

# UN GLOBAL COMPACT COMMUNICATION ON PROGRESS 2013



## STATEMENT FROM THE CEO

The Santa Fe Group is pleased to present its fourth Communication on Progress report affirming our continued commitment to supporting the ten Global Compact principles.

In the the Santa Fe Group we see sustainability as everyone's responsibility therefore we continue to engage with our customers, staff, suppliers and other stakeholders to fully embrace and support our policies in the areas of Human Rights, Labor, Environment and Anti-corruption. We are fully aware of the responsibility we bear towards our stakeholders and the communities in which we operate. Therefore, we have established a Code of Business Conduct for our employees, managers and those who we do business with.

It has been an exciting year with the opening of new environmentally friendly warehouses, the launch of The Academy online, engaging with our suppliers to combat corruption and the extraordinary efforts by our offices to provide support by means of financial and logistical contributions to charities and local communities.

We take the principles of the UNGC on with great enthusiasm, our teams globally are fully united under the Santa Fe brand and we thank our teams and partners for their continued support. Together we look forward to sustaining our support to this initiative and fulfilling our duty as a signatory of the UN Global Compact.

**Lars Lykke Iversen**  
CEO of Santa Fe Group



LARS LYKKE IVERSEN  
CEO

## ABOUT SANTA FE GROUP

Santa Fe Group is a worldwide provider of employee relocation and workplace services that support multinational businesses and their international growth.

In a world where the search for talent is not confined by geography, and where the transfer of these skills is key to achieving competitive advantage, Santa Fe Group provides mobility services that enable organisations to transfer their employees between their multinational business units as efficiently and cost effectively as possible.

The illusive goal sought by most multinational organisations is their ability to achieve consistency across their locations. We consider it a strength of our business.

### BUSINESS STRUCTURE AND ORGANISATION

Santa Fe Group is headquartered in London, United Kingdom with regional hubs in key global locations.

Our core competence is our ability to provide services to a consistent, unifying high standard, locally and globally a key aspect of this is our own offices, delivering services in critical locations that multinationals find most challenging.

These services are delivered via World Link, our global network, consisting of own offices and Approved Partners.

Interdean's network of offices cover the EMEA region.

Santa Fe Asia's network of offices cover the Asia region.

Wridgways' network of offices cover the Pacific region.

## OUR VISION

### Our Vision is to deliver sustainable value through innovation

- We expand our geographic coverage to remain an attractive supplier of moving, relocation, assignment management and records management services
- We engage directly with our corporate clients and customers to better provide service and support
- We help customers to fulfil their commitment to social, environmental and economic sustainability by operating in a way that respects and contributes to positive development for people, planet and profit.
- We envision responsible moving and relocation services with minimal negative impact on the environment.

## OUR MISSION

### Our Mission is simple. "We make it easy"

- We will make it easy for corporate clients, individuals and partners to do business with us
- We will make it easy for our internal organisation to work efficiently and effectively
- We will make it easy to continuously contribute to social, environmental and economic sustainability based on our business model, competencies, innovation and technology

## OUR VALUES

### Quality, Efficiency, People, Safety, Respect and Ethics – define the basic behaviours of our people and the way we do business

- We will strive to have the highest quality standards in the industry
- We will attract, develop and retain the best people in the industry
- We will offer equal, attractive and flexible career opportunities.

**GOVERNANCE PROCESS**

Santa Fe Group's governing structure ensures that we are directed and controlled in a responsible manner, to ensure long-term sustainability and transparency.

We transparently report our performance annually in terms of financial, social responsibility and operational aspects of our business.

Our objective is to ensure our business remains sustainable in every meaning of the word. Which means that we are able to provide our customers with a service that both offers value and continuity. It also means that through our continued commitment to aligning our operations and strategies with the ten UNGC principles our Company contributes and benefits economies and societies globally.

CSR is an integral part of daily business operations and decision making in the Santa Fe Group. The governance structure has been strengthened with a sustainability team aiming at aligning sustainability objectives, implementing and sharing best practices. The team consists of members in each region with overall responsibility held by the Santa Fe Group CFO.

