

**An inspirational guide to implementing  
the United Nations Global Compact**

# **AFRICA**



# The United Nations Global Compact

Launched in 2000, the UN Global Compact brings business together with UN agencies, labour, civil society and governments to advance ten universal principles in the areas of human rights, labour, environment and anti-corruption. Through the power of collective action, the Global Compact seeks to mainstream these ten principles in business activities around the world and to catalyze actions in support of broader UN goals. With over 3,600 participating companies and hundreds of other stakeholders from more than 120 countries, it is the world's largest voluntary corporate citizenship initiative. For more information, please visit [www.unglobalcompact.org](http://www.unglobalcompact.org).

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**United Nations** Global Compact

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# Foreword

This “Inspirational Guide to Implementing the United Nations Global Compact – Africa” has been prepared on the occasion of the 2008 African Private Sector Forum, co-organized by the Commission of the African Union and the UN Global Compact. Through the Forum, the business community is given an important opportunity to play a role in the continent’s development agenda. Indeed, it is only through increased investment, responsible business activity and public-private partnerships that African development will accelerate.

The cases presented in this publication illustrate the wide range of innovative and sustainable activities being undertaken by businesses across Africa – from skills development in South Africa and small enterprise development in Mozambique, to combating workplace discrimination in Côte d’Ivoire and responsible waste management in Morocco.

We hope that these examples of business leadership will inspire further action and encourage more companies in Africa to join the UN Global Compact in our common cause – bringing about a more inclusive and sustainable global economy.

Georg Kell  
*Executive Director*  
United Nations Global Compact Office



*As of January 2008, 333 African organizations were participants of the UN Global Compact. Of these, 281 are companies located in 24 countries: Cameroon, The Democratic Republic of the Congo, Côte d’Ivoire, Egypt, Ethiopia, Gabon, Ghana, Kenya, Lesotho, Madagascar, Malawi, Mauritius, Morocco, Mozambique, Namibia, Nigeria, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe.*

## Bathabile Holdings

# Tackling dire human rights issues

Website  
[www.bathabile.co.za/](http://www.bathabile.co.za/)

Sector  
 Finance & Insurance

Country  
 South Africa

Global Compact  
 Signatory Since  
 2007



Active within the healthcare environment of South Africa, Bathabile Holdings is a healthcare investment and technology company that has successfully established 11 new businesses since 2004. Through these companies, Bathabile acts as a catalyst for ensuring that the basic human right of access to healthcare becomes a reality for many of the country's employed workforce.

As a signatory to the United Nations Global Compact, Bathabile instills the principles of the Compact in each of its subsidiary companies. As is often the case where entrepreneurship is encouraged, the danger of employees falling victim to unethical behaviour is always a concern. Coupled with the fact that healthcare is an industry considered to be rife with fraud, Bathabile is engaged in an active drive against practices such as bribery and corruption.

Apart from its stringent stance on corruption, Bathabile has based its enterprise-wide corporate responsibility efforts on four pillars, namely:

- HIV/AIDS education and awareness,
- education and training,
- children and the youth, and
- community care.

The group concentrates its efforts on local communities while taking great care to ensure the impact of these efforts is felt in a wider context than the one in which the company operates.

The work of Bathabile through its not-for-profit HIV/AIDS management company, Aganang, contributes to many of the principles promoted by the Global Compact. Besides assisting a wide client base from government and non-governmental organizations, parastatals as

well as corporate institutions with HIV/AIDS employee management services, a significant portion of Aganang's activities include the Aganang HIV Resource Centre.

Implemented in more than 13 disadvantaged communities across South Africa, the Centre has the objective of instilling principles of self-worth as well as developing life-skills through education and development programs, focusing primarily on HIV/AIDS prevention and care amongst the youth. The Centre engages in HIV/AIDS policy development; knowledge, attitude and behaviour surveys; HIV/AIDS training for management; HIV/AIDS life-skills training of youth leaders; voluntary counseling and testing; and health risk management for those exposed to the HIV virus or diagnosed as HIV-positive.

The programmes are designed to facilitate behavioural change by means of tools that encourage and support HIV-negative people to stay negative, and those living with HIV and AIDS to lead a healthy, productive and functional life. The skills taught in Bathabile's company-based programs filter down to the wider community as individuals share what they have learnt and apply their newly acquired skills. AIDS education also helps to lessen the misconceptions associated with the disease, thereby assisting in the elimination of discrimination — especially with regard to employment.

In a country such as South Africa, where the ravages of HIV/AIDS, as well as those of Tuberculosis (TB), have taken on cataclysmic proportions, no company that operates in the healthcare industry can ignore its vital role. In the words of former South African president and icon of humanity, Nelson Mandela: "HIV/AIDS is no longer just a healthcare issue; it is a human rights issue."

## Standard Chartered Bank Zambia

# Improving maternal health and reducing child mortality – A case of “Nets for Life”

Standard Chartered Bank has been operating in Zambia since 1906 when the Bank opened its first branch in Kalomo district in the Southern Province of Zambia. The bank now operates 16 branches and has a staff compliment of 550. As the leading bank in Zambia, Standard Chartered Bank runs a number of Community Investment Programmes aimed at improving the wellbeing of the community.

Malaria is a leading cause of death in Zambia with high incidence rates in children and pregnant women. Technologies exist to control malaria and reduce its increasing disease burden on the community. Long-lasting insecticide-treated nets (LLITNs), in conjunction with other preventive interventions and prompt treatment, are key to reducing the disease. LLITNs being used correctly by at least 85% of people in a community will decrease the mosquito population. The need to “instill a net culture” is now recognized as the critically important component of sustainability and contributing to achieve malaria control and reduction. Reaching small isolated rural communities is an expensive and difficult, but vitally important effort if the desired results are to be achieved.

