

UN Global Compact Report, April 2022

Statement of Continued Support by the Chief Executive Officer

Dear Mr. Secretary General,

I write to re-affirm Crystal Clear Management Group's wholehearted support for the Ten Principles of the United Nations Global Compact with respect to 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 website.

Sincerely,



Bryce Madsen
Chief Executive Officer
Crystal Clear Management Group

Human Rights:

Crystal Clear Management Group carefully vets our workers, contractors, and suppliers to ensure there are no human rights violations in our supply chain or labour force. We strive to maintain a safe working environment, and have a zero-tolerance policy towards safety violations on job sites. We maintain an open-door policy to allow staff and contractors to communicate directly with the CEO to complain about safety issues, harassment, threats, or anything that diminishes their rights or personal worth. We will continue to improve our human rights monitoring over the next year to ensure we better trace our supply chain and contractor pool to screen for any human rights violations.

Measurement of outcomes: We have had no complaints, and have seen no indicators of potential human rights violations this past year. Our safety record is unblemished, and our annual turnover rate is less than 5%. This is far lower than the industry average.

Labour:

Crystal Clear Management Group treats all our employees and contractors equally, and we have no tolerance for any behavior that treads on basic human decency. We pay our employees and contractors well above the minimum wage. This includes annual pay raises and a variety of benefits. In 2021 we created a comprehensive human resources policy to ensure workers in all our countries know their rights, privileges, and expectations plus enjoy codified benefits such as maternity and paternity leave. We validate our contractors to ensure no forced or underage labour. We will continue to improve our human rights monitoring over the next year, to include ensuring full implementation of our comprehensive human resources policy. We will also refine our hiring procedures to ensure there is no room for discrimination or harassment.

Measurement of outcomes: We maintain a highly diverse group of employees from thirteen countries and territories and adhering to at least five religious traditions. Our management and office staff include a roughly equal number of men and women. In some countries, such as Thailand, the leadership staff is entirely female.

Environment:

Crystal Clear Management Group carefully monitors our supply chain to ensure all materials are sourced sustainably. We also work with our clients to improve environmental performance through such steps as using building management system (BMS) software to monitor energy expenditures and providing virtual store monitoring to reduce the need for executive travel. In the coming year, we intend to improve energy expenditure tracking and continue to offer our clients a carbon offset purchase service. We will also roll out recycling services in India, a country where this is traditionally very difficult.

Measurement of outcomes: We have had positive feedback from those clients who have opted for BMS service, and they have been receptive as we encourage carbon offsets and other methods to increase overall store sustainability. Our efforts are conducted together with our clients' efforts to improve their own environmental footprint in accordance with the UNGC.

Anti-Corruption:

Crystal Clear Management Group has a strict policy of avoiding all corruption, to include instructing staff not to pay any of the so-called convenience fees used as de facto bribes in some countries. We find this strict bribe nonpayment policy discourages officials asking for additional bribes, even it might cause some complications in the short run. We write our contracts with clients and contractors in such a way as to make corruption impossible. We will continue to improve our anti-corruption measures in the next year, to include improving the way we communicate our policy in writing to our staff.

Measurement of outcomes: We have had no reported incidents of corruption this year, and have ensured all new employees are aware of the policy as part of onboarding.