**Santa Fe Group's corporate responsibility strategy contains five prioritised areas:**

**Ethics and behaviour**

Binding guidelines with the aim of ensuring that all employees perform their duties in accordance with our business ethics.

**Supplier standards**

Ethical standards that our suppliers must follow, and we will ensure that these standards are, at a minimum, in compliance with the UN Global Compact.

**Health and safety**

Ensure a healthy working environment for our employees

**Environment**

Assume responsibility for reducing our environmental footprint.

**Anti-Corruption**

Maintain a zero tolerance approach to corruption in all its forms.



**PEOPLE**

People are at the center of everything we do. That is why we do everything we can to attract, develop and retain the best people in the industry.

**RESPECT**

Each other, the environment and the values of others.

**ETHICS**

An ethical and transparent approach to working.

**SAFETY**

A duty of care to our employees, our customers, community and each other.

**EFFICIENCY & QUALITY**

Achieved through continual improvement through refinement and innovation.

**PROACTIVE**

To work proactively, through regular communication, anticipating outcomes and planning ahead. Never assume or leave anything to chance.

**RESPECTFUL**

To show respect for our customers, work colleagues, our community and the environment. To understand how each of our roles are part of something much larger and that every action has an outcome.

**INNOVATIVE**

To strive for continual improvement and find new and better ways of doing things. To embrace change and learning. To promote ideas that create value and enhance the Santa Fe experience.

**DILIGENT**

To spend time to fully understand the needs of our customers and the requirements of each situation. To pay attention to details and persevere in the pursuit of excellence.

# OUR COMMITMENTS TO 10 UNGC PRINCIPLES

## PEOPLE – SOCIAL SUSTAINABILITY

**PRINCIPLE 1:** SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

**PRINCIPLE 2:** MAKE SURE THAT WE ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

**PRINCIPLE 3:** SUPPORT FREEDOM OF ASSOCIATION AND THE RIGHT TO COLLECTIVE BARGAINING

**PRINCIPLE 4:** SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

**PRINCIPLE 5:** SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

**PRINCIPLE 6:** SUPPORT ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

### WE COMMIT TO

- Continuous monitoring of our governance system to ensure compliance with basic human rights within our organization and those with whom we interact
- Compliance with national legislation

## PLANET – ENVIRONMENTAL SUSTAINABILITY

**PRINCIPLE 7:** SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

**PRINCIPLE 8:** UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

**PRINCIPLE 9:** ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENT FRIENDLY TECHNOLOGIES

### WE COMMIT TO

- Reduce the negative impact of our business on the environment, meet or exceed regulatory requirements and continuously seek to improve our processes to achieve high standards.
- Monitor and Reduce carbon emissions.
- Reuse 100 % of packing material where quality is not compromised.

## PROFIT – FINANCIAL SUSTAINABILITY

**PRINCIPLE 10:** WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

### WE COMMIT TO

- Apply a zero tolerance approach with respect to corruption, extortion and bribery. Continuously identify ways of maximising the positive impact of our business operations where we have special skills, products or services to make a difference in the communities where we live and work.

## CONDUCT

Santa Fe launched a *Managers Code of Business Conduct* in 2012, which outlines how Managers should deal with ethical dilemmas and how they can assist and guide their staff in remaining compliant to Santa Fe's policies. Continuing with this, 100% of Managers made an annual declaration reaffirming their commitment to Santa Fe's business conduct. In 2013, the recipients of the *Managers Code of Business Conduct* was extended to Santa Fe's middle management team.

A key focus for Santa Fe Group was developing and implementing guidelines on ethics and conduct, a set of binding guidelines describing how employees should handle ethical dilemmas. This gave rise to Santa Fe's first *Code of Business Conduct, Staff Guidebook* which applies to all employees of Santa Fe Group. It describes the Company approach to responsible business behaviour in the areas of People, Planet and Profit.

The Code contains global requirements of both the Company and all employees to comply with good business ethics and fulfil our stakeholders' expectations including compliance with the ten principles of the UN Global Compact. To ensure clarity the Code is available to employees in 19 languages.

