



UNITED NATIONS GLOBAL COMPACT

# Communication on Progress Report

January 2021 – January 2022

# 1 Statement of Continued Support by the Chief Executive

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In the wake of one of the most challenging period in our history and during this unprecedented time with regards to COVID-19, we believe that the values enshrined by the UN Global Compact (UNGC) and Sustainable Development Goals are as important as ever and I am pleased to confirm that Pegasys reaffirms its support and commitment of the Ten Principles of the United Nations' Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

This will be our 4th year as part of the UNGC. Pegasys signed up to the UNGC on the 25<sup>th</sup> January 2018.

In accordance with UNGC's subsidiary policy, this commitment applies to our UK and all foreign subsidiaries and branch offices.

It is Pegasys' mission to promote meaningful change around the world to help people and countries achieve growth and reduce poverty and disadvantage through public policy reform. We exist to change the world for the better, by helping to solve some of the most pressing developmental challenges of the 21st century. As a values-based company, we are guided by our principles, with the aim of improving people's lives and sustaining our environment.

Pegasys combines broad regional experience with technical depth and unparalleled management skill, and our success is dependent upon us operating responsibly and sustainably.

In our fourth annual Communication on Progress, we provide an update on our actions in integrating 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.

Yours sincerely



**Dr Constantin von der Heyden**

**CEO.**



## 2 About Pegasys

*“We create the conditions to empower more people to participate in local economies.”*

**PEGASYS** was incorporated in South Africa in 2000 to support South African public sector institutions in achieving national transformation and service delivery goals. Now we serve the public sector across Africa and Europe, developing keen insights into inter-sectoral linkages and the components of sustainable growth and development.



Water



Transport



Climate



Resilience



Cities



Waste



Energy

**PEGASYS** is a specialist African management and strategy consulting group with international expertise in policy and regulatory analysis, strategy formulation, business planning, institutional arrangements, governance support, and economic and financial analysis - particularly in the African natural resources, climate change and public infrastructure fields.

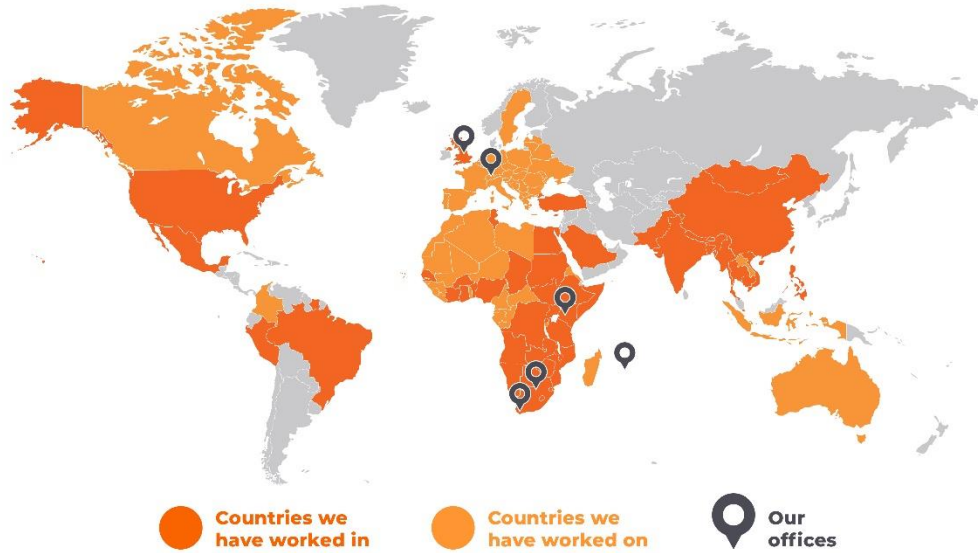
We believe in partnering with the public and private sector to drive transformational service delivery, infrastructure development, and equitable access to resources. Together with our clients and partners we are improving quality of life, access to economic opportunities and building resilience on the African continent.

