



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

COMMUNICATION ON PROGRESS 2021

CROWN AGENTS'
ANNUAL SUBMISSION
TO THE UNITED NATIONS
GLOBAL COMPACT



This document is submitted to the named client but remains the copyright of Crown Agents. It should not be reproduced in whole or part without the express written permission of Crown Agents.

It should be noted that the BSI Symbol and UKAS Accreditation mark signify that Crown Agents operate a documented Quality Management System registered with the British Standards Institution to the international quality standard BS EN ISO 9001:2015. The provision of services in economic growth, governance, health, humanitarian and stabilisation. Training, professional development, procurement and supply chain services including management of third party quality assurance and inspection services related to the supply of manufactured, processed products and international freight forwarding and verification services.



FS33234



CONTENTS

1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER /	1
2. HUMAN RIGHTS	2
2.1 Principles	2
2.2 Our approach	2
2.3 Measurement of outcomes	2
3. LABOUR	3
3.1 Principles	3
3.2 Our approach	3
3.3 Measurement of outcomes	3
4. ENVIRONMENT	4
4.1 Principles	4
4.2 Our approach	4
4.3 Measurement of outcomes	4
5. ANTI-CORRUPTION	5
5.1 Principles	5
5.2 Our approach	5
5.3 Measurement of outcomes	5



INTRODUCTION: ABOUT THE UNITED NATIONS GLOBAL COMPACT /

The United Nations Global Compact is the world's largest corporate sustainability initiative.

It represents a commitment from companies to align strategies and operations with universal principles on **human rights, labour, environment and anti-corruption**, and take actions that advance societal goals. Over 9,500 companies are involved and are based in more than 160 countries, both developed and developing, representing nearly every sector and size.

The ten universally agreed principles are:

THE UNITED NATIONS GLOBAL COMPACT PRINCIPLES /

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.

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.

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.

ANTI-CORRUPTION /

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



1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER /

Crown Agents is a not-for-profit international development company that works with leaders and clients to design and implement practical solutions to their needs such as meeting the Sustainable Development Goals (SDGs), improving the quality of life and opportunities for their citizens, or responding to the needs of a global pandemic.

Crown Agents shares its core values with the 10 principles of the UN Global Compact which is embedded throughout the work it carries out globally. Over the last year Crown Agents has demonstrated courage and authenticity: courage to work in the most challenging settings and to be a disrupter in the face of corruption and complexity; authenticity to ensure that the solutions we help develop are grounded in a solid understanding of our client’s needs and will stand the test of time.



We have been instrumental in delivering the Covid-19 vaccine across the globe especially in hard-to-reach areas. Furthermore, in South Sudan we designed Covid-19 communication materials in over 20 local languages and improved WASH facilities and installed child, gender and disability friendly toilets in Nepal.

In 2021, Crown Agents has reaffirmed its support to the UN Global Compact and the ten principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. In this annual communication on progress, we discuss our input into key global issues such as safeguarding and diversity in the aid sector. Crown Agents continues to integrate the UN Global Compact and its principles into our business strategy, culture and daily operations. Given the significant challenges of 2020 and working in an international arena during a global pandemic, Crown Agents has demonstrated its business agility whilst ensuring the highest levels of integrity and ethics.

Sincerely yours,

Fergus Drake, Chief Executive Officer





2. HUMAN RIGHTS

2.1 Principles

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.

2.2 Our approach

Crown Agents has continued to show its commitment to uphold human rights principles and frameworks around the world and has continued to respond quickly and effectively to changing global environments, whether in relation to the Covid-19 Pandemic or the importance of addressing the issues of inclusion and diversity in the workplace.

Crown Agents works in some of the most challenging and unstable places such as Myanmar. The HARP-F fund is supporting Internally Displaced Persons Camps in Rakhine and quarantine centres to ensure all individuals including migrants are receiving essential provisions. This has also included using a new electronic voucher system and community hotlines. In 2021 HARP-F has managed to reach 946,000 people in over 1,112 villages with food, nutrition, WASH, cash and protection and Covid-19 mitigation services.

In Nepal through the FCDO fund for Improving Public Financial Management and Accountability a new software has been developed. The Subnational Treasury Regulatory Application (SuTRA) allows the tracking of expenditure based on gender, ethnicity, caste and geography. This ensures that resources are being allocated to marginalised groups.

On a corporate level, since the formation of Crown Agents' Diversity and Inclusion committee in 2020 there have been numerous engagements with internal and external partners alongside training sessions included in the onboarding process. Crown Agents continues to build on these achievements and aims to continue to work in this space.

2.3 Measurement of outcomes

- Continuation of the Diversity and Inclusion Working Group
- Maintaining a strong due diligence process that efficiently highlights and communicates risks related to human rights.
- Supporting Internally Displaced Persons in Rakhine, by providing food, shelter, WASH, Covid-19 measures including oxygen.
- Development of technology to monitor Nepalese government expenditure and reach.



3. LABOUR

3.1 Principles

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.

3.2 Our approach

We have continued our commitment to tackling modern slavery and in autumn of 2021 the Modern Slavery sub-committee was formed. This has led to a more collaborative approach between the different teams in the organisation and will allow modern slavery to be addressed across the organisation and in collaboration with the main safeguarding committee.