Through its Community Partnership for Africa Programme, Standard Chartered Bank has committed to distributing one million LLITNs by the end of 2008. On Africa Malaria Day, on 27th April 2006, the Bank launched the Africa-wide “Nets for Life” Programme in Zambia.

The Bank is a prominent funder in eight African countries and works with Episcopal Relief Development (ERD), an Anglican Church organization headquartered in the United States. In Zambia, the program quality and management is the responsibility of the Zambia Anglican Council (ZAC).

The monitoring and evaluation methodology, with

technical assistance from the District Health Management Teams (DHMTs) and the Swiss Tropical Institute, is focused on behavior change. Measurements are taken at 9-12 months, 18 months and 24 months, with the results being used for further training and improvements.

“Nets for Life” project sites are in “the hard to reach – end of the road” communities which are divided into zones of approximately 25-30 households. A church-elected trained volunteer (Malaria Control Agent), who lives in the community, has responsibility for coordinating the programme activities and developing plans with community participation. So far 80,000 LLITNs have been distributed in 21 project sites in Zambia.

“Nets for Life” incorporates an integrated community development model. At every level, local stakeholders participate in program planning and implementation to foster program ownership and create sustainable change at the individual, family and community levels.

The distribution methodology of malaria nets is dependent on an understanding of local values and economic conditions and has been developed to benefit the most vulnerable in the communities. Combinations of free provision of nets for pregnant mothers, children under 5 and the immune-compromised are combined with subsidized nets for the general community.

Standard Chartered is convinced that the wellbeing of the communities where it operates has a direct bearing on the sustainability of its business. Therefore, using its core skills, services and talent, the Bank wants to make a difference in Zambia by making a positive contribution to society through various corporate responsibility programmes that are primarily targeted at youths and women.

Website

[www.standardchartered.com/zm](http://www.standardchartered.com/zm)

Sector

Finance & Insurance

Country

Zambia

Global Compact

Signatory Since

(subsidiary of  
Standard Chartered UK,  
Signatory since 2001)



*Re-launch of Nets for Life on 28th November 2007: Deputy Minister of Health handing over nets to a beneficiary. Looking (left to right) are Mr. Peter Sands (Group*

*CEO for Standard Chartered Bank) and Mr. Tom Aaker (CEO for Zambia)*



*Launch of Nets for Life on 27th April 2006: Minister of Health Angela Cifire handing over nets to Her Royal Highness Chieftainess Nkomesha Mukamambo*



## mCel - Mocambique Celular, Sarl

### Centro de conhecimento comunitário olá futuro

Website  
[www.mcel.co.mz](http://www.mcel.co.mz)

Sector  
 Telecommunications

Country  
 Mozambique

Global Compact  
 Signatory Since  
 2006



community-based organizations, district associations and unemployed workers in the informal sector and increases the level of knowledge and technical skills that contribute to increased income-generation.

To date the centers have contributed particularly to the development of Nacaroa in the province of Nampula, and Gurùé in the province of Zambezia.



mCel has developed several activities to contribute to improved living conditions in communities covered by its mobile network. One such example is the Centro de Conhecimento Comunitário Olá Futuro (Center for Knowledge Community Hello Future). Its mission is to encourage entrepreneurship and innovation within a community, and to promote the use of its technology as a means to support the increased productivity of the micro, small and medium-sized companies in the community.

The centers are created in partnership with the communities. Funded and renovated by mCel, they are coordinated by district administrations and located in secondary schools or vocational-technical centers. Using local community trainers that have been trained in partnership with the Association of University Graduates, the centers specialize in the dissemination of technology and training for business startups.

Through the local trainers at the centers, mCel supports farmers, small entrepreneurs,



## Deloitte and Touche South Africa

# A focus on skills development

Deloitte is a professional services company providing audit, tax, consulting and financial advisory services through over 3600 personnel, including 250 partners and directors in 16 offices in Southern Africa. The headquarters of Deloitte in the region is in Johannesburg, South Africa.

Over time, it has become clear that government strategies with regards to the economy and skills development have to be refocused. One of the most critical constraints to shared growth in the country is skills development, and the audit and accounting sector is faced with serious skills shortages. Hence, initiatives such as the Accelerated and Shared Growth Initiative for South Africa (AsgiSA) and the Joint Initiative on Priority Skills for South Africa (JIPSA) were launched.

Deloitte identifies with these challenges and has sought to become part of finding and providing sustainable solutions.

**The Deloitte Future Leaders Programme:** In 2007, Deloitte launched its Future Leaders Programme with the Office of the Deputy President of South Africa. The Deloitte Future Leaders Programme enhances skills development programmes in line with the imperatives of JIPSA.

**Graduate Recruitment:** The Deloitte Assurance Graduate Recruitment team has implemented a development initiative allowing university students who have signed up with Deloitte to acquire competencies such as problem solving, stress management and cognitive thinking skills, and in doing so facilitate the transition of students into the firm.

**CEO Boot Camp:** The Deloitte Consulting practice embarked on an innovative drive to attract bright young minds from alternative disciplines to the firm in an accelerated development programme called “CEO Boot Camp”.

**Project Siyakhula:** The project is run by Deloitte trainee accountants across South Africa as a means to assist disadvantaged pupils from townships in the areas of accounting and math-

ematics. They have assisted over 1000 students (Grades 11 and 12) and educators.

**Thuthuka Trust:** Deloitte, in collaboration with the South African Institute of Chartered Accountants (SAICA) and the Department of Labour, launched an integrated education upliftment project in the Eastern Cape called the Thuthuka Trust. It aims to develop South Africa’s accounting and numeracy skills in order to facilitate the entry of historically disadvantaged groups into the accounting profession.

**The Deloitte Graduate Academy:** The Deloitte Graduate Academy was launched in 2005. It has been set up to attract, train and retain the best young black talent in the country with a flair for IT. The aim is to fast track their development and personal growth, while expanding capacity and skills within Deloitte and the market.