But we are also conscious of the complexity of the challenges that we tackle and reflect on critical questions that our clients face. It also means we pose the difficult questions that need to be asked to uncover the root cause. Every problem, whether social or environmental, has unique traits and nuances, which calls for diversified thinking through an integrated approach.

**PEGASYS** finds the greatest success in forging partnerships with our clients. From the outset, we build relationships of trust and understanding, interrogating, reflecting on the key questions and challenges that our clients face, translating these into opportunities for meaningful change. We build project teams around the needs of the client and our shared insights into how to best serve those needs, leaning on a diverse set of in-house skills supported by an extensive network of consultancies and academic institutions. We strive to be solution-driven, innovative and flexible, to address continuously changing needs, and to be responsive to learnings as they emerge during a project.

Together with our clients and partners, **PEGASYS** is changing the future of Africa and developing countries beyond the continent, through the implementation of pragmatic, cost-effective, and sustainable solutions and practices. We continue to positively shape and influence effective management and implementation of public

resources by creating more robust and resilient institutions; transforming, capacitating and building the knowledge base of civil servants as well as key stakeholders on projects we are involved with; and keeping the needs of the most marginalised at the centre of our consulting solutions. Pegasys staff have diverse skill sets and backgrounds but are bound by a shared value system.



### 3 Executive Summary

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Since joining UNGC in January 2018, we began incorporating its Ten Principles into our business strategies, policies, and procedures, as well as into our culture of integrity. We communicate these commitments into the Pegasys Standards of Business Conduct, and the “Pegasys Way”, as well as policy manuals that guide all our work.

In the wake of COVID-19, we have had to improvise new ways of working, and we also moved to help our clients respond to the pandemic as we highlight later in the document.

The last year has been extremely focussed on COVID-19 and ensuring that our clients are supported together with ensuring the safety of all our staff. COVID-19 has made us examine our standard ways of working and accelerated change in many areas, particularly home and flexible working. We are planning a future which moves us away from the ‘fly-in-fly-out’ model which is common in so many professional services organisations. Instead we are seeking local and virtual solutions for our global business.

We have, even during this time, continued to embed several of our corporate initiatives which have impacted greatly on our progress in relation to the UNGC including projects to ensure ongoing regulatory compliance to meet donor requirements in the relevant areas.

We continue to apply our Pegasys Way to the way we serve our clients, partners, and stakeholders around the world, even in these difficult times. These fundamental business conduct principles apply to all our employees worldwide, the Board of Directors, consultants, authorized representatives, and all others acting on behalf of the company. Additionally, we encourage stakeholders to hold us to these expectations.

## 4 Description of Actions

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### 4.1 HUMAN RIGHTS PRINCIPLES

*Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.*

*Principle 2: Make sure that they are not complicit in human rights abuses.*

Pegasys endorses the **Universal Declaration of Human Rights** and will adhere to international human rights standards in our activities and our relationships. This includes taking steps towards respect, protection and fulfilment for such rights as freedom of association and collective bargaining; the effective elimination of child labour and modern slavery; the elimination of all forms of racial and gender discrimination; and the realisation of a workplace which positively empowers its employees and people of the broader world without discrimination on the basis of sexual orientation, physical ability, or mental illness.

Pegasys's adherence to fundamental human rights is enshrined in our **Code of Conduct and Business Ethics**, which confirms that "Pegasys supports and respects the protection of local and internationally proclaimed human and employment rights" and confirms its commitment to respecting fundamental human rights and treating all employees and others with fairness, equality and respect to foster an open, transparent, and trusting environment which is free from prejudice, discrimination, bias, harassment, victimisation and/or violation.

Pegasys undertakes to uphold the **International labour organisation (ILO) and its eight (8) conventions that are** aimed at promoting opportunities for women and men to obtain decent and productive work, in conditions of freedom, equity, security and dignity. We will incorporate its standards in our policy and practice.

Beyond these basic commitments, we intend to implement measures, which positively contribute to the realisation of human rights, through the creation of a diverse, inclusive and accessible workplace. We believe this pledge places us in line with best-practice international standards regarding human rights.

