

# United Nations Global Compact

## IN2 Communication on Progress 2021



IN2



*We, the two founders of IN2 and the IN2 Board of Directors, reaffirm our commitment and continuous support for the ten principles of the United Nations Global Compact in the realms of Human Rights, Labour, Environment and Anti-Bribery/Corruption. We strive to find new ways, efficiencies and practices to ensure that the company and our global team understand, uphold and enact these principles.*

*IN2 commits to using our tools, experience and reach to achieve positive change amongst the communities and stakeholders we support. We are particularly driven to ensuring that vulnerable communities who will feel the most significant impact from climate change are supported. Collectively, we can make a difference and achieve the positive change in behaviour, attitudes and perceptions that are critical to reducing the destructive impact of climate change.*

*As recent signatories to the UN Global Compact, we are excited to share our following Communication on Progress with our stakeholders and mark our entry as active participants.*

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**ABIGAIL HELM** Executive Director

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**PAUL TILLEY** Managing Director

# Introduction

IN2 is a communications agency that works in fragile, challenging and hard-to-reach environments, where, alongside our clients and partners, we strive to create positive change by building resilience and stability. Our projects directly work to address many of the principles outlined in the UN Global Compact and the Sustainable Development Goals; specifically, the goals of SDGs 4 (Quality Education), 5 (Gender Equality), 10 (Reduced Inequalities) and 16 (Peace, Justice and Strong Institutions).

We are acutely aware that the communities we work with face a set of extraordinary challenges, all of which are being made more complex and difficult by global problems such as climate change and the COVID-19 pandemic. In the coming year, we intend to diversify our portfolio and pursue new projects which directly tackle these problems. In particular, we aim to further the objectives of SDGs 3 (Good Health and Wellbeing), 7 (Affordable and Clean Energy) and 13 (Climate Action).

IN2's work is underpinned by a set of core values which influence and inform how we operate. These values include creativity, integrity, curiosity, empowerment and accountability. At the same time, we are guided by the principle of 'Do No Harm' and are committed to high ethical standards. Over the next twelve months, we intend to take further measures which integrate and embed the UN Global Compact's Ten Principles into our work.

# 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.*

## Assessment

IN2 acts in accordance with internationally recognised human rights standards. These include the International Bill of Human Rights, the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights.

We have a number of policies which outline our commitment to human rights. These are underpinned by a firm desire to protect our staff, clients, partners and the communities we work with. We believe it is our responsibility to identify risks, mitigate negative outcomes and protect those most vulnerable.

Our policies are easily accessible on our electronic portal. Moreover, in the coming year we intend to release a consolidated Staff Handbook and Code of Conduct which clearly outline all our policies and SOPs. New policies, which align our practices with the Global Compact's principles, will be added after a review led by the Human Resources department.

# Implementation

## Policies

IN2 adheres to the 'Do No Harm' approach and promotes a culture of transparency and fairness. A number of our policies are directly relevant to human rights. This includes the Code of Conduct, Anti-Discrimination and Harassment Policy, Data Protection Policy and Employment of Minors Policy.

## Supply Chain and Due Diligence

While we recognise that there are a number of parameters out of our control, we ensure that routine human rights assessments mitigate the likelihood of any violations or abuses. IN2's Service Supplier Code of Conduct outlines our commitment to ensuring the standards we adhere to are met by our suppliers. We will not engage with suppliers who fail to meet these standards. For that purpose, IN2 carries out a due diligence screening procedure, assessing a company's ethical rating and carefully reviewing any potential ties to modern slavery, human trafficking, child labour and other human rights violations.

## COVID-19 Guidance

During the pandemic, IN2 has closely followed all WHO health advice, as well as the guidance provided by the relevant governments in our office locations. We have amended our COVID-19 policy in accordance with the threat levels in our locations. We have supported staff by developing and implementing policies that prioritise their physical and mental wellbeing.

## Data Protection

We believe the 'Do No Harm' approach extends to digital rights and, as such, prioritise the protection of personal information. IN2 has clear and strict guidelines for cases of a data breach, requiring all personnel to report a breach to the Data Protection Manager. We are registered as a data controller with the UK's Information Commissioner's Office (ICO) and adhere to data protection laws such as the General Data Protection Regulation (EU Regulation 2016/679) and the UK Data Protection Act 2018.