Implementation included 100% employees, with the target to strengthen Santa Fe Group employees' ability to handle ethical dilemmas.

In 2014 we will continue to collect annual declarations from management teams and formally introduce training on the Code of business conduct as part of Santa Fe's induction program.

## PEOPLE, LEARNING & CULTURE

Santa Fe Group believes in maintaining a workforce that's engaged and productive, as such we are firm believers in devoting time, investment and attention to creating environments in which employees can flourish. During the latter part of 2012 Santa Fe Group appointed a Director of People, Talent and Culture to focus on the development, diversity and cultural exchange of all 2,945 employees of the Santa Fe Group.

In 2013 we launched a global eLearning platform, a web based point of need video training portal, which also allows sharing of Powerpoint training presentations, documents and book summaries, toolkits and job aids. The Academy Online is our first global initiative for learning and social collaboration.

The Academy Online leverages the concept of 'Blended learning' the idea that learning comes in many different forms. Santa Fe Group has acknowledged that the majority of learning is on the job, experimental; but there is also significant value in learning when colleagues and managers share with each other in addition to more structured learning in workshops, webinars, conferences and courses. The Academy Online supports all these areas, allowing our employees, the learners, to manage their own learning and control their own success.

In 2013 the reported formal classroom based training hours decreased to an average of 10.4 hours per employee however, this was an expected result with the launch of The Academy Online. As Santa Fe Group moves away from the traditional definition of learning and evolve the way in which we develop and engage with employees, encouraging the opportunity for employees to 'learn, share and grow' we expect to see a reduction in formal classroom learning.

In 2014 we aim to put into place a system which will allow us to quantify The Academy Online engagement and how this translates to employee learning and development.

Santa Fe Group recognises that we work in a richly diverse community and understand the strategic importance of achieving a diverse workforce, which reflects that community. We undertake to recruit, develop and retain the most talented people by valuing the varied skills and experiences they bring to Santa Fe Group; by investing in their training and development; by treating employees fairly and equitably; by combating harassment and discrimination at work, and by encouraging an honest and open culture which values the differences between us.

Santa Fe Group continues to monitor gender ratio to ensure that we are an attractive employer to both male and female prospective employees as well as our current employees. The female gender ratio increased in 2013 for the employment levels of Middle management and Senior Management whilst the overall gender ratio remained static.

In 2014 Santa Fe Group will start collecting information on gender ratio by operational and office based employees. By doing this we will be in a position to truly monitor the diversity of our workforce in relation to the type of jobs performed.

Our continuous investments in our people have positively affected our absolute employee turnover and we obtained a significant reduction in 2013.

Retaining employees remains an important aspect of our business, our goal is to remain an attractive employer respecting, supporting and adhering to internationally proclaimed human rights including the basic principles of the International Labour organisation's Declaration of Fundamental Principles and Rights at Work.

In 2014 Santa Fe Group will pilot an employee engagement survey with the intent to gauge feedback from all employees in 2015. This will allow every employee to provide feedback about the company and ways in which we can improve it. Furthermore, the survey will provide an indication on how engaged employees are with the company.

### HEALTH AND SAFETY

Taking care of people in our operations globally and when working with partners and suppliers is essential for us. Santa Fe Group's Health and Safety Policy outlines our commitment to focus on continuous improvements through effective management systems. Our Occupational Health and Safety management systems are certified according to OHSAS 18001.

In the field of occupational health and safety, both the number of accidents with time loss and the number of lost workdays per accident has decreased. A major factor in this positive development is the integration of health and safety considerations in decision-making processes, along with more cooperation and improved coordination across the organisation.



### LAUNCH OF GLOBAL eLEARNING PLATFORM IN 2013

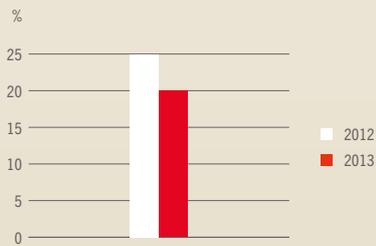
In 2013 we launched a global eLearning platform, a web based point of need video training portal, which also allows sharing of Powerpoint training presentations, documents and book summaries, toolkits and job aids. The Academy Online is our first global initiative for learning and social collaboration.