#### ACTIONS IN THE LAST YEAR:

- Pegasys is working in support of the Western Cape Department of Transport and Public Works with the Blue Dot Taxi Incentive Programme. Blue Dot works by offering an incentive to minibus taxi owners (also targeting drivers) and companies based on their level of performance to motivate improved services, monitored by technology and passenger feedback. Blue Dot also recognises and aims to address the significant challenges faced including safety, reliability, affordability, and conflict within the industry.





- As a consulting firm operating in the development space, we also direct our work towards transforming underserved communities. Pegasys is still actively involved in the Western Cape, South Africa with the successful launch of a Red Dot Lite service to transport healthcare workers requiring transport during the pandemic. On the 28th of April 2020, the Department of Transport and Public Works (DTPW) Western Cape, South Africa received approval to implement the ‘Red Dot’ service in the Western Cape, which is a transport service to transfer people from communities to public isolation and quarantine centres. The ‘Red Dot’ is now being used to transport people to and from vaccination sites to support the vaccination drive. The Pegasys team has been integral to this entire process, from concept to negotiation and contracting to implementation. This project has hugely impacted the rights of essential healthcare workers across the Western Cape.
- With regard to COVID-19, our first priority was ensuring the safety of our employees and supporting public health measures. Like many organizations, we put a stop to non-essential travel and in-person interaction, and enhanced our digital capabilities, finding creative ways to work remotely.
- Through our COVID Management Team, our Company implemented several policies to ensure the safety of our employees and close collaborators including, temperature checks at office’s entrance and social distancing, distribution of masks and hand sanitizers, compulsory work from home enforced for employees with chronic illness and/or those living with old/ill family members and despite the harsh global economic conditions, the Company did not terminate any of its employees.
- Pegasys continues to introduce all new staff members to our company principles, **Code of Conduct and Business Ethics** through our **Induction Programme** and each employee receives an **‘Employee Handbook’**.
- All new employees are provided training during their induction on a number of policy documents, procedures and statements applicable, which confirm Pegasys’ commitment to protecting basic human rights. These include, among others, the applicable grievance procedures, the **whistle-blower procedure** and respective **recruitment and selection policies**. **All our policies are easily available to all staff through our Corporate Intranet.**
  - Data Protection
  - Anti-slavery and human trafficking
  - Safeguarding policy
  - Whistleblowing policy
  - Sexual Harassment
- We have made a provision in our **‘Whistle-blowing Policy’** to raise concerns internally as well as externally to a ‘whistle-blowing hotline’. All concerns will be treated in confidence and every effort will be made not to reveal the person’s identity.
- We introduced and communicated to the business our **“Transformation Charter”**, which sets out our aspirations, principles and basis for designing and implementing a transformation strategy at Pegasys.
- In February this year we provided R140,000 of financial support to the following organisations, as part of our Corporate Social Investment.
- There have been no reported human rights offences within Pegasys to date.

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## 4.2 LABOUR 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.*

Commitment to People is one of our core values. We are committed to providing opportunities for our people to develop, achieve their professional aspirations, and enjoy successful and rewarding careers within the company. This commitment is reflected in our human resources policies, systems and activities across our offices. Diversity is a key element of our human resources strategy and our staff have diverse skill sets and backgrounds but are bound by a shared value system. Pegasys has created an environment that welcomes and respects the different perspectives of all our diverse people, as well as those of our associates, contractors and sub-contractors.

Our companies **Code of Conduct and Business Ethics** respects employees' rights to join or not to join a legally recognised trade union, or any other body representing their collective interests, and establish constructive dialogue and bargain in good faith with trade unions or representative bodies on employment conditions, labour management relations and matters of mutual concern, to the extent practicable taking national and international laws into consideration.