**Jumpstart:** In partnership with the Office of the Deputy President, the Department of Education, the Department of Labour, the National Youth Service and a host of private sector sponsors, Deloitte has sponsored the development of Jumpstart – a career guidance booklet distributed to schools nationwide.

**Thusanani:** Deloitte, in partnership with Stanley Hutcheson & Associates and the University of Johannesburg has successfully implemented the Thusanani (“help each other”) programme in 2005 and 2006, and has again been awarded the overall project management for 2007 and 2008.

Deloitte strives to be a magnet for top talent through the creation of a climate and culture that recognises and encourages community activism and social consciousness.

Website  
<http://www.deloitte.com>

Sector  
Professional Services

Country  
South Africa

Global Compact  
Signatory Since  
2007



## Sasol Ltd

# Sasol's response to the national skills shortage

Website  
[www.sasol.com](http://www.sasol.com)

Sector  
 Chemical

Country  
 South Africa

Global Compact  
 Signatory Since  
 2001



Sasol Limited is a global energy company engaged in the commercial production and marketing of chemicals and liquid fuels, with a growing interest in oil and gas exploration. Sasol employs 30 000 people in almost 50 entities across the globe and is listed on

both the Johannesburg Securities Exchange and the New York Stock Exchange.

As a globally expanding high-technology company, Sasol's operations require a wide range of skills, from highly proficient scientists and engineers, to lawyers, financial specialists and artisans. In South Africa, there is a recognised shortage of suitably skilled labour, creating a challenge in acquiring the required professionals to help sustain Sasol's growth. This national skills shortage has been identified as a major stumbling block to meaningful and shared economic growth in the country – a key to poverty alleviation.

Sasol's approach to skills development is informed by the following specific drivers:

- the desire for a fully performing workforce;
- the need for sufficient competence to support Sasol's growth strategy and to ensure stable operation in all its plants;
- the desire to ensure that Sasol's operations globally are implemented in terms of the "Sasol way" of doing business; and
- providing a meaningful contribution to addressing South Africa's skills shortage and unemployment concerns.

Sasol's commitment to promoting skills development has been formalised into Project TalentGro. The project has a multi-pronged approach aimed at improving Sasol's internal skills development capacity, expanding its operational support to grow key talent pools and influencing the external skills development environment by participating in gov-

ernment initiatives and engaging with other industry leaders on skills development.

A recent study indicated a shortage of about 6 000 artisans in the country, and predicted that this could increase to as much as 15 000 in the longer term. The South African government's Joint Initiative on Priority Skills Acquisition (JIPSA) - a partnership initiative involving government departments, the corporate sector, organised labour and academia aimed at developing the engineering, artisan and technical skills in South Africa - estimates that an additional 2 500 artisans must be produced each year over and above initial targets set for 2010.

To address this concern, Sasol has been active in supporting various government and employer-led initiatives aimed at increasing the availability of qualified artisans, including most notably JIPSA, the Chemical Industries' Education and Training Authority and the Shut Down Network Forum. During the 2007 financial year, Sasol trained approximately 350 artisans across South Africa. In September 2006, Sasol committed to investing Rand 140 million in a skills development programme that will enable 830 entry-level learners to qualify as artisans over the next three years.

Sasol's current and future success depends on its ability to attract, retain and develop highly skilled individuals. Proactively developing the required skills will therefore contribute significantly to the company's continued competitiveness.

By integrating skills development priorities within the company's corporate social responsibility initiatives, Sasol also has the opportunity to make a meaningful contribution to addressing South Africa's skills shortage and unemployment challenge. The positive knock-on effects on society include increased economic activity and raised standards of living, crime reduction and ultimately a contribution to social cohesion.

## APEX-CI Côte d'Ivoire Export Promotion Agency Addressing child labour in cocoa production



APEX-CI (Association pour la promotion des exportations de Côte d'Ivoire) is the export promotion agency, involved in the promotion of non-traditional products made in Côte d'Ivoire. Established in 1997, the agency was designed as a public-private partnership, involving international stakeholders such as the World Bank.

Côte d'Ivoire is the world largest producer of cocoa beans with 40% of the world supply. In September 2001, the US administration and the US chocolate industry signed the Harkin and Engel Protocol, to monitor child labour practices in the cocoa sector of producing countries in Africa by July 2005. APEX-CI, which has addressed the child labour issue as a benchmark for the country eligibility to AGOA (African Growth and Opportunity Act) (a law providing a preferential treatment for African-made products without tax and without quota), has alerted the Ivorian government on the threat for the export of cocoa beans into the US market if nothing is done to address the issue.

In July 2005, the deadline was extended to cover at least 50% of the cocoa production areas by July 2008. Since 2004, APEX-CI has played a considerable role within the Côte d'Ivoire Cocoa Taskforce (CI-CTF) to serve as an interface between the government officials and the cocoa supply chain, as well as the world chocolate industry. APEX-CI has created a mutual trust between these stakeholders, who are working closely on several projects including surveys, diagnostics, field visits and annual meetings in order to report on the progress. In early December

2007, APEX-CI facilitated a team visit in the southern part of the country to assess the progress made by the government on the child monitoring system and on the in. The team included US and Ivorian government officials, global chocolate manufacturers, media and APEX-CI officials.

Securing export revenues for farmers from the point of view of an export promotion agency remains the key mission. More than 1,400,000 cocoa farmers are working in the cocoa farms. Another benefit is that cocoa farmers are being conscious of the consequences of the use of child labour in the process of cocoa production. This awareness helps create better conditions of life for children who now can go to school instead of being forced to work in the cocoa farms.