# FACTS ON PEOPLE

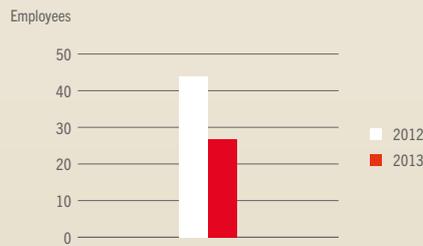
Santa Fe Gender Ratio 2012-2013



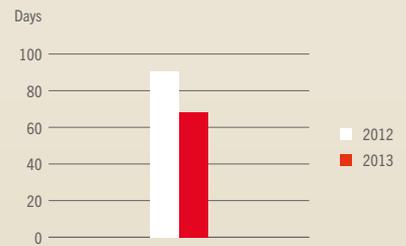
Turnover



Number of work accidents with days lost per 1.000 employees



Days lost per 1.000 employees



## CORPORATE CITIZENSHIP

Santa Fe Group remains active in a variety of ways in support of community events and charitable organisations. We believe that, in supporting charities and community events, we not only improve the communities and world we live in, we also motivate staff and create goodwill.

Santa Fe Group sees itself as a company that can provide not only financial contributions but also time, expertise, resources and experience to our communities.

### 2013 CHARITY COMMITMENTS

Santa Fe Group financially contributes towards three main charities.

Santa Fe Asia contributed USD 5.00 per booked move to John Hopkins Medicine in Baltimore, Maryland. John Hopkins is one of the world's pre-eminent health care institutions, and its researchers have made a tremendous contribution in deciphering the mechanisms of cancer and discovering new treatments. A total of USD 72,000 was raised through booked move donations. Santa Fe Group also sponsored the 10th Anniversary Fun Run in Vancouver, Canada where the Fun Run was held alongside the International Association (IAM) Conference. Attendees were also invited to attend an evening cocktail party where further donations were collected and doctors from John Hopkins were in attendance to talk about some of the research they have been undertaking. All the proceeds and money raised were donated to John Hopkins cancer care.

Interdean contributed USD 5.00 per booked move to Bertram's Junior School in Johannesburg, South Africa which is a Charity set up to help make a difference to the lives of its children many of whom have had their family lives destroyed by conflict or by social disasters like HIV/Aids. These donations will help to develop a school expansion and to provide necessities such as books and food for the students. In 2013 Interdean's contributions totalled USD 82,560.

Wridgways Australia contributes to Red Kite, a charity that supports children and young people with cancer. Red Kite support services include financial assistance, emotional support and educational assistance. Wridgways contributed AUD 5.00 for every international outbound relocation performed and raised a total of AUD 16,420. Santa Fe Group will continue to support these charities throughout 2014.

### COMING TOGETHER TO BRING RELIEF

On 8th November 2013 Typhoon Haiyan struck the Philippines, one of the most intense tropical storms to ever make landfall anywhere in the world. Santa Fe Asia offices came together to pledge their support to those suffering. Offices contributed through various means from donating emergency supplies to employees voting to forefit Christmas parties and use the money to help those in need.

Our offices in The Philippines were on hand providing support and logistical services by distributing food and essential supplies. The Hong Kong office undertook various fundraising activities to donate to charities providing aid and matched all funds raised. This raised enough to feed 175 families for an entire month.

UK offices partnered up with Reason Global and arranged a shipment with essential aid supplies to help charities involved in the relief aid.

### LOCAL ENGAGEMENTS

Santa Fe Group and our employees remain active in supporting local communities. We believe that whilst we provide financial contributions we can also contribute our time, expertise, resources and experience. Santa Fe Group continues to make trucks available for disaster relief when tsunamis, earthquakes, typhoons or other natural disasters strike. In addition Santa Fe Group provides logistical services to charities and local communities for a variety of events. Various activities took place in 2013 such as donating furniture to charities, fun runs, education sponsorships, tree planting, volunteering to name a few. Santa Fe Group continues to promote a culture whereby we care about our communities not just as an organisation but also as individuals.

