
Corporate Social Responsibility Report 2018



Statement of Support by the Chief Executive Officer



As the CEO of NGA Human Resources (NGA HR), I can confirm that our organization continues to integrate the 10 Global Compact Principles of the United Nations Global Compact, which promote social, economic and environmental improvement, into our day-to-day global business. We are fully committed to playing a positive role in the development of a society that addresses the needs of the present without compromising the global culture and environment that future generations need to continue to thrive.

NGA HR's core business values address exactly the 10 Principles of the United Nations Global Compact, specifically, Human Rights, Labor, Environment, and Anti-Corruption.

In our "Communications on Progress", we have outlined activities completed in the last 12 months that demonstrate how we integrate the principles of Global Compact into our day-to-day business strategy, culture and operations, and our commitment to sustainable growth.

Our mission is to integrate into the local communities and skills in the countries we operate, recruiting locally and providing training and career opportunities, but also supporting local charitable and not-for profit organizations. We commit to share the information in this report with our stakeholders through our annual report, CSR initiatives, and other channels of communication.

Our objectives are to:

- Embed responsibility into the way we govern, manage and perform as a business
- Achieve the highest standards of integrity, ethical behavior and corporate governance
- Conduct our business in a manner that is environmentally and socially responsible
- Develop solutions that increase business productivity and competitiveness
- Contribute to well-being through supporting services to the public that promote social justice

This document describes NGA HR's continued response to the ten principles of the Global Compact and provides an update on new activities to support our ongoing commitment.

Andy Monshaw

Chief Executive Officer
NGA Human Resources

Our Commitment

Corporate Responsibility

As a global business, operating in 35 countries and with clients in over 180, NGA HR is committed to a growth model that is socially responsible and contributes to economic and environmental improvement in each location.

In each country where we operate, we have voluntary projects taking place, from equipping schools, planting trees and building houses through to providing training, apprenticeships and careers advice.

Governance

Our corporate responsibility agenda is included within the framework set by the Corporate Responsibility Group (CRG). The CRG sets our Corporate Responsibility policy and strategy and is responsible for best practice across the Group.

Andy Monshaw, our Group Chief Executive, is Executive Sponsor of the CRG and ensures that the program is well managed and embedded into day-to-day practice.

Sustainable Services

As a global HR and payroll services company, the core objective of our business is to help other organizations unlock the value in their employees and workplaces.

We help plan operational transformations that enable greater efficiencies and enable business models that require less travel and less manufacturing and disposal of IT equipment by providing managed and hosted services.

We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally-connected, future-fit organizations.

With 50 years of experience in global and local HR and payroll solutions, we're able to make a real time and cost difference to organizations. We advise on and deliver insight, advanced technology platforms and applications, coupled with a global portfolio of flexible service delivery and outsourcing options, to make a measurable difference for our clients.

We work with our clients to introduce remote and flexible working, reducing environmental impacts and improving quality of life for employees. We continue to extend our Software as a Service delivery model, reducing environmental impact and making services more readily available for our clients.

The sustainable services that we deliver to clients help combat climate change by introducing digital solutions that reduce the need for people to travel. By delivering hosted services, we also greatly reduce the environmental cost of manufacturing and running IT hardware. Assets are reused wherever possible and where they are beyond economical repair, they are recycled in accordance with the Waste Electrical and Electronic Equipment Directive (WEEE).

Managed and outsourced services also mean that a high percentage of the work we do for clients can be done locally. We have examples showing how a multi-country payroll solution can easily be delivered to a client with hardly the need for NGA HR to leave a base location.

Further reductions are gained by equipping our employees with the tools and technology that make flexible and mobile Working possible. These modern, 'on demand' technologies, introduce working practices that reduce environmental footprint and generate considerable savings are no longer nice-to-haves, but very real opportunities for all organizations.

NGA HR has introduced many initiatives designed to reduce carbon emissions and improve the efficiency and effectiveness of HR systems. These include online pay slips, recycled pay slips, self-service HR and the development of a carbon emissions calculator that helps employees calculate their CO2 emissions for business travel. The implementation of paperless HR results in reduced environmental impact and costs for our Clients.

Sustainable Procurement

At NGA HR, we are committed to ensuring that the products and services we buy are sustainable and so have incorporated a social responsibility criterion into our group-wide procurement activities. Sustainability considerations traverse our entire procurement process, from the identification of needs, through evaluation of options and tenders to post-contract management. This global approach is applied to all new and existing major suppliers.

In partnership with our Legal, Finance and Compliance departments, our Procurement department has introduced standards to ensure all parties in our supply chain meet our UN Global Compact commitments. These are regularly reviewed.

Our People

NGA HR has an ongoing people investment program with a heavy focus on supporting the physical and mental health of our employees. We have self-service training courses for all employees and specialist courses for managers.

We also have relationships with colleges and universities in many of the cities where we have large offices and services centers, such as with the University of Granada, in Spain. In 2018, we extended the partnerships with many of these, introducing specific study programs that will ensure we are building the pipeline of highly digital employees we need the future and in return, we're continuing our commitment to local employment.

Our *#OneTeam* mantra is vital to us as a global organization. It ensures we share a culture and a belief system. All employees are encouraged to contribute, to help deliver value and build sustainable and healthy communities, internally and externally, maintain sustainability, and to engage with each other.