Website  
[www.apex.ci/](http://www.apex.ci/)

Country  
Côte d'Ivoire

Global Compact  
Signatory Since  
2007

## Rand Water

# An inclusive approach to developing good labour practices

Website  
[www.randwater.co.za](http://www.randwater.co.za)

Sector  
 Utilities

Country  
 South Africa

Global Compact  
 Signatory Since  
 2006

Rand Water is one of the largest water utility companies in Africa, providing bulk potable water to more than 11 million people in South Africa. Rand Water supplies an area that stretches over 18,000 km, with over 3,000 km of pipelines feeding 53 strategically located service reservoirs. Customers include metropolitan municipalities, local municipalities, mines and industries, and the company daily supplies on average, 3,550 million litres of water.

Rand Water operates in a unionized but stable environment. The company is 92 percent unionized, with two recognized trade unions – the South African Municipal Workers Union (SAMWU) and the United Association of South Africa (UASA).

The company has developed numerous policies to ensure that it adheres to the third principle of the Global Compact:

**Collective Bargaining:** A well-established collective bargaining forum, the Central Bargaining Forum (CBF), operates in accordance with a constitution agreed by all the stakeholders. The CBF negotiates all changes to salaries and conditions of service.

**Dispute Resolution:** Dispute resolution mechanisms are well established in Rand Water. Individual conflict is dealt with through a disciplinary code and grievance procedure jointly developed between management and labor.

**Essential Service Agreement:** The agreement is in place to ensure that key staff is available to operate and maintain the primary water supply activities of Rand Water during labor unrest. To further regulate protected industrial action, discussions with trade union parties resulted in an agreement on a Code of Conduct with respect to protected industrial action.

**The Participation, Cooperation and Partnership (PCP) Forum:** This forum was established in 1995 at a time of uncertainty and transition in South Africa. Focusing on mutual responsibility in problem-solving, consensus decision-making and creating a common understanding, the primary role of PCP is to ensure that all stakeholders contribute in decision-making processes and policies. The structure has been commended by many labor relations commentators as a promising model for participative processes toward policy formulation.

The PCP Forum comprises three layers of consultation:

- Stakeholder forum – corporate-wide forum with a focus on issues that widely impact the organization.
- Site forums - focus on issues particular to a site, comprising supervisors, site managers and labor representatives.
- Workplace meetings – attended by all employees within a specific section.

A special PDG Group performs a monitoring function over the PCP process. Composed of executive management, functional specialists, site management and labor representation, it meets quarterly to monitor the value-add service to PCP and provides recommendations for improvement where necessary.

### Benefits to business

- Creates a stable work environment.
- Facilitates buy-in by employees to changes in strategic direction of the organization (such as the restructuring of the organization in 2005), introduction of new policies and change in existing policies (e.g investigations policy), code of ethics, policy on disability, and introduction of employee awards “Ziyageza Awards” in 2003.
- Assists in ensuring fair labour practices.
- Promotes the values of the organization, such as caring, equity, excellence, integrity and spirit of partnership.
- Assists in ensuring that Rand Water continues to be a financially sound water board.

### Benefits to society

- 104 years of uninterrupted delivery of high quality potable water.
- Affordable water tariff as a result of improved efficiencies.
- Safety, health and environmental preservation by complying with standards and regulation.
- Waste and air pollution management.
- The employees of Rand Water are supportive of the corporate social responsibility programmes implemented by the organization. An employee volunteering programme is in place.

## SIMAT Combating discrimination in the workplace

SIMAT was created in 2001 as a small company specializing in consignment and transit activities. Competing with major companies in transshipment, transit, and the consignment sector in Côte d'Ivoire, the company has based its thrust and management on human resources.

With more than half of the staff under their 40s, the company has a vision to ally all competencies no matter the gender or the age. SIMAT management has developed a very strong strategy to empower women in key decision positions, a managerial approach which differs from most companies in the country and which has proved to be rewarding.

Over the last two years, the company recruited several experienced young professionals in the areas of shipping, consignment

and transit activities. Despite the socio-political crisis in the country, the company has continued to increase its activities. Along the construction of its headquarters one year ago in Harbor Place, and regional offices upcountry, the company has continued to promote its efficient staff, mostly women in the financial, legal, and human resource departments. This approach has resulted in good results last year, along with the establishment of an air cargo facility at the airport.

The company benefits from a very good working climate where the competency is rewarded and there is no discrimination based on sex or age. The company's philosophy, developed by management, focus on expertise and professionalism. This philosophy extends today to other overseas partnerships, without which any expansion of its activities would be impossible.

Website  
[www.simat.ci](http://www.simat.ci)

Sector  
Transportation

Country  
Cote d'Ivoire

Global Compact  
Signatory Since  
2007



From clockwise: left, Stephan Eholié, general manager, up left, key Decision makers, at right, other staff members of SIMAT at the Inauguration of air cargo facilities at the airport last December 2006

## Nedbank Group Limited

# Taking group standards beyond borders

Website  
[www.nedbankgroup.co.za/](http://www.nedbankgroup.co.za/)

Sector  
 Finance & Insurance

Country  
 South Africa

Global Compact  
 Signatory Since  
 2005

Nedbank Group Limited is a bank holding company, which operates as one of the four largest banking groups in South Africa through its principal banking subsidiaries, Nedbank Limited and Imperial Bank Limited. The company's ordinary shares have been listed on JSE Securities Exchange since 1969.

Money laundering is the criminal practice of filtering ill-gotten gains through a series of transactions, so that the funds are "cleaned" to look like proceeds from legal activities. Generally, money launderers tend to seek out countries in which there is a low risk of detection, due to weak or ineffective anti-money laundering programs. Because the objective of money laundering is to get the illegal funds back to the individual who generated them, launderers usually prefer to move funds through stable financial systems.

Nedbank's primary operations in South Africa operate under well-developed anti-money laundering (AML) regulation. However the same has not always been true for its operations in all neighbouring countries.

Lesotho is an example of a country that has not yet completed its journey towards achieving formal, all-encompassing AML systems regulation. This has posed a risk to Nedbank in Lesotho in terms of potential competitive arbitrage and reputation and to the country through possible interference with the integrity of its financial flows and crime.

