

mci
group



GOVERNANCE

SUSTAINABILITY REPORT 2022

THINK BEYOND

Governance

Strategic objectives

1. 100% of our talents have passed our internal business ethics test every 2 years
2. 100% of our talents with a procurement role or who sign supplier contracts are trained on key procurement & ethic topics
3. 100% of our new Managing Directors, Human Resources responsible and sustainability champions are specially trained on our sustainability strategy within 3 months of arrival
4. By 2030, 10 of our offices have a sustainable certification
5. 100% of our offices create at least one case study (2 for the 10 larger offices) every year showcasing sustainability integration on client projects

Key highlights 2022:

- We celebrated 15 years as a signatory of the United Nations Global Compact Agreement
- MCI Middle East received ISO 20121 in Sustainable Event Management

We understand that our culture can affect meaningful change far beyond our own agencies and ventures. That knowledge drives us to do better and grow further every day. That's why we are committed to building an ethical business culture, ensuring we conduct ourselves with honesty and integrity, driving positive change throughout our supply chain.

"As a signatory of the United Nations Global Compact, mci group does not tolerate bribery or corruption. We are committed to acting ethically in all aspects of our business, maintaining and improving the highest standards of honesty and integrity. It is part of our core values, and we firmly support international and local efforts to eliminate corruption and financial crime."

Sebastien Tondeur,
Chief Executive Officer



BUSINESS ETHICS

Our business ethics approach is based on the UN Global Compact framework, which we have been signatories of for 15 years. It is also guided by Transparency International's Guide – Business Principles for Countering Bribery. It consists of the following key pillars:

COMMIT

UN Global Compact call to action

In addition to our CEO's commitment, we signed the UN Global Compact Call to Action and are calling on governments to promote anti-corruption measures and implement policies that will establish sound governance systems. The call to action urges governments to underscore anti-corruption and good governance as fundamental pillars of a sustainable and inclusive global economy.

ASSESS

Compliance with best practices, laws and regulations

Following our business ethics risk assessment, the risk of corruption and bribery across our group was defined as low. Some of our offices are in countries with an increased risk of corruption, especially in projects with governmental organisations, and we will continue to monitor and assess these situations on a need basis.

In 2022, mci group received no fines or sanctions for unethical business practices and non-compliance with environmental or marketing & communications laws and regulations. We had no substantiated complaints regarding breaches of customer privacy and losses of customer data. No cases of discrimination or human rights violations were reported, no injury, fatality or notifiable incident for attendees or staff.

Finally, mci group does not make contributions to political parties or politicians.

Healthcare industry regulations and compliance

In addition to our standard event practices, the projects we organise for our clients in the pharmaceutical and medical device sector are bound by strict codes of conduct in compliance.

We adhere to the rules and guidelines laid down by IFPMA, EFPIA and MedTech Europe, and related respective regional and country codes. These rules cover activities such as commercial and medical publications, interactions with healthcare professionals (HCPs) and related hospitality through direct and indirect sponsorship, and give guidance for personal, virtual and hybrid engagements with HCPs and HCOs.

Our healthcare Subject Matter Experts and the respective Account Directors are responsible for the implementation and the training of processes and procedures to our talents and work closely with our ethics team.

DEFINE

Procedures and policy

Our **code of business conduct** sets clear ethical expectations for all our talents and agencies. Based on the UN Global Compact principles, our code expresses values and beliefs for conducting business responsibly and transparently.

Our policies and expectations are an integral part of our employee contract, and are shared with all new talents as part of our onboarding programme. So that our employees always have easy access to the relevant information, we have a dedicated "ethics" section on our intranet with our policies and guidelines, as well as training presentations on how to deal with ethics-related challenges.

The policies are assessed regularly by our group sustainability team and ethics council, collaborating with the appropriate shared service teams (finance, procurement, legal, HR). They must also be reviewed and signed off by the executive committee.

We strive for associate ventures, affiliate companies and preferred partners to adopt ethical standards that are consistent with our own. For acquisitions, our due diligence processes also cover ethical risks.