#### Flood relief in Thailand

Santa Fe Thailand started collecting cash donations for people living in areas affected by floods in Thailand in October. The team raised enough money to prepare 100 bags with rice, milk, noodles, canned goods, mosquito repellent, toiletries, etc. The goods were delivered to Prachinburi, where eleven of our staff made sure the goods were delivered into the hands of people desperately in need of help. The team rented boats and took the bags to three different locations in Prachinburi.



### SANTA FE FUN RUN – 10<sup>TH</sup> ANNIVERSARY

Santa Fe Group also sponsored the 10th Anniversary Fun Run in Vancouver, Canada where the Fun Run was held alongside the International Association (IAM) Conference. Attendees were also invited to attend an evening cocktail party where further donations were collected and doctors from John Hopkins were in attendance to talk about some of the research they have been undertaking. All the proceeds and money raised were donated to John Hopkins cancer care.

**Hong Kong provides internships**

Santa Fe Hong Kong is proud to support Project Share, a non-profit organization aimed at connecting and empowering Hong Kong's youth. Project Share places students aged 16 to 19 from remote or economically challenged districts in summer internships at organizations like Santa Fe. The students also participate in workshops to improve self-awareness, confidence, and interview skills.

**Vietnam blood drive**

Santa Fe Vietnam believes in supporting people in need and on 2 August some of our team members donated blood as part of the American Chambers of Commerce's (AMCHAM) World Blood Donor Day 2013. The event benefits people in Vietnam. All in all, the blood drive resulted in 751.5 blood units.

**London support Marie Curie**

Interdean London was a proud sponsor once again of the annual Rugby 7s Tournament in support of Marie Curie Cancer Care. To date, Interdean has raised more than USD100,000 in support of Marie Curie through the annual Rugby 7s tournament.

**Wridgways employees take a walk in the park for charity**

Ten Wridgways employees participated 5 May in a 6km walk around the grounds of Perth's Burswood Park. Wridgways also participated as course marshals and of course brought along an army of family and friends. More than 500 people attended the event; it was the biggest turnout ever for the MND Association which focuses on Motor Neurone Disease care and research.

# REDUCING OUR ENVIRONMENTAL FOOTPRINT

## CERTIFICATIONS AND MANAGEMENT SYSTEMS

Santa Fe Group complies with all the environmental regulations and standards that apply to its various office locations and has formally implemented ISO 14001 Environmental Management System (or its equivalent) in 20 locations.

ISO 14001 certification continues to be an important management system allowing ownership at the executive level. Being certified has allowed locations to actively think about their contributions to preserving the environment and seek ways to improve.

In 2013 Santa Fe's Geneva and Madrid sites became formally certified to ISO 14001.

A key achievement in 2013 was Santa Fe Hong Kong's Award for Environmental Excellence. The Hong Kong office successfully won the Transport and Logistics certificate of merit awarded by the Environmental Campaign Committee (ECC). This was in recognition of the efforts to promote environmental practices and management.

In 2014 Santa Fe Group plans to launch an environmental awareness course via The Academy Online. The goal will be to introduce employees to some of the bigger environmental issues the world faces and to strengthen our awareness and contributions to reducing our environmental footprint.

## WASTE

The industry in which we operate continues to be heavily reliant on natural resources in particular materials such as paper, cardboard, plastic etc. Whilst the Santa Fe Group offices continue to make efficient use of materials by reusing them where possible where quality is not compromised a longer term sustainable solution is needed.

Santa Fe Group have taken the Reduce, Reuse, Recycle approach and 2013 saw an increase in office collaboration, new processes and increased awareness in order to realise these goals.

### The 'Enviro wrap' Project

Enviro wrap is a material based alternative to cardboard packaging which reduces the amount of cardboard and tape used during packing. The project lead by Wridgways has been piloted in collaboration with offices in EMEA and Asia to assess the quality and durability of the materials.