Nedbank's Money Laundering Control Programme project began with the implementation of anti-money laundering mechanisms in South Africa.

The next step, through the Africa AML project, was to spread the group's minimum standards to its other operations in Africa. Immediate activities in Lesotho have included the formal identification and verification of all the bank's clients; the establishment of a standing cross-departmental AML Steering Committee; training for all clerical staff members on AML awareness and implemen-

tation; as well as AML training as part of all new employees' induction.

Nedbank Lesotho has contributed to strengthening the country's systems through ongoing engagement with the National Regulator through the Bankers Association of Lesotho (BAL) on AML and potential competitive issues. It also actively participates in the National AML Task Team, which played a pivotal role in the drafting and reviewing both the Financial Institutions Guidelines of 2007 and the AML Bill of 2006. Nedbank Lesotho continues to engage with the relevant agencies of government to assist in ensuring that all aspects of the Bill also incorporate practical implementation concerns that have been raised in other more advanced jurisdictions.

These actions constitute the first phase of the Africa AML project, which has now been completed.

Nedbank has experienced a greater level of confidence by its regulators, both locally and abroad. There has been an increase in awareness among Nedbank employees, clients and regulators on AML, an improvement in the bank's risk management processes, improved record keeping, a better understanding of who the banks clients are, and prevention of the bank being exploited by potential launderers. A significant benefit has also been the reduction of reputation-risk for the bank.

Longer-term benefits are expected to include the increased stability of a country's financial sector, the potential for increased credit-worthiness and greater investment, as well as providing law enforcement with additional tools in order to protect countries from the negative effects of crime. AML measures may also lead to financial institutions and the local economy generally becoming more robust and better able to participate in global financial and trading systems.



## Medine Sugar Estates Ltd. Improving education and employment conditions in Mauritius



The Medine Sugar Estates Co. Ltd (MSE) was established in 1911 and is a major landowner in Mauritius. MSE has traditionally been involved in sugar-cane culture. However, in 2005, the perspective of the loss of preferential sugar trade price brought MSE to review its activities and engage in new sectors, such as real estate and international tourism.

The western region where Medine operates is the poorest of the island, and afflicted with alarming rates of illiteracy, school dropout and unemployment. This region is also prone to bad sanitation conditions and social ills such as drug addiction, alcoholism and teenage pregnancy.

To ensure that its projects and future developments will not negatively impact the region and its inhabitants, MSE has contracted a team of town-planners, architects and sociologists to assess the profile and potentials of the region. This resulted in the Medine Master Plan 2005-2025, a blue print for all developments and new industries of the Group. The Master Plan recommended a series of actions for social integration in these developments, five of which have started and are detailed below.

The Medine Training Centre opened in October 2006 with the objective to improve employability in the region. It offers basic trainings in hostelry, babysitting, care giving and landscaping to unemployed and unskilled adults. Trainings are complemented with a placement.

MSE is also developing a “social hub” in the village of Bambous (the main village in the western region), to include:

- A leisure park with jogging and skating tracks, picnic areas and children playgrounds.
- A farmers market with a market place of 80 stalls, for small planters, farmers and artisans.
- A creativity centre, where literacy, creativity and computer courses will be given free of charge.

In 2006, the Group created a foundation, Fondation Médiine Horizons (FMH), with a yearly budget of Rs. 10M (US\$ 312,500) to support community development projects. It focuses on poverty alleviation, with specific reference to health, education and child development. Through the FMH, Medine is also involved in multi-sectoral initiatives such as, inter alia, 1) the State’s Empowerment Programme project for the relocation of 175 families of squatters in an “integrated village” near Bambous; and 2) a public-private partnership between firms, the Ministry of Education and the UNDP, aiming at reducing poverty through the improvement of educational achievements in primary schools in deprived regions of Mauritius.

Launched in December 2007, The Medine Entrepreneur Scheme (MES) will offer micro-credit facilities (between US\$ 950 and 31,250) to small entrepreneurs with original revenue-generating projects.

Through these actions, Medine SE is helping to relieve the population in the short term, by improving schooling conditions, employability and local employment. By the end of 2007, the Centre will have trained and placed 141 adults. The Foundation has supported 57 initiatives in its first year, most of them related to schooling, child welfare and health. Via the FMH, Medine SE also contributed land to major NGOs projects (e.g. a crèche, a day-care centre for handicapped children, a spirulina production). Optimism and entrepreneurial initiatives are now being created in a region where people have long felt left out of the country’s development.

Website

[www.fondation-medine.org](http://www.fondation-medine.org)

Sector

Agriculture

Country

Mauritius

Global Compact

Signatory Since

2007

## ERAMEDIC

# Improving medical waste management

Website  
[www.cofimag.com](http://www.cofimag.com)

Sector  
 Medical & Scientific  
 equipment

Country  
 Morocco

Global Compact  
 Signatory Since  
 2006

*“The management of medical waste is an integral part of the health care chain of activities. Faulty management impairs the quality of care and can be harmful to patients, the health community and citizens.”*



Founded in 1976, ERAMEDIC is one of the largest suppliers of medical and scientific devices in Morocco. In addition to equipment, ERAMEDIC provides hospital engineering, maintenance and user training. The core business of ERAMEDIC is to offer services and facilities contributing to improve the quality of health care.

Operating in the medical sector, ERAMEDIC felt particularly challenged by the major problem of medical waste management. Such waste, consisting mainly of hot and cutting objects, blood, anatomical waste, chemicals, pharmaceuticals, medical devices and radioactive material, is a reservoir of potential dangerous microorganisms that could infect hospitalized patients, health workers, agents responsible for their elimination and the general public.

