

## **UN Global Compact Communication on Progress 2011**



This is our **Communication on Progress**  
in implementing the principles of the  
**United Nations Global Compact.**

We welcome feedback on its contents.

Tel: +49 (0) 6172-930-370  
Fax: +49 (0) 6172-930-372  
eposHQ@epos.de

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## **Communication on Progress Year: 2011**

### **Support Declaration of EPOS Health Management to the UN Global Compact**

EPOS Health Management is a worldwide operating consulting firm committed to the improvement of health conditions in emerging and developing countries. As a member of the United Nations Global Compact since 2006, we adhere to the ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Responsible and ethic management is at the core of our corporate philosophy and is enshrined in our policies, strategies and actions.

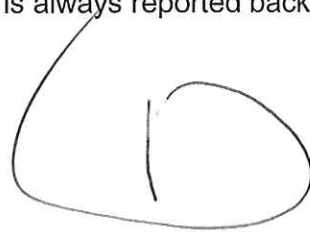
EPOS furthermore is one of the few consultancy companies in Europe that holds the ISO 9001:2008 certificate of quality management for planning, development and implementation, as well as monitoring and evaluation of programmes in the health sector. Internal and external audits of the company are conducted once a year. Quality management is an integral part of the daily work at EPOS. Our corporate Quality Management System (QMS) defines processes, procedures and workflow, which is also documented in the Quality Management Manual (QMM).

Our broad presence in currently around 40 countries allows us to actively move the agenda of the UN Global Compact forward – by taking measures such as encouraging our local partners to address HIV/AIDS policies or including child protection as an integral part of every contract concluded with us.

With our third communication on progress we want to show that during the reporting period we have specifically concentrated on bringing the principles number 7 and 9 further forward within our company. The reason for focusing on the environment related goals is that this is exactly the field where we impact most negatively with our work by causing a lot of CO2 emissions through flights. In future we will try to further progress with the realisation of those goals as they represent the core challenges of our business operations.

In the matrix below, we report on actions and progress we have taken to achieve the ten principles.

We are actively promoting current policies and ensuring they are adhered to by our staff members and working partners. We actively promote that EPOS stands for these principles. We intervene immediately whenever doubt arises that any of the principles have been undermined. We address the situation directly and insist on rectification – be it within our projects, with our staff or with our international or local partners. This procedure is always reported back to our Managing Directors.



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Janaury 23<sup>rd</sup>, 2012  
Dr. Robert Gaertner

Contact: Annefried Müller  
E-Mail: [Annefried.Mueller@epos.de](mailto:Annefried.Mueller@epos.de)  
Phone: +49 6172 930 370 Fax: +49 6172 930 372

## GLOBAL COMPACT PRINCIPLE

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

**2: and make sure that they are not complicit in human rights abuses.**

**3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;**

**4: the elimination of all forms of forced and compulsory labour;**

**5: the effective abolition of child labour;**

## ACTION TAKEN & IMPACT ACHIEVED AND/OR PLANS FOR THE UPCOMING YEAR

As a company working in international development, EPOS Health Management strictly adheres to internationally proclaimed human rights in all its projects. The protection of human rights is included as a principle in EPOS' "Code of Ethics"

(<http://www.epos.de/Code-of-Ethics.868.0.html?&L=1>)

The Code of Ethics is an inherent part of all our contracts and is therefore signed by all staff, experts and partners. We take immediate action if a collaborator does not fully comply with these fundamental principles.

We strive to be recognised as a company which takes this Code of Ethics into account in all activities. We actively pursue adherence to the principles spelled out in the Code of Ethics and also demand this from all our collaborators.

As an example, the Code of Ethics has been discussed during the last year in all project mobilisation briefings with Team Leaders at EPOS Headquarters. We also make sure human rights principles are applied in all projects worldwide -- and especially with our partners and local personnel.

See principle 1.

The freedom of association and right to collective bargaining are guaranteed by the German "Grundgesetz" (Basic Constitutional Law of the Federal Republic of Germany) and are respected by EPOS.

See principle 1 and the abolition of child labour.

