivise self-education and learning

To advance our goal of embedding diversity into everything that we do and get

everyone thinking about how we can work better together and embrace each other's uniqueness, all employees at Corporate Citizenship were invited to participate in a training titled **Engaging with Differences**. This training aimed to help employees build a common understanding, language and approach to engaging with difference, by creating a safe space where participants could be open to others.

#### *Gender Pay Gap*

In 2020, four agencies, including Corporate Citizenship, conducted another Gender Pay Gap review. The study revealed that internationally, the four agencies collectively have an overall split of 57% female and 43% male employees and our mean gender pay gap is 4.8% (lower than the 11.7% from our previous study). We continue to look for opportunities to close this gap and have identified some areas for us to work on. These include:

- Monitoring the gender balance to ensure the recruitment and promotion opportunities are open equally to all. We will be trialling taking gender and names off the CVs we assess for shortlisting, and strive to have a 50/50 gender split of long-list applications for review.
- Continuing to provide mentoring and coaching to senior board level
- Continuing to offer flexible working practices, enhanced by the upgrade we have undertaken to our IT this year
- Reviewing our maternity and shared parental leave policies and support all returning to work
- Undertaking a broader diversity and inclusion survey to understand how we can support all our colleagues and improve what we do

#### **References:**

##### **Chime Group's Responsible Business Code:**

<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>



## 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

### Our Approach

Environmental challenges continue to gain prominence on the global sustainability agenda and pose serious threats to businesses and communities. As a business consultancy, our direct environmental footprint is limited and the biggest impact we can have is through the advice we provide our clients. In this regard, we established a dedicated Environment & Climate Change Impact team and service. Through this, we are focused on supporting our clients to manage their environmental impacts, understand the climate-related risks and opportunities facing their business and take action to transition to a low-carbon economy.

~~We are nonetheless~~ In our own operations, we remain committed to playing our part in undertaking initiatives that minimise our own environmental footprint.

### Outcomes

#### Managing our Waste

We have set up ~~our an~~ office recycling programme and continue to conduct office recycling campaigns to encourage everyone to take their part in recycling. The campaigns consist of conducting regular briefings and sharing relevant information via e-mail to educate all employees on the

importance and ways of recycling properly.

#### Managing our Carbon Footprint

As an office based consulting and advisory firm, our two main sources of carbon emissions come from electricity purchased for energy used in our offices<sup>1</sup>; (Scope 2 emissions); and travelling for business. (Scope 3 emissions).

In 2020, our Scope 2 emissions were drastically reduced due to the events of the global COVID-19 pandemic, which meant that our people had to socially distance and work safely from home rather than the office for most of the year. However, we do recognise that our people still use ~~energy~~ electricity while working at home and have begun exploring how to manage our footprint in a world where flexible working is the new norm.

To manage our Scope 3 emissions, we encourage our staff and clients to adopt virtual meetings wherever possible and to minimise business travel. In previous years, we have also sought to offset emissions resulting from some of the flights taken by our people. In 2020, also due to the global pandemic, there was very little business travel was conducted.

~~As a global consultancy, our colleagues are sometimes required to travel overseas or visit clients. We are conscious of our carbon footprint and where possible, we try to minimise our carbon emissions.~~

### Outcomes

~~Due to the global COVID-19 pandemic, the team at Corporate Citizenship spent the majority of 2020 working from home with limited business travel. As a result, we have not calculated our carbon footprint for 2020.~~

<sup>1</sup> We do not own any office buildings but lease office space for use.

**References:**

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp->

[content/uploads/2019/02/180518.Responsible-Business-Code.pdf](#)



## Anti-Corruption

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

### Our Approach

Doing business in today's world, we need to work within the context of the law and what is expected of us as a reputable and global consultancy. Our Business Code sets out the practices our employees, value chain partners and suppliers are expected follow in all business dealings, so as to avoid any form of bribery and corruption. These include:

- Not giving, offering or accepting bribes, whether in cash or otherwise, to or from any third party
- Not offering any items of personal inducement to secure business. This is not intended to prohibit appropriate entertainment or the making of occasional gifts of minor value unless our client has a policy which restricts this
- Not accepting, for our personal benefit, goods or services of more than nominal value from partners, suppliers, potential suppliers or other third parties
- Adhering to our formalised standards and policies that control the potential for conflicts of interest
- No corporate contributions of any kind, including the provision of services or materials for less than the

market value, may be made to politicians, political parties or action committees, without the prior written approval of the Chime Board

All employees are trained on our approach to anti-corruption and bribery during their induction training. In addition, regular refresher training is provided to all employees. Our whistleblowing policy and procedure facilitates the confidential reporting of any perceived issues within our business including illegal acts, corruption, harassment, discrimination together with breaches of our policies and procedures. Our grievance procedure serves to outline the steps employees can take if they are unhappy about the treatment that they have received or about any aspect of their working environment or working relationship.

### Outcomes

All employees regularly complete training on anti-corruption. Most recently, all staff completed a training module titled **Doing Business Without Bribery** in 2019, followed by a test which everyone was expected to pass within three attempts. Results were recorded and additional training was provided if needed.

### References:

**Chime Group's Responsible Business Code:**  
<https://www.chimegroup.com/wp-content/uploads/2019/02/180518.Responsible-Business-Code.pdf>

# Contact Us

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