The environment is a delicate balance that all human activity is likely to disrupt. It has long been believed that incineration was a miracle solution; we now know that it is greedy energy, which is a source of pollution, unless costly and burdensome precautions are taken. The collection, disposal and treatment of waste have become much more complex and, in practice, waste disposal is limited to a very often anarchic spill into the natural environment triggering a series of negative consequences for the environment and for the health of citizens.

To make people become more sensitized to the dangers threatening the environment through medical waste, ERAMEDIC has

conducted several seminars and meetings attended by many healthcare providers from throughout Morocco. Many letters were also sent to public officials in an attempt to draw their attention to the waste management issue. At the same time, targeted actions for the media were carried out to enable them to relay the good practices to the health community.

In order to spread best practices related to medical waste, ERAMEDIC edited a guide entitled “The treatment of medical waste in ten questions”, distributed in 5000 free copies to health, science and education professionals. This guide provides basic information about the identification of medical waste, the risks it entails and the routes for an adequate disposal.

Deeply committed to the principles of corporate social responsibility, ERAMEDIC always seeks to distribute products combining new technology and respect for the environment. So far, ERAMEDIC has installed 23 medical waste machines using shredding and sterilization technologies across Morocco. This process combines shredding and direct pressurized heated steam all in one enclosed system achieving complete sterilization of infectious materials. The final treated waste is harmless, unrecognizable and safe for disposal, just like ordinary municipal waste.

ERAMEDIC has contributed to providing information and raising awareness among healthcare providers and public officials concerning the dangers of inadequate medical waste treatment.

ERAMEDIC has also helped to implement a non-polluting and economical new processing machine from France that makes medical waste safe for disposal in ordinary landfills.

As recognition, ERAMEDIC was the first company in Morocco to receive the Corporate Social Responsibility Label. This distinction is awarded by the General Confederation of Moroccan Enterprises (CGEM) to companies whose systems include managerial principles

## Floribis/IBIS

# A partnership approach to poverty reduction and environmental protection



*Farmers collecting algae for IBIS in Emerald Bay*

IBIS runs an algae cultivation project in the North of Madagascar which allows it to support and diversify the local economy while protecting the environment. The activity is continuously expanding and the production and turnover have tripled in the last two years.

The company aims to energize the local economy by creating jobs linked to sea resources and to get its employees and suppliers to commit to the protection of the environment. The long-term objective is to carry out a commercially viable activity which contributes to the diversification of the activities in the region, to the reduction of poverty and to the protection of the environment.

Madagascar has potential to become one of the principal algae producers in the world. Algoculture is a labour-intensive activity, which diversifies the activities of the coastal regions and creates new sources of revenue. However, the principal obstacle to the development of this activity is the lack of a sufficiently motivated workforce. In addition, the northern region of Madagascar lacks basic infrastructure such as access to electricity, potable water, communications and road network.

Activities began in 1998 by a public-private partnership with the Ministry of Agriculture and Fisheries (MAEP) in Madagascar involving a project of revenue diversification for the coastal zone population. The project was initially launched at Tulear with the collaboration of a local enterprise. However the collaboration relinquished following various difficulties such as inability to motivate the people, difficulty in mastering the

appropriate techniques and obtaining satisfactory yields. Subsequently, IBIS looked for new economic activities sensitive to protecting the marine ecosystem in the surrounding areas of Nosy Ankaos, and the project started up on this island.

A program of cooperation between the Norwegian NGO NORGES VEL, IBIS, the American Company FMC and MAEP was set up in 2004 under the name “SPIM project”. This operation has two parts: technical support to increase the farmers’ productivity (supplied by technicians from the Philippines) and the support of human development initiatives on the operation sites. The goal of this partnership is to introduce and reinforce algae production in the North of Madagascar to attain commercially stable levels on each site. This involves long-lasting activity identifying constraints and mobilizing human and financial resources to overcome them.

When the first site was created in 1998, the island of Nosy Ankaos was only occupied occasionally by a few fishing families. In very little time, the enterprise succeeded in developing a community of about 250 farmers there and setting up activities in other zones of the country. The joint financing of NORGES VEL, IBIS and FMC has sustained several development initiatives on the operating sites, such as infrastructure to perpetuate the newly settled community (basic health centre, school, wells for water supply, latrines, and showers).

IBIS has succeeded in creating an economic activity which has an important development impact on the regions where it is based. Algoculture is a labour-intensive activity, and integration of the farmers into the value chain has had a significant impact on the diversification and increase of coastal population revenue. Setting up infrastructure on operations sites has created the necessary conditions for the installation of a company in very isolated areas. This company strives to integrate its activities with the environment to allow marine ecosystem resources to be managed in a sustainable fashion.

Website

[www.floribis-madagascar.com](http://www.floribis-madagascar.com)

Sector

Agriculture

Country

Madagascar

Global Compact

Signatory Since

2006





## Nestlé Cote d'Ivoire

# Sustainable supplies and sustainable livelihoods

Sector  
Food & Drink

Country  
Cote d'Ivoire

Global Compact  
Signatory Since  
2007



Established in 1959, Nestlé Côte d'Ivoire today employs 850 people. The company owns two factories, producing instant coffee (NE-SCAFE), culinary seasoning products (Maggi) and cereals (CEREVITA).

revenues. At the same time, the local Nestlé factory can rely on a high quality source of raw material for Maggi bouillon (seasoning) and other products.

One of Nestlé Côte d'Ivoire's challenges is to sustain a supply of raw materials for its Maggi seasoning products on an average production basis, ensuring the best quality while at the same time increasing the farmers' revenues in the long term.

Nestlé Côte d'Ivoire buys on average 7,500 tons of cassava annually. The company supports sustainable production efforts and works with the government to promote consumption. In order to sustain farmers' revenues, Nestlé launched "the Sustainable Cassava Project" at Moyen Comoe, in the center of the country. Through a partnership with the Ivorian and German governments, this project involves approximately 800 small-scale farmers – 700 of them women – from twenty villages. The objective is to help these farmers sustain their annual production and revenues by developing a series of technical practices to increase their yields and improve the quality of their crops, and by reducing pesticide and water use.

