



One on One Educational Services Limited

UN Global Compact Communication on Progress

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STATEMENT OF CONTINUED SUPPORT

One on One Educational Services is pleased to present its first Communications on Progress (CoP) report. Since inception in August 2014, One on One has lead with the Vision that one day we would become global leaders, in all areas of our business. To propel us in achieving this vision, One on One joined the United Nations Global Compact (UNGC) in January 2021. With this CoP we take you through a snippet of our journey and publicly advocate as an enterprise that prioritizes its People and the Community – both of which without their support and continued patronage, there would be no One on One.

As a single member organization from Jamaica, it is critical to align our UNGC commitment with the National Goals and Outcomes of Vision 2030, Jamaica's first long-term national development plan. Specifically, the National Outcomes "World-Class Education and Training" and "A Technology-Enabled Society". These goals are mutually reinforcing and synergistic in design, and their achievement cannot be realized without ownership or the Private Sector. It is this ownership that lead One on One to become a signatory to the UNGC and to integrate its principles into our business.

Accountability is a pillar on which this company was built, outlined in this 2022 report. One on One has successfully implemented new programs, expanded our services, hired world-class experts and invested heavily in developing a more 'people-centred' company culture. The Principles of the UN Global Compact are as comprehensive and ambitious as many of the reforms that we are advancing in the way we conduct business. The concept of the global marketplace has transformed into a bigger version of the marketplace than we could have imagined. One on One has implemented changes to business operations to integrate the UNGC's Ten Principles into strategy, culture and day-to-day operations. The COVID-19 pandemic has also shifted that marketplace to a new normal but we can, and we must adapt, innovate and create a robust business model that will last a lifetime.



Ricardo D. Allen

President & CEO

One on One Educational Services

DESCRIPTION OF ACTIONS

Human Rights

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

Goal: To become an advocate for human rights within the education technology industry, setting the standard in conducting sustainable business internally and externally

Corporations are increasingly expected to become more proactive in protecting human rights as private and public responsibilities blur. As we strive to prioritize business ethics, we have developed conceptual frameworks for how we can deal with human rights issues in our business operations. In our work and research with local thought leaders in the corporate social responsibility industry, we have become more conscious of the expectations of a more socially aware investor base and workforce. As such, we have made the following operational changes to move the needle towards our goal.

Action1 : Establish People and Culture Department

Further to its dedication to ensuring One on One is not 'complicit in human rights abuses, Brittany Singh Williams was elected to establish a People and Culture Department. The One on One team is expanding quickly. Mrs. Singh Williams has the mandate of Increasing employee engagement and trust, decreasing turnover and, most importantly, improving performance as it relates to customer satisfaction and driving business goals.

Since taking up this essential post within the One on One organization, she has spearheaded the creation of more people-centred policies documented in the newly revamped People and Culture Handbook. The document summarizes policies, procedures, and practices related to people and culture management at One on One and now stipulates that One on One employees:

- Have access to three months of paid Maternity Leave and one month of paid Parental Leave for expecting mothers and fathers, respectively
- Have professional development opportunities up to USD 100 to upskill and encourage mobility within the company
- Now completely operate in a remote work environment and can stay protected in their homes in current or future large-scale emergencies.
- Are now governed by a newly established Diversity Equity and Inclusion Policy

Action 2: Sign on and comply with international standards

In addition to signing as a member of the UNGC, One on One has subscribed to several international guidelines and standards, namely ISO 26000 & the UN Guiding Principles on Business and Human Rights and Taskforce on Climate-related Disclosure (TCFD). This shift accompanied a newly elected Board of Directors composed of technological, financial, and corporate governance professionals who advise and provide executive management oversight.