Key Highlights and Measurements for this year:

- NGA HR aims to be an employer of choice for people from different backgrounds and to promote respect for the individual and equality of opportunity. NGA HR is committed to eliminating discrimination and encouraging diversity. Our aim is for our workforce to be truly representative of all sections of the wider community and for each employee to feel respected and able to perform their duties to the best of their ability. We have recently updated our Equality, Diversity and Dignity Policy and have published this on our intranet so all employees are aware of our expectations on acceptable conduct.
- We have mandatory Annual Compliance Training for all employees and this year the completion rate was 95%. The small amount who did not complete this training were on long-term absences – e.g. Maternity leave and long-term sick leave.
- We continue to be a diverse organization — geographically and culturally — and we celebrate our different talents and skills with personalized development plans for each of our 5,300 employees around the world. All employees at NGA HR are required to participate in Continuous Performance Management sessions with their manager.

- This year we launched two global initiatives. The first to ensure that women are equally represented within NGA HR. The second was to raise awareness of mental health and to ensure that all employees feel supported on a day-to-day basis and know where to go if they or a family member are affected. Throughout 2018 and into 2019, we have highlighted the need to support each other.
- We also set-up an emergency fund in 2018 to support our colleagues in Kochi who lost homes and personal possessions in the summer flooding. We continue to support them as they rebuild.

Donations / CSR Activities

Across all regions, NGA HR supports employees as they find ways to give back to their communities, including mentoring, volunteering and donations to their favorite charities. Below are some examples of the last year of activities we have supported.

- Tree planting in local parks and beach cleaning in Dalian, China.
- Adopted a school in Hyderabad, India. In addition to providing uniforms and books, we adopted 35 female students to support their progression through graduation and into the workplace.
- In Manila, Philippines, 500 children were provided with school bags and supplies.
- In Tallahassee, USA, a similar school bag initiative was run.
- Ongoing fundraising for an orphanage in Hyderabad, India.
- Blood donations in offices in Jacksonville, USA; Hemel Hempstead and Birmingham in the UK; Manila, Philippines and Kochi in India.
- Spinning for Muscles event in the Netherlands to raise money for charity for children with muscle wasting diseases.
- Zero waste and plastic free projects in Poland, India the UK. This included clothes, toy, furniture and bike swaps.
- Colleagues and clients across LatAm donated coats for those without last winter.
- In Round Rock, Texas, as part of the Sheriff's local charity, several families were 'adopted' to support with the provision of household essentials.
- In Tallahassee, several families were fostered for Christmas to ensure that they could enjoy the festive season.
- Handbags and Backpacks for Hope were filled in Round Rock to support victims of domestic violence.
- Fundraising initiatives around the world set-up to help Kochi.
- Local working parties to support our colleagues mud clearing and rebuilding their homes.

Environment

We continually seek ways to lower our emissions and improve our energy efficiency. Some initiatives are localized, such as installation of energy efficient lighting and improved recycling schemes.

In the UK we continued review energy saving initiatives, as recommended to us following our submission to the UK Government under the UK Energy Savings Opportunities Scheme in 2017. The report was compiled by an External Assessor who, as a condition of the scheme, made recommendations for further opportunities for additional energy saving initiatives. The scope of the review included buildings and business travel.

Globally, we're continuing to reduce office space through a series of better space utilization, office planning and flexible working. The reduction in our global footprint between 2017 and 2018 was 3.69%. Our emissions reduced by a corresponding amount relating to this activity alone.

We relocated our offices in Paris France, Katowice Poland and St Johns Canada, to energy efficient offices, reducing heating requirements and, as proposed in the 2017 report, we have installed LED lighting in Manila and in the new St John's and Katowice offices, reducing emissions through lighting further.

People

In 2017 we emphasized '*People*' as one of the three strategic priorities of NGA HR. This outlines our commitment to enriching the experience of our employees and that of our client's employees through the services we deliver.

In 2018, as outlined in our 2017 report, we launched an initiative to ensure that we address any gender imbalances within our businesses offering training and career path mentoring as part of our continuous performance management program. We also launched an ongoing mental health awareness initiative to ensure that we offer a workplace that is empathetic and supports people.

We also launched a 'Pulse' survey tool to enable us to listen to our employees more effectively and far more frequently. We have also replaced our annual employee review process with Continuous Performance Management (CPM). Further people processes and initiatives will be launched in 2019 in response to Pulse and CPM feedback.

Future Actions

- NGA HR will continue to demonstrate its commitment to the UN Global Compact by continuing to implement and incorporate the ten principles throughout our organization.
- NGA HR will focus attention on the same Key Performance Indicators and continue to document improved progress for our Key Performance each year.

More information

For more information regarding NGA Human Resources and the contents of this report, please contact:

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NGA Human Resources is a global leader in HR and payroll solutions. We combine deep expertise with an innovative approach, enabling you to deliver the next generation of workforce services that engage employees, reduce complexity and provide insights. Our goal is to help you work smarter in managing the employee lifecycle in a globally connected, agile organization.

What sets NGA HR apart are our scalable HR and payroll solutions across all industries and company sizes, and our wide geographic coverage with flexible delivery options, supported by future-proof technology platforms and applications. We have a distinguished track record of advising companies around the globe.

Our mission is simple: we want to be the trusted partner of HR decision makers by continuously innovating workforce services. We partner with you to realize solutions that meet the needs of your people, supporting your workforce strategy wherever you do business and empowering you with strategic, actionable insights that drive growth.

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