## Ethical Employment Standards

In alignment with our core values, IN2 follows the European Union's Young People at Work Guidelines. To that end, we will not cooperate with any organisation that employs children under the age of 15, regardless of the geographic location. As part of the fight against child labour, IN2 has pledged not to employ anyone under the age of 18.

## Commitment to a Positive Environment

IN2 is committed to being a transparent, ethical and accountable organisation. We do not tolerate any harassment or discriminatory behaviour in any capacity. Our adherence to this commitment is clearly articulated in our Anti-Discrimination and Harassment Policy. We have an internal reporting procedure for all instances of discrimination and harassment.

## Safety and Security

IN2 considers the personal safety and security of its staff, in all offices, to be of paramount importance. We promote a culture of protection. Our Head of Security routinely conducts risk assessments and ensures that all staff are aware and properly equipped to manage any risks they may face. New staff must complete mandatory security training modules and familiarise themselves with relevant procedures as part of the onboarding process.

## Collaborative Workplace

We aim to create a positive work environment, where staff can both thrive as individuals and as a collective. Our new company HQ in Istanbul was designed with these principles in mind; we have built a cafe and recreation area where staff can share ideas, organise events and relax.

## Health and Safety

IN2's Health and Safety Policy outlines our commitment to protect and mitigate risks to all staff and visitors. In 2021, we appointed Health and Safety leads and officers to each office who received specialised training for their roles. IN2 offices conform to all local regulations.

# Measurement of Outcomes



## Monitoring and Reviewing

IN2 monitors changes in local and international law and reviews all internal policies annually, allowing for continuous adjustment. Similarly, we put great effort into tracking the compliance of staff and partners with our policies and related laws across geographies.



## Onboarding Process

New joiners at IN2 are required to familiarise themselves with IN2's policies within the first three months. This includes, but is not limited to, the Employment of Minors Policy, Anti-Discrimination & Anti-Harassment Policy, Anti-Bribery and Corruption Policy and Code of Conduct Policy. Policies and training are hosted on our internal portal and training compliance is monitored by Human Resources.

## Case Study 1



IN2 has a number of projects in fragile and post-conflict settings, helping to protect human rights and promote stability. In one project, we work with displaced women and children to equip them with a sense of self-agency and strengthen their resilience to adversity. The project provides the women and children with education and vocational training and aims to improve their long-term prospects and employability. So far in 2021, 1,225 women and children have attended IN2-run educational and vocational workshops.

# 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.*

## Assessment

IN2's leadership, management and HR department all endorse and diligently work to uphold the UNGC's labour principles. IN2 operates in compliance with internationally recognised labour practices which underpin our policies and actions. IN2 works across multiple geographies, languages and societies and we take pride in our nationally diverse workforce. We are committed to hiring staff members from different professional and cultural backgrounds. To that end, we encourage a variety of people to join our team and represent the growing range of subjects associated with our projects.

# Implementation

## Company Policies and Code of Conduct

IN2's policies and Code of Conduct align with ILO labour standards and are accessible in multiple languages on our internal portal. Our policies articulate our commitment to eliminating all forms of compulsory labour as well as our zero-tolerance approach to child labour and discrimination, both within the workplace and our projects. Staff are routinely advised of updates to policies and encouraged to engage with managers and departments to ensure compliance at all levels.

## Professional Development

IN2 is committed to the professional development of its staff. We strongly encourage all staff to pursue higher education and provide language lessons in relevant geographies. Several staff, currently developing their language skills, receive teaching from a platform which provides employment opportunities to displaced people. IN2 recently introduced a mentorship scheme which provides junior staff with an opportunity to discuss their career progression and aspirations with more experienced staff members.

## Diversity and Inclusion

IN2's staff come from a wide range of backgrounds. We embrace people of all cultures, ethnicities, religions, race and gender. To this end, we actively encourage individuals of all backgrounds to apply to IN2. We also provide relevant trainings such as a bespoke gender awareness training for all - previously attended by 118 staff members. Plans are currently taking shape to repeat and develop the annual gender awareness training. Earlier this year, we conducted a company-wide opinion survey to better understand concerns surrounding diversity and inclusion. The results were overwhelming positive and well above the norm of over 1,000 other surveys that had been conducted by the independent survey company. All of IN2's offices are accessibility friendly.