### ACTIONS IN THE LAST YEAR:

- We hold **Diversity and Inclusion Sessions** across our company, to embrace Equality, Diversity and Inclusivity across all our employees.
- We ensure we continuously “benchmark” our staff across the global standards to ensure equal wage standards are met.
- We continue to follow through with our annual performance review process.
- We continue to ensure that employment-related decisions are based on relevant and objective criteria through our “remuneration committee”.
- The Pegasys **EDI Committee (Equality, Diversity and Inclusivity)** continues to meet to measure and track the organization's commitment and progress of its transformation objectives in achieving equity in the workplace, eliminating unfair discrimination, and the implementation of affirmative action. The composition of the committee is compliant with legislation and is representative of all groups and levels across the organization.
- We have policies and guidelines in place on recruitment as well as contracts for all employees.
- We have in place an onboarding handbook and policies that state the right for collective bargaining. Our onboarding handbook covers policies concerning our employee rights, compensation and responsibilities.



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## 4.3 ENVIRONMENT 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.*

Pegasys is committed to making continuous improvements in the management of our environmental impact and to the longer-term goal of developing sustainable businesses through interventions to prevent pollution, reduce waste and minimising the consumption of resources. While COVID-19 has been a challenging period in our history, it has brought about many changes in the way we work that has contributed positively to our Environmental objectives.

Pegasys recognises the importance of supporting and developing global initiatives aimed at protecting the environment and conserving natural resources.

Pegasys works in partnership with others to drive innovation, promote environmental care, increase understanding of environmental issues and disseminate good practice. Pegasys operates in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

### ACTIONS IN THE LAST YEAR:

- Due to COVID-19, almost all our staff operates remotely from home, which enabled us to focus our attention to working in a more digital environment. This has significantly reduced much of our office equipment and stationery (including lighting and paper products) volumes and has drastically minimised the use of air conditioning and lights in our office. Going forward Pegasys will continue to adopt a **Hybrid Office Working environment** permanently which will help lower its carbon footprint related to CO<sub>2</sub> emission produced by travelling by car and other forms of transport, including minimising office resources.
- The use of DocuSign is implemented for the smooth running of the business, the use of this tool, together with the move to a more digital environment has led to a significant decrease in working paper.
- We continue to train our staff on our environmental sustainability policy.
- We continue to promote environmental friendliness through interactions with customers suppliers, associates and other stakeholders and increase awareness.
- Our Pegasys teams have been working with some of our clients to use COP26 as launch pad for a range of important investments and commitments.

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## 4.4 ANTI-CORRUPTION PRINCIPLES

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

Pegasys recognises that corruption is a major hindrance to the sustainable development of an organisation and its communities. The development of rules for corporate governance rules around the world has prompted Pegasys to focus on anti-corruption measures as part of our need to protect the reputation and interests of our stakeholders.

Pegasys has zero-tolerance for bribery, fraudulent and corrupt activities and will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. Pegasys is committed to conducting business in an ethical and honest manner and is committed to implementing and enforcing systems that ensure bribery, fraud and corruption is prevented.

Pegasys fosters honesty, integrity and fairness in all aspects of its business and expects the same in its relationships with all those with whom it does business. Our zero-tolerance approach to bribery, fraud and corruption is communicated to associates, contractors and sub-contractors at the outset of our relationship with them and as appropriate thereafter.

### **ACTIONS IN THE LAST YEAR:**

- All staff are trained on our formal Anti-Bribery and Corruption policy, including our Whistleblowing policy.
- We assessed, and continue to assess, the risk of corruption when conducting all business, in line with our policy.
- The inclusion of DocuSign into our internal controls ensuring full compliance with our risk protocols.
- We have launched an internal Supplier Due Diligence database that will assist to ensure adherence to anti-corruption.
- We ensured, and continue to monitor, that all internal procedures support the company's anti-corruption commitment.

## 5 Measurement of Outcomes

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- There have been no reports of human rights abuses or infringements during the past year.
- There have been no instances of occupational diseases, accidents or injuries at the place of work or while travelling.
- During the year, no incidents of discrimination, forced labour or compulsory labour were found to exist in the Group.
- Pegasys has not been involved in any legal cases, rulings or other events related to corruption and bribery.



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