



***UN Global Compact***  
***Communicating on Progress***  
***2013 – 2014***

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***"A message from the Directors"***

Dear Sirs,

Our company has managed to survive a fourth year of the Syrian crisis, which have highly influenced the performance as well as the priorities of our company. Our primary aim is still to sustain our business and to be able to fulfill our commitments towards our clients and employees. Although, we have managed during the course of this year to sustain the same level of growth, but we still have lost about 20% of our well-trained workforce due to migration. We have attempted to hire replacements to the key personnel that we lost, but this is becoming a very challenging task since most of the skilled-employees left the country. Hence, we started recruiting fresh graduates and developed in-house training programmes to help them to fill any gaps that they might have due to the lack of experience.

We take this opportunity to submit our COP for 2013-2014 and to renew our commitment to the initiatives and its principals for the year to come.

Sincerely Yours,

**Karim Tabah**  
Director

**Samer Al Nachawati**  
Director



الشركة السورية للخدمات الطبية  
SMS  
س.ت: ١٤٠٠٣، دمشق سوريا  
س.ت: ١١٠٠٣

## **I: Description of practical Action:**

### **A: Human Rights:**

#### ***Principle 1: "Businesses should support and respect the protection of internationally proclaimed human rights"***

- Practical Actions:
  - Our company continued to register all our employees with the social insurance association according to their actual salaries that are being paid to them
  - Our company continued to pay taxes to the ministry of finance on timely manner and in accordance to the actual salaries that are being paid to the employees
  - Our company continued to abide with the labor law especially when it comes to: working hours, public holidays, daily break, overtime compensation, and end of contracts notices and compensations. Moreover, our company tolerated the absence from work of some employees that was due to security concerns or forced absence. In most of the cases, salaries were paid to the employees without any deductions.
  - Our company is still following highly transparent measures with its customers by providing detailed description of the products and services that are going to be performed
  - Our company kept its good relation with a major charity hospital within our local community by providing products and services to them at cost
  - As pledged in our previous report, our company strengthened its relation with a Local NGO that is active in providing shelter and food to the displaced

#### ***Principle 2: Businesses should make sure they are not complicit in human rights abuses***

- Practical Actions:
  - Our company is continuing to abide with all the requirement of the Syrian law when it comes to the human rights. However, no assessment or explicit internal policies were put in place to address this important issue.

### **B: Labour:**

#### ***Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining."***

- Practical Actions:
  - Our employees are free to join any professional organization, syndicate or trade union without being subjective to any possible discrimination and prejudice

- As pledged in the previous report, our company informed the local community and media our company's endorsement of the UN Global Compact and our intention to respect its provisions, including those on fundamental workers' rights

**Principle 4: "Businesses should uphold the elimination of all forms of forced and compulsory labour:**

- Practical Actions:
  - Our company does not benefit from forced labour noting that this issue is not common in our area of operation as well as in our industry

**Principle 5: "Businesses should uphold the effective abolition of child labour."**

- Practical Actions:
  - We adhere to minimum age provisions of national labour laws and regulations. We exercise influence on subcontractors, suppliers and other business affiliates to combat child labour. We use adequate and verifiable mechanisms for age verification in recruitment procedures.

**Principle 6: "Businesses should uphold the elimination of discrimination in respect of employment and occupation"**

- Practical Actions:
  - All recruitments are being based on previously set criteria that clearly indicate the skills and qualifications of the candidates. Such criteria does not include implicitly or explicitly any requirements that relate to genre, age, religion or belief.
  - Our company has a clear orientation programmes for each new recruit aiming at helping them to understand the work environment as well as their rights and responsibilities.
  - Our company conducts internal technical training to provide technical knowhow of the products and services that are being offered by our company. Our company sends our employees for technical training abroad in order to increase their product specific know-how. The selection criteria for each of these trainings are widely made available to all the employees.

**C: Environment:**

**Principle 7: "Businesses should support a precautionary approach to environmental challenges."**

- Practical Actions:
  - As pledged in the previous report, we have developed a code of conduct that confirms commitment to care for health and the environment.
- Actions to be taken:
  - To develop practices to limit the excessive use of energy

**Principle 8: "Businesses should undertake initiatives to promote greater environmental responsibility."**

- Practical Actions:
  - We have issued strict guidelines to limit the use of papers. Moreover, we are passing all our recyclable papers to another NGO that is concerned with recycling

**Principle 9: "Businesses should encourage the development and diffusion of environmentally friendly technologies."**

- Practical Actions:
  - Our company is promoting the use of Medical Waste treatment units at Syrian hospitals. However, the effect of the current crisis is making such requirement as less important since the focus now is on providing more basic health care services. Our company is also promoting the use of water treatment units when it comes to hemodialysis units.

**D: Anti- corruption:**

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

- Steps to be taken:

Our company will introduce anti-corruption policies within our business operations

**II: Measurement of outcomes:**

The following table identifies the progress that have been made on targets that were pledged in the previous report.

Issue Areas	Principles	Pledged outcome 2012-2013	Achievement 2013-2014
<b>Human Rights</b>	Principle 1	Engage with at least one NGO within our community	100%
	Principle 2	Developing clear human rights policies	0%
<b>Labour</b>	Principle 3	Inform the media of our engagement with GC	100%
	Principle 6	Preparing a study of the improvement that can be made at the work place to make it more disabled friendly	0%
<b>Environment</b>	Principle 7	Health and environment code of conduct development	100%
<b>Anti - corruption</b>	Principle 10	Anti-corruption policy development	0%