These actions have helped stabilize the families, and contributed to providing a stable, sustainable income for farmers from a product which often does not bring too many

## MIPS - Mozambique International Port Services

# A comprehensive approach to sustainability



Mozambique International Port Services (MIPS), is a company dedicated to the handling of containers, and operates a terminal with storage capacity of 100,000 containers. Its main shareholders are DP World (Dubai Ports World), holding 60 percent of the shares, and CFM (Caminhos de Ferro de Mocambique), holding 40 percent.

MIPS voluntarily joined the Global Compact in September 2006 because of the recognition of the Global Compact as an initiative that could be used to frame the company's corporate governance practices within an international framework based on universally shared values.

In June 2007, the Local Network of the Global Compact in Mozambique organized a visit to the company premises to allow other network participants to learn about commitments that MIPS has made in the area of corporate responsibility.

MIPS has developed a corporate responsibility policy, a code of conduct and a brochure on the Global Compact. The company engages in activities both related to the environment and to society.

### Corporate Responsibility and the Environment

MIPS has developed an Environmental Policy and Environmental Management System based on the standard of Dubai Ports World. The policy is designed to prevent that the company's activities have a negative impact on the environment and contribute to promoting sustainable development. As part of the environmental management system, the company has conducted impact assessments of its activities (Environmental Risk Assessments) and working procedures designed to avoid negative impact on the environment, particularly in relation to waste management, hazardous cargo, grease and spills. The company has also engaged in an ongoing study to quantify the benefits of this program.

### Corporate Responsibility and Society

The company has decided to target two main groups - workers and the community – as part of its social commitment. With regard to its workers, MIPS has developed a human resource policy that includes a commitment to employee development through training, and a health plan aimed at the promotion of good health and a healthy working environment. To this end, the company has made available medical services and drugs for the workers and their families.

MIPS has also established a policy and program to combat HIV/AIDS in the workplace. As part of this program, the company has carried out awareness-raising activities, voluntary testing and treatment of infected people, as well as monitoring of levels of infection. In total, 75.57 per cent of the 175 MIPS employees voluntarily underwent testing in 2005.

The company has also developed a management system for industrial safety, in which measures are carried out on a continuous basis to identify, evaluate and manage operational risks in the areas of management of contractors, pedestrians, operation of equipment, work at high altitudes, handling of cargo, welds and tires.

Regarding relations with the wider community, MIPS has created a program of community support to assist the most disadvantaged sections of society. Currently, three projects are underway, including programs to support education, arts and culture; programs to support people with disabilities; and programs to support orphaned children and the elderly.

Website  
[www.mips.co.mz](http://www.mips.co.mz)

Sector  
Transportation & Storage

Country  
Mozambique

Global Compact  
Signatory Since  
2006

## Bank PHB Inspiring brilliance

Website  
[www.bankphb.com/bankphb/](http://www.bankphb.com/bankphb/)

Sector  
Finance & Industry

Country  
Nigeria

Global Compact  
Signatory Since  
2007

*“The goal of the scheme is to provide access to education and mind development for indigent students in Nigeria’s public secondary schools.”*



Bank PHB is one of Nigeria’s leading financial institutions, with 106 branches distributed across the country. The bank’s corporate citizenship commitments are aligned with its “Inspired Brilliance” initiative, which aims to create and support initiatives and programmes that extend the frontiers of education, leadership and innovation.

The scope of Bank PHB’s corporate citizenship activities covers the following:

The **Bank PHB National Scholars Scheme** is the bank’s flagship corporate responsibility initiative, and focuses on the pro-active orientation and training of the youth as a pivot for societal change. The goal of the scheme is to provide access to education and mind development for indigent students in Nigeria’s public secondary schools. The National Scholars Scheme will be implemented in all 36 states of the Federation, and is executed through the following facets: **Mind Development and Motivational Series**.

The goal of the **Mind Development** phase is to provide access to books, and encourage a culture of reading in our public secondary schools. Under this scheme, existing libraries are renovated, or in the absence of existing libraries, new libraries are built. Bank PHB also provides recommended textbooks for selected schools spread across the country. In addition, 20 indigent students from junior secondary classes in each school are selected as beneficiaries of the Bank PHB National Scholars Scheme Scholarship. The scholarship is available until the students graduate from secondary school.

The **Motivational Series** are scheduled motivational lectures from some of the best role models in the country. This phase utilizes popular and respected national figures who have achieved success by dint of hard work and positive attitudes to speak with students in a series of interactive seminars.

The pilot for the Bank PHB National Scholars’ Scheme was run in 2004 with the implementation of the scheme in numerous schools in Lagos state. The goal for 2007 was to offer scholarships and to build and equip 21 libraries in 21 schools nationwide. By December 2007, this had been accomplished in 18 schools across the country.

Bank PHB has also designed an **Employee Volunteer Scheme**, which consists of two aspects. Related to environmental sanitation, staff from different bank branches organizes monthly or bi-monthly sanitation activities within their local communities. Employees also visit institutions of care, such as orphanages, old people’s homes and remand homes, to organize special days in the life of the inhabitants. The visits focus on mentoring, tutoring, painting of walls, gardening among others, to positively impact their lives and a provide hope for a better future.

## Oceanic Bank International Plc.

# Investing in the entrepreneurs of tomorrow

Oceanic Bank International is one of the largest banks in Nigeria, providing comprehensive financial services to all sectors of the economy. Over the years, Oceanic Bank International has gained a reputation as a socially responsible company because of its identification with and support of the less privileged in society through the provision of basic amenities.