The results of the pilot have seen some promising results and in 2014 the pilot will be extended to additional offices throughout the Santa Fe Group."

The Santa Fe Group offices have also various processes in place for reusing packing material such as cardboard boxes, bubble wrap and wooden crates. In many locations these are reused either as packing material, or donated to local charitable events.

## SUSTAINABLE WAREHOUSES

### Melbourne warehouse

The latest addition is the Melbourne depot which boasts various environmental advantages. The warehouse was designed to provide various greenhouse gas emission savings. Some of the key features of the Melbourne warehouse include, low wattage motion sensor activated and automatic short delay switch off lighting, skylight roof panels to minimise the need of artificial lighting, storage tanks which capture rainwater from the roof to provide irrigation for the gardens and supply water for the truck wash bay.

### Indonesia warehouse

2013 saw the opening of a newly built warehouse in Jakarta. It became the first industrial building in Jakarta to be assessed for GBCI (Green Building Council of Indonesia) certification. The warehouse boasts storm water underground harvesting tanks, solar tube natural lighting in the office areas, LED energy efficient lighting around the perimeter and in the warehouses, waterless urinals, bamboo flooring.

### Paris Warehouse

The Paris facility was newly built during the latter part of 2012 and the last 12 months have seen some fantastic environmental initiatives implemented such as motion sensor lighting, auto switch off air conditioning if a window is opened and dedicated recycling areas for various types of waste.

## ENERGY

As the Santa Fe Group continues to grow we are mindful of the energy we consume to run our operations. We encourage all employees to conserve energy where possible to compliment some of the investments made to reduce overall consumption. Many locations switched to energy saving lighting, utilising natural light where possible, motion sensor lighting, printer and PC powering down and air conditioner etiquette. These efforts have contributed to a reduction of 6 % in electricity consumption per employee.

With a fleet of 593 trucks and vans globally, road transport is and will continue to be a major environmental impact area for the Santa Fe Group. We are always looking for innovative ways in which we can improve the efficiency of our fleet in order to reduce our fuel consumption.

European offices have continued to manage a centralised transport department where the objective is to consolidate transport, to reduce the number of empty trucks on the road. Australian offices have also implemented a similar project whereby import containers are reused for export shipments. This removes the need to return the import containers to shipping companies only to collect a different container for an export shipment. Both initiatives have resulted in a reduction on vehicle activity thus reducing fuel consumption and thereby the amount of greenhouse gas emissions emitted.

A decrease in the the fuel per tonnage was a positive and encouraging result. The results are a reflection of the consolidation of road shipments where possible but it is also believed that as Santa Fe Group offices become better at accurately reporting we are starting to see a true reflection of our energy consumption performance.

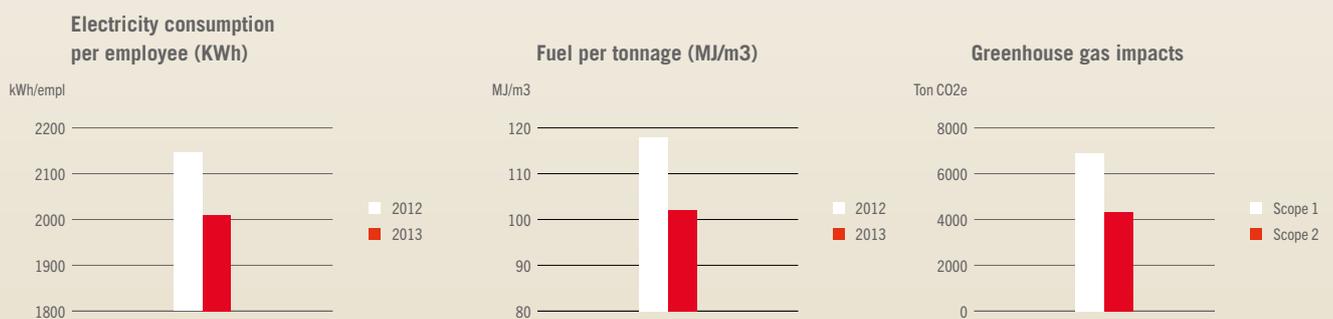
### GREENHOUSE GAS EMISSIONS

Over the past years Santa Fe Group has been monitoring our GHG emissions. Throughout 2013 we have been working on improving the data quality to allow us to be able to report our scope 1 and 2 GHG emissions.