## Staff Wellbeing

As a growing company, we are conscious that demands on staff can be, at times, intense. As such, we do our best to ensure a good work-life balance and strongly encourage staff to take Time in Lieu when appropriate. Our new company HQ in Istanbul has access to a swimming pool and gym facilities, at no direct cost to staff, enabling staff to maintain a healthy lifestyle. During the last year and extended period of working from home, our HR department organised weekly virtual 'coffee breaks'. This encouraged social interactions across offices, creating a platform to share experiences of working from home. Additionally, IN2 introduced a more flexible working practice for all staff, providing the opportunity for two days of remote working per week.

## Healthcare and Employee Assistance Programme

IN2 is committed to providing quality healthcare and promoting a good quality of life for all staff. Within the past year, the company provided healthcare to staff members across all working geographies. With the onset of the COVID-19 pandemic, IN2 also prioritised the mental health of employees by offering free access to an Employee Assistance Programme (EAP), echoing the company's commitment to SDG 3 Good Health and Wellbeing. This programme is available in multiple languages and accessible to all staff 24/7.

## Staff Engagement Mechanisms

IN2 is committed to ensuring that all staff are able to raise their voice and share concerns. A number of official and unofficial channels exist to serve this purpose. In Jan 2021 we launched a company-wide opinion survey, allowing all staff to provide feedback and opinions anonymously.

## Beyond Minimum Wage

IN2 operates across several geographies where we have not only complied with minimum wage standards but always go beyond to ensure staff members earn a living wage. This commitment lies at the core of IN2's intention to target SDG 8 Promoting Sustainable, Decent Work and productive economic growth for all.

# Measurement of Outcomes



## IN2 Internal Support System

IN2 recently introduced a HR portal, which empowers staff members with the tools to easily manage their schedules and also provides in-house training modules for both onboarding and annual training.



## Performance Management

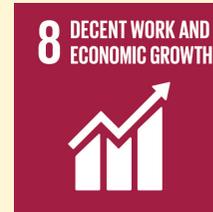
Within the past year, IN2's HR department has instituted a formal performance management system which includes regular reviews and check-ins on a six-month and annual basis. All staff participate in an annual performance review, in addition to mid-year and end-of year follow-ups.



## Staff Opinion Survey

IN2 conducted a survey of staff members with a high participant engagement of 93 percent. The highly positive findings currently serve as a baseline for staff engagement. They have directly informed IN2 policies and future planning to allocate resources to continue to create an inclusive and supportive work environment.

## Case Study 2



IN2 delivered a communication campaign which provided a link between agricultural and textile workers in the Turkish cotton industry and retail companies who have expressed interest in monitoring their supply chains. The project developed a Worker Hotline (WH), a grievance reporting mechanism, as well as a multilingual communications campaign to reach both migrant and Turkish workers in the industry. With over 270 respondents to the WH and a total social media reach of over 3 million, participants in the campaign highlighted issues such as child labour, access to healthcare, wage disparity and inequality as well as the impact of working conditions on legal status and access to education. Communications have been directly relayed through the WH to relevant stakeholders, who have begun to enact and respond - effectively working with the aim of reducing inequalities on the ground.

# 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.*

## Assessment

IN2 has a strong commitment to sustainability and recognises that businesses must be part of the solution when it comes to addressing the climate crisis and environmental threats. To this end, IN2 is actively working to reduce and minimise its environmental footprint, at a corporate level both in our offices through our business practices, as well as in our projects. We also aim to develop and foster a culture in which our staff and partners understand environmental sustainability and take steps to minimise their carbon footprint.

IN2's environmental policy outlines the company's wider sustainability strategy. This articulates our desire to continuously improve our environmental stewardship and reduce our corporate impact. We are in the process of reviewing this policy and aim to align it with an upcoming Net Zero Pledge.

# Implementation

## Sustainability Strategy

IN2 is in the midst of reviewing its environmental sustainability strategy and formulating a Net Zero Pledge. We aim to be ambitious in our move towards becoming carbon neutral and have already begun offsetting some of our business travel.

## Awareness and Culture

We promote a culture of environmental sustainability and responsibility among our staff and partners. We have designed and rolled out internal surveys which seek to help us understand existing attitudes among staff. The most recent findings highlighted a strong desire to learn and engage about sustainability. In the coming year, we intend to deliver several training sessions and events on environmental awareness.