Labour

Principle 6: The elimination of discrimination in respect of employment and occupation

Goal: To eliminate all forms of discrimination in employment practices and services provided, and develop a culture of diversity, equity and inclusion for all stakeholders

Action: Establish a Diversity, Equity, and Inclusion (DEI) initiative

Years of consistent hard work and dedication to the Education sector as allowed One on One to establish itself as a leader in the Education Technology industry. As such, the company has attracted many highly skilled and motivated individuals, causing the team to expand at an exponential rate. The need for a wholistic to incorporate a culture of belonging became abundantly clear and One on One has since taken a 3-step approach to transition operations under the DEI initiative.

Understand

The first step in implementing the DEI initiative was to better understand the current staff and its diversity. A company-wide, anonymous diversity survey was circulated to provide the management team with this information. The survey was designed to capture staff data on age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, military status, and other characteristics that make employees unique. Survey results were collated and used to inform further activities. It was found that levels of diversity were low in many areas, underscoring the need for added diversity within the team. It is commonplace for unintended biases and ignorance to thrive in spaces that lack diversity, an unfortunate characteristic of Caribbean culture.

Educate

At One on One, we continue to foster a culture of belonging by investing in training and educational material that clearly outlines acceptable speech and behavior in the work environment. After documenting the levels of diversity present, a speaker was identified to do a company-wide session on diversity in the workplace.

To further assist this transition, significant investment has been made in upskilling management to create a flourishing environment of belonging. Through forums and workshops, managers and directors we provided the tools to broaden their emotional intelligence skills, such as openness to new ideas and the ability to drive change and navigate social complexity.

Enforce

It is understood that many unacceptable behaviors and temperaments are deeply rooted in 'workplace culture'; the possibility always exists that value transfer is not accomplished or supported by a few staff members. No matter how effective prevention is, treatment is indispensable in maintaining the integrity of the changes implemented. As a result, all employees must also attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility. Any employee who exhibits inappropriate conduct or behavior against others may be subject to disciplinary action, including termination.

While there is a focus on preventing future infractions, the team is also dedicated to addressing past instances that significantly affected a staff member's ability to work or navigate the work environment freely. Employees who believe they have been subjected to any discrimination that conflicts with the company's diversity policy and initiatives now have an avenue to voice their concerns and receive the assistance they require.

Environment

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Goal #3 To identify the key actions that will bring the company closer to net zero

Action1: Prioritize environmental impact as a metric and constant consideration for business development.

Sustainability is at the top of the agenda for One on One. Climate change poses several challenges to the tech industry in which we operate. Through a recent commitment to establishing an Environmental, social and governance (ESG) program, we seek to comply with current environmental legislation and work to minimise the impact of our activities on the environment. This is in keeping with a continued global focus on the environment and responsiveness to customer concerns about climate change. It is imperative for us as a business that all of our interactions with customers are reflective of who they expect us to be. A company they are proud to work with and recommend.

We support the recommendations of the Taskforce on Climate-related Disclosure (TCFD) and engage with our stakeholders and encourage enhanced disclosure on climate change, biodiversity, and the Sustainable Development Goals (SDGs). As such we intend to conduct research in the coming year that diagnoses our current sustainability positions, establishes quantitative baselines, defines clear aspirations, and designs actionable sustainability plans for implementation in future years. Understanding this data would position One on One to tackle its environmental impact in a more informed and sustainable way.

Action 2: Integrate environmental considerations into company policy

Our approach to employment has evolved since the inception of One on One. The staff complement has grown exponentially, partly attributed to the unmet demand within our educational system for viable, affordable e-Learning solutions. Since the onset of the COVID-19 Pandemic, One on One has operated fully remote. As a completely remote company, we have significantly decreased our carbon footprint by eliminating company-wide regular use of printed materials and the need to travel for work. Additionally, marketing efforts have shifted primarily to the digital space. We have increased the use of QR codes and NFC business cards to decrease printing further. We encourage our staff and customers to reduce their environmental impact by recommending using more sustainable materials. We actively promote a paper-free, remote work environment. We regularly support our clients to avoid printing, and we will make all endeavours to be a digital-first business.