Fuel is the biggest contributor to the Scope 1 and 2 emissions and we are committed to continue working on initiatives and ways in which we can reduce the impact of our fleet.

To evaluate our overall greenhouse gas impacts in 2014 the Santa Fe Group will begin to collect data that will allow reporting of relevant Scope 3 greenhouse gas emissions.

## FACTS ON ENVIRONMENTAL FOOTPRINT



# RESPONSIBLE BUSINESS – AND OUR SUPPLY CHAIN

Our main activities covering the principles in UN Global Compact regarding Anti-Corruption is detailed within our *Code of Business Conduct*, *Staff Guidebook* and *Managers Code of Business Conduct*, all Santa Fe Group employees are expected to:

- Apply a zero tolerance approach towards corruption, extortion and bribery
- Behave honestly, are trustworthy and set a good example
- Do not pay or except bribes in any form.
- Do not accept gifts, invitations or other advantages which could create a possible conflict of interest.
- Ensure that they do not engage directly or indirectly in fraud against any of our partners, or government entities.
- Ensure that they do not engage directly or indirectly in bribery.
- Refuse to pay any bribes, including small amount bribes or facilitation payments.
- If a bribe is demanded, they should refer to the Code of Business Conduct, Staff Guidebook and immediately report to their manager.

## WHISTLEBLOWING

The whistle blower system is aimed at identifying corrupt practices or suspected violations of laws and regulations, extortion, fraud, bribery and other forms of corruption. All employees have been trained on the whistleblowing procedure and the Santa Fe Group has ensured that all employees have access to and are aware of their responsibilities and rights when blowing the whistle.

## DATA SECURITY

The Santa Fe Group continues to follow the requirements of ISO 27001 Data Security Management to ensure that all data and information that interacts within our company is secure. Santa Fe Group undergoes regular audits via certification bodies, internal audits and also audits by our corporate customers. ISO 27001 is the internationally recognised standard for establishing, implementing, maintaining and continuously improving Information Security Management. It demonstrates our ability to deliver secure reliable solutions for both the Santa Fe Group and our customers and 11 locations have received formal certification to ISO 27001.

The Santa Fe Group demonstrates an ability to efficiently handle data through robustly managed processes. By achieving and maintaining certification it has allowed us to strengthen the levels of trust between ourselves and our customers, improving our ability to securely manage their data and at the same time providing assurances that we are following ISO 27001 information security best practice.

## SUPPLIER PROGRAMS

In 2013, the Santa Fe Group outlined various expectations of our supply chain via the Santa Fe Group Service Level Agreement. The expectations highlighted included the minimum performance requirements in accordance with the 10 Principles of the UNGC. 100% of business agents confirmed their commitment by signing the Service Level agreement.

### Anti-corruption and health & safety

In order to aid our supply chain in conforming to our requirements the Santa Fe Group made a mandatory requirement for our business agents to undertake an external eLearning training program on the UK Bribery Act.

To ensure that we are engaging in responsible business activities our suppliers have been required to complete quarterly declarations. The declarations required suppliers to declare if there were any instances of corruption within their organisation and if so the details of such incidents. In addition, suppliers were required to declare any other instances of accidents that took place. By doing this it is ensured that we work with suppliers who fulfil our requirements and share our ethical and sustainability beliefs.

The Santa Fe Group shall continue to partner with suppliers in 2014 to ensure that through partnership, shared experiences and training a mutual contribution to sustainability and commitment to the ten UNGC principles are reflected in all that we do.

We believe that an open and honest dialogue will benefit our Stakeholders as well as our Corporate Social Responsibility efforts, and we invite you to participate. Feel free to contact us with any questions or comments on [certification@thesantafegroup.com](mailto:certification@thesantafegroup.com)