## Transport

During the pandemic, the majority of our staff have worked from home. We have since formalised an official Work From Home policy which allows staff to work from home at least two days a week. This will reduce our Scope 2 and 3 emissions. When they do travel to the office, 65 percent of our staff use environmentally friendly means of transport. IN2's Environmental and Sustainability Policy affirms our commitment to minimising work related flights and encourages the use of video conferencing. Additionally, IN2 facilitates some group travel opportunities.

## Environmental Efficiency

In the last year, we have relocated our head office. When designing and equipping this new space, we have strived to source the most environmentally efficient and sustainable products. This includes carpets and flooring made from carbon neutral rubber. Where possible, we ensure that our offices source their electricity from renewable energy providers.

## Reduce, Recycle, Reuse, Upcycle

Our environmental sustainability policy outlines IN2's commitment to conserving natural resources and minimising waste. Where regionally available, our offices have recycling systems in place. To help reduce waste to landfill, we also look for new ways to reuse, recycle or repurpose surplus or waste materials that we produce. For example, shredded paper is reused for equine and chicken bedding.



# Measurement of Outcomes



## Environmental Efficiency

Since moving to a more environmentally efficient office earlier this year, we reduced our electricity consumption by 39 percent. With the introduction of further environmentally friendly technologies and practices in the coming months, we are confident that our electricity consumption will decrease further. We are conscious that COVID-19 and a reduced office capacity may have influenced this data but aim to ensure that these reductions are not temporary.



## Staff Survey

A survey of staff attitudes regarding the environment indicated that 82 percent of staff indicated they were 'extremely' or 'moderately' concerned about climate change. Fifty-seven percent said they were 'very willing' to learn more about environmentally friendly behaviours and practices. In the coming year, we aim to deliver training courses on sustainability to all staff.



## Environmental Supplier Assessment

We have integrated an environmental assessment into our Vendor Evaluation Form.



## Carbon Offsetting

We are in the process of developing our Carbon Reduction Plan, which will include a Net Zero commitment. Thirteen percent of carbon emissions produced by business travel in 2021 has been offset.

## Case Study 3



IN2 views sustainability as a holistic concept, where all four pillars Human Rights, Labour, Environment and Anti-Corruption intersect. To that end, we encourage sustainable solutions internally and within projects where possible - including integrating viable environmental solutions in projects which focus centrally on human rights. Several of our projects which focus on strengthening the resilience of beneficiaries in IDP camps include such solutions. For example, we provide beneficiaries with workshops on how to upcycle materials effectively. To reach our target audience for a radio campaign, IN2 distributed a total of 600 solar-powered radios. Given the limited electricity provision and beneficiaries' financial situation, these are not only the most cost-effective but also sustainable means of ensuring beneficiaries can reliably access the content.

# Anti- Corruption

## ***Principle 10***

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

## **Assessment**

In line with its core values of creativity, integrity, curiosity, empowerment and accountability, IN2 conducts its business honestly and ethically. Beginning with a top-level commitment, IN2 has a zero-tolerance approach to bribery and corruption. Our Anti-Bribery and Corruption Policy follows the six principles outlined in the 2010 Bribery Act Guidance, including a detailed approach to assess risks and preventing fraud, bribery and corruption.

# Implementation

## Internal Whistleblowing

Within the past year, IN2 updated the company's anti-bribery and corruption policy and established a new process for reporting compliance issues or complaints internally. IN2 is pleased to report that zero issues concerning bribery or corruption have been reported through the new system.

## Ethical Contracting

Upon joining the company, all staff contractually agree to align with IN2's ethical standards and principles. This articulates our zero-tolerance approach to bribery and fraud.

## Training Sessions

IN2 conducts annual anti-corruption and bribery training provided by an external organisation. Although the first training in 2021 focused on English-speaking IN2 members, future sessions will also be available in other languages.

## External Audits

IN2 conducts quarterly internal financial audits of all offices and external financial audits twice a year.

# Measurement of Outcomes



## Monitoring and Reviewing

Any work conducted by IN2 or partners is monitored and reviewed to ensure adherence with our anti-corruption policy. This includes weekly and monthly updates to the Director of Programmes on a project level. In addition, our anti-bribery and corruption policy is reviewed annually, allowing us to make amendments or changes if necessary.



## Training Sessions

Eighty-one percent of all English speaking IN2 successfully completed the external anti-corruption and bribery training in 2021. All staff who took part in the training passed with an average score of 91 percent.