We apply our values to our supply chain through our **supplier code of conduct**.



MANAGE

Implementing good governance

Our advisory board, executive committee and group management team ensure the tone of good governance at the board level, applying the solid principles and values that provide the framework for how we do business.

The Ethics Officer is responsible for reviewing and responding to any compliance issues.

Escalation and whistleblowing procedures

mci group encourages reporting any suspected unethical, illegal, corrupt, fraudulent, or undesirable conduct involving our business and protects individuals who raise a concern without fear of victimisation or retaliation.

Reports of violations or suspected violations will be kept confidential to the greatest extent possible, consistent with the need to conduct an adequate investigation.

Our employees will not suffer demotion, penalty or other disciplinary action for reporting a concern, even if our company may lose business due to the refusal to do so.

When in doubt about a potentially unethical situation or the best course of action, employees, clients or suppliers can communicate directly with the local management team. If they are not comfortable speaking with their contact person, or not satisfied with the resolution, they can fill out a report on our [external and secured platform](#) or contact our business ethics team at ethics@mci-group.com.

As part of our 2021 Talent Engagement survey, we asked our talents “If faced with or if I see a harassment, discrimination or misconducts situation, I would feel most comfortable reaching out to”, the vast majority of our talents ticked “my direct manager” and/or “my local HR responsible”, only 2% would prefer to reach out to an external consultant.

Our talents trust their manager, which was confirmed again in our 2022 talent engagement survey with 86% of talents saying they trust their manager.

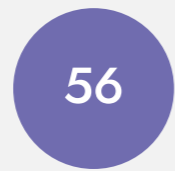
In 2022, we received zero reports from whistleblowers.

ECOVADIS CORPORATE SOCIAL RESPONSIBILITY ASSESSMENT



EcoVadis evaluates mci group’s sustainability performance across four categories: environment, labour and human rights, ethics and sustainable procurement. Our sustainability policies, initiatives and results are analysed following international CSR standards, including the Global Reporting Initiative, United Nations Global Compact and ISO 26000.

EcoVadis assesses more than 90,000 companies in 200 industries throughout 160 countries. In 2021, we achieved an EcoVadis score of 56 out of 100 points, with a “silver” status rating.



EcoVadis score of 56 out of 100 points



EcoVadis “silver” status rating

We will continue to engage with our stakeholders and suppliers to increase our positive impact across everything we do.

We are currently renewing our assessment and results should be available by the end of July 2023.

Sustainability awards

We endeavour to champion and celebrate the positive impact our offices make through their achievements in sustainability.

Our annual internal Sustainability Awards recognise those of our offices that are leading the charge in creating change by concretely implementing sustainability into their day-to-day practices, on clients’ projects, and in their local communities.

mci group donates €500 to each winning agency to support a charity programme of their choice.

We celebrate our offices’ successes in the following categories:

Client Project of the Year

Recognising an office that has effectively implemented sustainability practices on a client project:

This year, we have two winners in this category:



Winner: MCI Switzerland for the ESCRS 2022 congress (European Society of Cataract & Refractive Surgeons) for the holistic approach to how sustainability was implemented at the congress.



Runner-up: MCI Germany who helped one of their clients develop an ambitious sustainable event management system to be used on all their projects.

Community Engagement

Celebrating the office that has created the best culture of giving back to the community.



Winner: MCI Brazil for supporting NGO “[Talentos do Capão](#)”

Supplier of the Year

Rewarding a supplier making a difference to people and the planet, with purpose-driven sustainability and social impact at their core.



Winner: Marriott International for their [SERVE360 programme](#).

Leadership in Sustainability

Honouring an office’s commitment to raising awareness and embedding sustainability into their day-to-day practices, taking office sustainability scorecard results into account.



Winner: MCI United Kingdom

Innovation in Sustainability

This year’s special category recognises a highly innovative project:



Winner: MCI Canada for their [Events for Change programme](#)



Headquarters:

MCI Suisse SA
Rue du Pré-Bouvier 9
1242, Satigny - Geneva
Switzerland

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