In 2022, an ICT Manager was hired and has since made several revisions to the company IT policy. The Research and Development arm of One on One has also made a renewed commitment to incorporate sustainable design principles in product development. Some major environmental considerations made include:

- Updated IT policy
- Sustainability Policy,
- Sustainable Procurement Policy
- Carbon Management Plan

Anti-Corruption

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

Goal: To enforce a zero-tolerance approach to bribery and corruption

Action 1: Establish an ESG framework and targets

Environmental, social, and governance (ESG) refer to three central factors in measuring the sustainability and ethical impact of investments. At its core, ESG investment involves gauging a company's long-term, rather than short-term, sustainability. Environmental criteria consider how a company safeguards the environment, including corporate policies addressing climate change. Social criteria examine how it manages relationships with employees, suppliers, customers, and the communities where it operates. Governance deals with a company's leadership, executive pay, audits, internal controls, and other ways of assessing transparency.

The Board of Directors of One on One appoints the members of the Governance Committee annually. This Governance Committee oversees the Company's sustainability programs, policies and practices, including the recent establishment of environmental, social, and corporate governance (ESG) policies. We further strengthen our governance model as we refresh our sustainability strategy, ambitions, and commitments. We believe that close collaboration between management and operations is key in this developmental stage of the company's ESG goals delivering on our strategic initiatives and ultimately, building resilience against all forms of corruption. To ensure that our focus areas, sustainability goals, and strategies are still aligned with industry standards, we embarked on significant research and strategic planning activities to now present this ESG policy.

Environmental, social and governance issues do not exist in a silo. ESG is about bringing them together under one banner to demonstrate our business's positive impact on the world. This policy will inform our ESG efforts moving forward. This includes, but is not limited to reporting, disclosures (both material and non-material), business practices, policies, procedures, investments, board activities, stakeholder engagement, and investor relations. This Policy results from a corporate culture with sustainability at the core of all our business operations and values. The following lists how the new ESG policy can positively impact our anti-corruption efforts:

Corporate transparency: Due to their objective, ESG standards promote corporate transparency. One on One will benefit from incorporating the good practices and recommended guidelines to improve even beyond organisational governance and an anti-corruption practices. Encouraging good practices like transparent accounting and bookkeeping can serve as preventive measures that can mitigate the risks of corruption, while the protection of whistleblowers is an important aspect that enables the detection of corrupt acts.

Strong Corporate Culture: ESG assessments will include an evaluation of the level of bribery risk of activities, taking into account both the risk the context entails (country or industry) and the possibility of risks the organisation generates due to its business model, or products. ESG processes will also aid One on One seek to better understand how leadership's incentives are aligned to stakeholder expectations, how shareholder rights are viewed, and what types of internal controls exist to promote transparency and accountability by leadership.

Unified standards: The most critical role played by ESG, is establishing a unified set of standards. This ensures that ESG will be impactful in the global community and provides a road map for businesses from developing nations to follow. Important progress is being made in that direction as more companies promote a global baseline set of standards that could draw on the standardisation process of financial accounting, sustainability and governance. On a similar note, developing policies that ensure global transparency, comparability and quality of core ESG metrics in reporting frameworks, ratings and definitions will go on to strengthen existing ESG standards and not just the anti-corruption element.

Our ESG commitments

1. We will support initiatives that benefit the environment, human welfare and education. This includes skills training that advance workforce talent pipelines for our customers and economic development in the communities in which we operate.
2. Our focus is to promote strong oversight, transparency and risk management at all levels of our organisation, ensuring the resilience and long-term value preservation for our business. We will maintain strong corporate governance practises through exemplary board stewardship, accountability, and proactive risk management.
3. We are committed to engaging with our employees to provide a challenging, dynamic, inclusive and diverse work environment that supports their professional development and promotes a good work-life balance that prioritises their overall health and wellness. We are committed to driving down our energy and carbon impacts, as we believe climate change is one of the greatest risks to our world.
4. We intend to design a sustainability program committed to environmentally sustainable initiatives that deliver near-term efficiency, value, and health for our business, people, and the wider community.