The procurement team also developed new tools in 2021 for their business endeavours. One of the key tools that was developed included the tracking of tier 2 suppliers and manufacturers to help us assist and understand the various different suppliers the company uses.

3.3 Measurement of outcomes

- Modern slavery sub-committee formation
- Updated procurement portal system allowing to log tier 2 suppliers and manufacturers
- Updated Business Partner Questionnaire to include modern slavery considerations



4. ENVIRONMENT

4.1 Principles

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.

4.2 Our approach

Crown Agents aims to ensure that environmental safeguarding becomes an integral part of our day-to-day operations. We recognise that it is imperative to develop a business model that is resilient to the impact of climate change and Crown Agents endeavours to adopt best practice across the organisation against recognised standards with regards to environmental sustainability, Crown Agents is committed to the relevant national development targets. In 2021 Crown Agents has published our first Carbon Reduction Plan and has made a commitment to achieve Net Zero by 2050.

Crown Agents has been working in North East Syria through the delivery of waste management services since 2018. This has included activities such as:

- **Community Engagement:** public health awareness on health risks and project activities; investigation; and public consultations
- **Waste Collection:** distributing waste bins and containers; increased waste collection capacity; street cleaning
- **Waste Disposal:** provision of dumpsite loaders; provision of dumpsite management procedures
- **Dumpsite rehabilitation;** operations monitoring; dumpsite management and training
- **Cash for work programming;** employment based on vulnerability and need of local people.

As a part of Crown Agents' delivery of the largest cash-for-work programme, the scheme employed 405 individuals from 9 villages in which the waste management operations were taking place. This has led to the residents of Deir-ez-Zor safely receiving and processing waste from the surrounding area benefiting over 380,000 local people.

Crown Agents continues to develop the Solar4Health Programme to facilitate the delivery of sustainable renewable energy solutions for healthcare facilities. Furthermore, Crown Agent's is also co-designing and implementing a bulk procurement platform for the solar mini-grid industry.

In partnership with PA Consulting, Crown Agents is also helping to deliver the UK Government's Partnering for Climate Transitions (PACT) capacity building programme which helps low-income countries tackle climate change. Crown Agents has been developing a roster of experts for the programme to facilitate peer-to-peer skills sharing.

4.3 Measurement of outcomes

- Waste disposal in Syria
- Solar4health Programme development
- PACT Programme capacity building and development of expert roster
- Continuing support for project in Punjab, Pakistan to provide 12,000 schools with clean solar energy
- Continuation of Technical Assistance to Senegalese commercial banks



5. ANTI-CORRUPTION

5.1 Principles

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

5.2 Our approach

Crown Agents conducts all its business in an honest and ethical manner and is committed to acting with integrity, fairness and professionalism in all its business dealings and relationships wherever it operates. Crown Agents does not and will not offer, pay, solicit, receive, authorise, collude in or condone the payment or receipt of bribes (including so-called 'facilitation payments') or engage or collude in any fraudulent or dishonest practice anywhere in the world by any person on its behalf or for its benefit in any way whatsoever.

Crown Agents has utilised the Covid-19 pandemic as an opportunity to tackle corrupt procurement practises in global healthcare systems, according to the leading anti-corruption expert Liz David Barrett, Director of Centre for the Study of Corruption at the University of Sussex. Based on Crown Agents' experience of working with the Ukrainian Ministry of Health, the report identifies opportunities for reform, which is especially relevant following the upheaval all health systems have experienced due to the Covid-19 pandemic as the procurement of medicines is highly vulnerable to corruption. Crown Agents' sustainable, tailor-made end-to-end supply chain solution has saved the Government of Ukraine \$65.7 million over five years, which was 25% of the total programme budget. Over the last four years, Crown Agents has also cut the cost of cancer drugs by nearly 40%, ensuring Ukrainians suffering from this devastating disease can access free treatment.

Crown Agents in 2020/2021 continues to manage an EU funded programme in Lebanon. This project has focused on strengthening stabilisation and good governance of public administration in Lebanon, thus, improving transparency and reducing opportunities for corruption. The TAF project has supported the creation of a web portal for the Council for Development and Reconstruction. This reporting portal has provided the highest level of transparency known in Lebanon's public administration, by providing access to detailed information for government policy, donor support, strategic planning and oversight with audit.

In 2021, we also formed the Counter-Fraud Committee which includes a cross-section of Crown Agents staff to support our Counter-Fraud approach across the organisation ensuring the highest levels of integrity in our business.

5.3 Measurement of outcomes

- Ensuring that everyone understands of the importance of working against all forms of corruption, through training and awareness-raising sessions, sharing and creating social media content on the issue
- Ensuring that our due diligence process mitigates risks related to all forms of corruption
- Updated of key policies such as Conflict of Interest; Gifts and Hospitality and Ethical Code for Business Partners.
- Formation of the counter-fraud committee



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

Crown Agents Ltd
Blue Fin Building
110 Southwark Street
London SE1 0SU
United Kingdom

T: +44 [0]20 3940 4000
e-mail: bids@crowนางents.co.uk
www.crowนางents.com