



**SYKES &  
PARTNERS**

Rev.	Status	Date	Prepared by	Checked by	Approved by
0	IFU	14 NOV 2018	KO	KA	KO/KA
A	IFR	13 AUG 2017	KO	KA	KO/KA
<b>HUMAN RIGHTS POLICY</b>					
<b>SP-MS-P-01-08-0</b>					Page 1 of 6
<b>SYKES AND PARTNERS LIMITED - GHANA</b>					

	<b>SYKES &amp; PARTNERS LIMITED - GHANA</b>	<b>HUMAN RIGHTS POLICY</b>
		Document #: SP-MS-P-01-08-0
		Rev. 0

**HISTORY OF REVISIONS**

<b>REVISION NO.</b>	<b>DATE</b>	<b>REVISED INFORMATION</b>
A	13 AUG 2017	New document, Issued for review prior approval.
0	14 NOV 2018	Issued for use.

**TABLE OF CONTENTS**

<b>HISTORY OF REVISIONS .....</b>	<b>2</b>
<b>1.0 POLICY STATEMENT .....</b>	<b>4</b>
<b>2.0 SCOPE .....</b>	<b>4</b>
<b>3.0 RESPONSIBILITY .....</b>	<b>4</b>
<b>4.0 DEFINITIONS.....</b>	<b>4</b>
<b>5.0 REFERENCES .....</b>	<b>4</b>
<b>6.0 HUMAN RIGHTS COMMITMENT.....</b>	<b>5</b>
<b>7.0 IMPLEMENTATION .....</b>	<b>6</b>
<b>8.0 GRIEVANCE AND DISPUTE RESOLUTION.....</b>	<b>6</b>
<b>9.0 GOVERNANCE .....</b>	<b>6</b>

## 1.0 POLICY STATEMENT

Sykes and Partners believe that business can only flourish in societies where human rights are protected and respected. We recognise that as a business we have the responsibility to respect human rights and the ability to contribute to positive human rights impacts.

## 2.0 SCOPE

This document is applicable to all employees and associates of Sykes and Partners and applies to all our operations to ensure awareness of and compliance to our human rights commitments.

## 3.0 RESPONSIBILITY

Position	Responsibility
Managing Director	It is the responsibility of the Managing Director to ensure this policy is implemented and monitored to ensure effectiveness.
Human Resources Manager	Is responsible for the creation, administration, updating and communication of this policy
All Employees	Are responsible for complying with this policy.

## 4.0 DEFINITIONS

Term	Definition
Human rights	These are basic rights inherent to all human beings, regardless of nationality, place of residence, sex, sexual orientation, national or ethnic origin, colour, religion, language, or any other status.

## 5.0 REFERENCES

Document No	Document Title

	<b>SYKES &amp; PARTNERS LIMITED - GHANA</b>	<b>HUMAN RIGHTS POLICY</b>
		Document #: SP-MS-P-01-08-0
		Rev. 0

## 6.0 HUMAN RIGHTS COMMITMENT

- i. Our employees, contractors and suppliers are entitled to work in an environment and under conditions that respect their rights and dignity.
- ii. We expect all employees, contractors and suppliers to share our commitment to high moral, ethical and legal standards, with our code of business and ethics, respect and actively advance human rights.
- iii. We consider the safety and wellbeing of all employees, contractors and stakeholders as our top priority. We are committed to protecting and safeguarding the safety of those who work at or visit our operations.
- iv. We compensate employees appropriately relative to the industry and local labour market. We operate in full compliance with applicable wage, work hours, overtime and benefits laws.
- v. Sykes and Partners employees are treated fairly and without discrimination of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability or the receipt of public assistance.
- vi. We respect freedom of association and will cooperate in good faith with the bodies that our employees collectively choose to represent them within the appropriate national legal frameworks.
- vii. We respect the rights of people in communities impacted upon by our activities. We will seek to engage with people in such communities to identify potential adverse human rights impacts and take appropriate steps to avoid, minimise and/or mitigate them.
- viii. We seek to make contractual commitments with suppliers and contractors that encourage adherence to the same high standards of ethical conduct that we expect of all Sykes and Partners employees.

## **7.0 IMPLEMENTATION**

Sykes and Partners monitors its activities for human rights risks and impacts in order to identify actual and potential human rights issues. Actions to manage and address human rights risks are guided and carried out through dialogue and in collaboration with relevant stakeholders.

Awareness of this Policy among Sykes and Partners people and stakeholders is essential to ensure that we meet the goals of this Policy and we therefore communicate our approach to discharge our duty to respect human rights internally and externally.

## **8.0 GRIEVANCE AND DISPUTE RESOLUTION**

We seek to ensure that stakeholders who are or could be affected by our activities have access to feedback mechanisms that are legitimate, accessible, timely, equitable and transparent. The approach to resolving disputes and grievances is based on respect, engagement and dialogue with the stakeholders and communities that are affected by us or affect what we do.

## **9.0 GOVERNANCE**

This Policy will be reviewed every three years and we shall also report annually to stakeholders on the implementation of the Policy Statement by means of feedback.