A common challenge facing most developing countries around the world is to provide affordable and high quality education services to youth. Various studies suggest that high levels of investments in education lay the groundwork for private sector growth. Therefore, Oceanic Bank has placed high emphasis on supporting the development of the Nigeria's educational sector. By forming close partnership with schools and universities across the country, the Bank has made an effort to assist the country's youth who aspire to become tomorrow's entrepreneurs in Nigeria. In addition, the Bank has made a strong commitment to reaching out to underprivileged youth who would gain the most benefits from the Bank's efforts.

In 2007, the Bank made a donation to the Centre for Business Entrepreneurship Development of the Obafemi Awolowo University in Ile-Ife. The center will serve as an incubation center where young people will be properly equipped with all the skills required for them to become successful entrepreneurs. Dr. Cecilia Ibru, Managing Director and CEO of Oceanic Bank International, announced the donation at the 35th Convocation Ceremony which the Centre recently hosted.

Oceanic Bank has also provided the Government Girls College, Dala, in Kano, with basic infrastructure required for studies. Until very recently, the girls in this school had no chairs and desks in their classrooms and were sitting on bare floors. The commitment cost the Bank about N10 million. The Bank attempts to reach out to more impoverished schools around the country by continuing this initiative.

Moreover, in response to the state government's call for support, the Bank helped build a set of classrooms for the students of Nassarawa State University. This project, worth N250 million, was designed to improve the process of teaching and learning in this educational institution.

In addition to education, the Bank has partnered with various stakeholders to support public health and humanitarian assistance initiatives. The Oceanic Bank also worked closely with the country's small- and medium-sized enterprises to enhance their business sustainability. Between 2006 and 2007, more than 60 SMEs have benefited from the Bank's SME promotion policy.

Website

[www.oceanicbanknigeria.com/](http://www.oceanicbanknigeria.com/)

Sector

Finance & Insurance

Country

Nigeria

Global Compact

Signatory Since

2007

*"In addition to education, the Bank has partnered with various stakeholders to support public health and humanitarian assistance initiatives."*

## Millennium bim

### Mais Taxi Pra Mim - “More Taxi For Me”

Website  
[www.millenniumbim.co.mz](http://www.millenniumbim.co.mz)

Sector  
 Finance & Insurance

Country  
 Mozambique

Global Compact  
 Signatory Since  
 2003



In 2006, Millennium bim bank launched “Mais Taxi Pra Mim”, a project aimed at improving sustainability of small- and medium-sized taxi companies operating in Maputo. The pioneering project is designed to strengthen the SME sector, which is important for the economic progress of low-income countries like Mozambique.

For many years, the taxi fleet in Mozambique has consisted of old and badly maintained vehicles. As a result, customers (particularly tourists) have avoided using the city’s taxi services, leading to a significant income loss for taxi drivers. Despite pressure from the Mozambique Ministry of Tourism and the Maputo City Council, the Association of Taxi Companies and Drivers in Maputo (ATAXIMA) has experienced difficulties finding support to renovate the fleet.

To tackle these challenges, Millennium bim bank, the country’s leading bank, decided to partner with ATAXIMA to develop a leasing product for ATAXIMA members to help them finance the purchase of new taxis. In return, Millennium bim can advertise on the newly purchased taxis.

Aware of the taxi drivers’ limited capacity to negotiate with automobile companies, Millennium bim volunteered to lead the negotiation process on behalf of its clients. Although this is an untraditional role for the bank, it wanted to demonstrate its commitment to social responsibility. With the increased negotiation capacity, the leasing clients were able to purchase the same and cars at a much better price.

Furthermore, as part of the project, Millennium bim requires participating taxi drivers

to purchase a proper insurance for the new vehicles by including this provision in the contract. Maputo’s city authority requires this of all commercial vehicles, but in practice, many small taxi companies continue to ignore this legal obligation.

“Mais Taxi Pra Mim” has generated significant benefits for many actors. For Millennium bim, the project has been economically profitable. By the end of the first project year, none of the clients had defaulted on their credits. Moreover, the taxi companies and drivers who joined the leasing agreement opened new accounts with the Bank during the second and third phase of the project. Finally, through the advertising on the new taxis, Millennium bim has associated its brand with this social project, bolstering its corporate reputation.

The project has also been highly profitable for the taxi drivers as customers have increasingly been using their services. Millennium bim’s data confirms this, as all taxi drivers have been able to fulfill their financial obligations with the bank without delays.

The partnership has been fruitful also for ATAXIMA. As a result of being a key implementing partner in the project, the association has been able to expand its membership base and also receive membership fees on time.

Tourists and other Maputo residents are now enjoying transportation with greater comfort, safety, and reliability.

Both the Mozambique Ministry of Tourism and the Maputo City Council acknowledge that the project has contributed to renew the image of the city’s taxi industry and have encouraged taxi drivers to abide by their legal obligation to purchase proper insurance.

In November 2007, a new phase of “Mais Taxi Pra Mim” was launched, increasing the number of leasing contracts from 10 to 30. The new vehicles also come with a taximeter — a great improvement considering the general conditions of taxis in Maputo.

# The ten principles of the United Nations Global Compact

The United Nations Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core principles in the areas of human rights, labour standards, the environment and anti-corruption. The principles are as follows:

## HUMAN RIGHTS

- Principle 1      Businesses should support and respect the protection of internationally proclaimed human rights; and  
Principle 2      make sure that they are not complicit in human rights abuses.

## LABOUR

- Principle 3      Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;  
Principle 4      the elimination of all forms of forced and compulsory labour;  
Principle 5      the effective abolition of child labour; and  
Principle 6      the elimination of discrimination in respect of employment and occupation.

## ENVIRONMENT

- Principle 7      Businesses are asked to support a precautionary approach to environmental challenges;  
Principle 8      undertake initiatives to promote greater environmental responsibility; and  
Principle 9      encourage the development and diffusion of environmentally friendly technologies.

## ANTI-CORRUPTION

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