In recognition of the special rights of children, EPOS Health Management developed and implemented a Child Protection Policy in 2009. The "Child Protection Policy" is now an integral part of every contract concluded with EPOS. From the inception of this policy, all new EPOS Health Management staff and contractors received a provision in their employment agreements for dismissal or transfer to other duties if he/she breaches the Child Protection Code of Conduct. Reporting suspected or actual child abuse is mandatory for all staff, volunteers, consultants and subcontractors. EPOS' Managing Director in consultation with the senior manager concerned, will ultimately decide what sanctions will be taken against breaches. The best interests of the child and the desire to secure the best outcomes for the child should always govern decisions regarding what action should be taken in response to concerns. In certain instances, there will be the obligation for EPOS and its staff to report concerns to the appropriate

**6: and the elimination of discrimination in respect of employment and occupation.**

external bodies. This will usually occur as a consequence of the reporting procedure. There has been no suspected reporting during the last year.

(<http://www.epos.de/Child-Protection-Policy.870.0.html?&L=1>)

Included in principle 1.

The company continues to have an Ombudswoman as contact person to which employees can address cases of discrimination.

As an expert in international health, EPOS is well aware of discrimination against people living with HIV/AIDS and the need for education, care and support programmes. The company therefore implements an "HIV/AIDS Workplace Policy" which protects EPOS' employees from discrimination on the basis of their HIV status. The Policy makes provision for HIV/AIDS related services such as condom distribution and workforce education for EPOS staff and project partners, as well as provides contributions to local insurance schemes. As a globally operating company, EPOS has mainstreamed addressing HIV/AIDS in its projects by making the implementation of well run HIV/AIDS programmes a selection criterion for sub-contracting partners.

[http://www.epos.de/uploads/media/EPOS\\_HIV\\_Policy.pdf](http://www.epos.de/uploads/media/EPOS_HIV_Policy.pdf)

Included as a principle in EPOS' environmental policy.

**7: Businesses should support a precautionary approach to environmental challenges;**

The Environmental Policy Implementation Working Group has been integrated into the Working Group for Climate Change -- a group at the mother company level which also endorses a group-wide environmental policy. Group-wide collaboration facilitates planning and activities related to environmental protection.

We continued using our new FSC recycled paper, selected when EPOS underwent a corporate name change and renewed all letterhead and office paper..

Further plans for 2012 call for changing our proposal layout and paper so that we can also print our proposals double-sided. We also plan to procure new proposal folders without any plastic materials and environmentally certified.

Further plans call for the development of an Activity Plan for project offices worldwide to implement the Environmental Policy.

(<http://www.epos.de/Environmental-Policy.867.0.html?&L=1>)

Included in principle 7.

**8: undertake initiatives to promote greater environmental responsibility;**

In line with the Environmental Policy, EPOS requires its staff to use resources in an environmentally friendly way. Double-sided printing has become a default setting for all EPOS staff. Recycling of paper has been introduced for the entire EPOS building. Staff members collect used paper and are responsible for bringing it to recycling collection points. Staff are also encouraged to switch off computer screens when they go on longer breaks, turn down the heating system and switch off lights when they leave the office after work. All new employees in 2011 received environmental office waste training and briefings on the environmental policy.



**9: and encourage the development and diffusion of environmentally friendly technologies.**

Within the context of its environmental responsibility, EPOS continuous purchasing energy saving IT equipment and devices.

During 2010, renovations took place in and outside the EPOS building. New insulation was installed and windows have been replaced by energy-efficient double paned windows. The results of the renovation effort have been considerable and the aims of the project have been met to a very high degree: The consumption of gas for heating purposes has been halved. Heat losses of the offices have been reduced in the winter months and rooms no longer heat up as much in summer. The lighting in the offices can be adjusted to suit individual working environments.

The introduction of company wide usage of Lync, which offers video conferencing possibilities as well as the procurement of a smartboard with videoconferencing capabilities, allows joint project proposal preparations among offices located worldwide. This allows for a reduction of unnecessary flights. By using Lync's video function, EPOS staff not working in the headquarter offices can better and more easily participate in meetings and do not need to travel as much as before. The reduction of air travel is of great concern to us as this is the area where we cause most environmental harm. Currently the company group is working on the introduction of a full-scale SharePoint system as a way to manage effective data storage / sharing and thus reduce overall printing.

Starting in the beginning of 2012 we will also change our energy supplier to an environmental friendly energy source.

**10: Businesses should work against all forms of corruption, including extortion and bribery.**

Included as principle in EPOS' "Code of Conduct"  
Cases of corruption did not occur.

EPOS' Headquarters serves as the contact point for any assistance needed.

Contact details:

EPOS Health Management

Annefried MÜLLER

Hindenburggring 18, 61348 Bad Homburg, Germany Phone: +49 6172 930-370 Fax: +49 6172 930-372 Email: [Annefried.mueller@epos.de](mailto:Annefried.mueller@epos.de)