


UNITED NATION GLOBAL COMPACT COMMUNICATION ON PROGRESS

Company Name	DVM Innovate	Date	24 th May 2012
Address	Lot 11.3 11 th Floor, Menara Lien Hoe, No. 8, Persiaran Tropicana, Tropicana Golf & Country Resort, 47410 Petaling Jaya	Membership date	24 th February 2009
Country	Malaysia	Number of employees	31
Contact name	Esther Khoo	Sector	Software & Computer Services
Contact Position	Financial Controller		
Contact telephone no	603-78053868		

Brief description of nature of business
DVM Innovate Sdn Bhd, was incorporated in 1997, is an IT System Integrator with business focused on providing Network, Security and Next Generation Communication solution for medium-to-large organizations and government agencies.

Statement of continued support			
<p>Being a signatory of the UN Global Compact and our support of the 10 fundamental principles augur well for DVM Innovate Sdn Bhd.</p> <p>As DVM Innovate Sdn Bhd (DVMI) looks ahead to further expand its regional and international business, we are increasingly confronted with multicultural issues, country domestic conflicts and various socio-economic sensitivities. The UN Global Compact and the UNGC Local Networks “spheres of influence” brings great comfort to our stakeholders domestically, regionally and internationally. For the year 2011, DVMI was able to achieve improvements in several areas.</p> <p>For the year 2012, we hope to be able to achieve corporate culture of honesty, corporate integrity and develop a greater place to work.</p> <p>We look forward to participating in the Local Network’s activities, continue to influence our stakeholders on the values of the Global Compact’s principles and vigilant in ensuring our organization and its people abide by these principles.</p>			
Signature	 _____ Esther Khoo	Position	Financial Controller

HUMAN RIGHTS	
PRINCIPLE 1	BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLU PROCLAIMED HUMAN RIGHTS
PRINCIPLE 2	BUSINESS SHOULD ENSURE THAT THEY ARE COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment or Policy

DVM Innovate has explicitly defined the Human Resource right related SOPs and Code of Conduct that's create a fair, respectable for all employees in the company.

A brief description of our Processes or Systems

We carry out company policy and strategy to support human right and staff training on company policy.

Actions implemented in the last year / planned for next year

- Our fair and KPI system operating under the Human Resource policy, each employee is given equal opportunities in hiring, placement, promotion, pay rises and training.
- Conducted SOP and HR policy briefing to promote employee awareness of company policies and SOPs.
- We have implemented an internal process including distribution of these SOPs and policies which requires all employees to read and understand the policies.
- The policy is reviewed on an annual basis to ensure it is aligned to industry best practice and meets the ongoing requirements of our business.

Measurable Results or Outcomes

- Living wages – our employees' salaries are aligned with market wage standard.
- Contributed and donated to a Handicapped and Disabled Children's Association.
- Donated an IT server system and contributed IT support services to Breast Cancer Welfare Association (BCWA) Malaysia for their internal operational use.

Target for future years

- Working on a program of improvements to ensure the safety of every employee working for DVM, promote better health, and create a pleasant working environment.
- Conduct internal audit- and compliance mechanisms across our companies related to the Human Rights Policy.
- Implement E-learning module for use in induction training & management development
- Support and uphold good corporate governance principles and develop and apply good corporate governance practices.

LABOUR	
PRINCIPLE 3	BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE REGOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING
PRINCIPLE 4	BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
PRINCIPLE 5	BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR
PRINCIPLE 6	BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment or Policy

DVM Innovate actively commits being an equal opportunities and anti-discriminatory employer, promoting and providing for an equal and fair opportunity in employment, compensation and other terms and condition of employment. The guidelines and policies include:-

- Non discrimination on the basis of gender, marital or parental status, race, age, impairment, religion, pregnancy or breastfeeding, colour, national origin, former military status, sexual orientation or any other personal characteristic protected by law.
- Zero tolerance towards physical or verbal discriminatory harassment in the workplace.
- Performing unbiased and constructive employee evaluations.
- Respecting the rights of employees to freedom and association.

A brief description of our Processes or Systems

We have adopted and practiced Human Resources (HR) SOP. The HR SOP covers recruitment & probation, performance management, disciplinary and domestic inquiry, training & development.

Actions implemented in the last year / planned for next year

- We participate in the Malaysia Government initiatives to increase the employment of prospective new graduates by accepting trainees from local colleges and universities for industrial, subsequently considering them for permanent employment.
- We provide employees the opportunity to acquire shares of the parent company via the Employee Share Option Scheme (“ESOS”).
- We developed “Internal career planning – Internal hiring”, whereby staff performance is recognized and priority is given to promotions from within the organization whenever possible, when filling job vacancies.
- We actively pursue the development of a continuous learning environment and to becoming a knowledge-based organization. We constantly provide opportunities for employees to enhance job knowledge and develop professional skills, by encouraging employees to undertake various types of training programs sponsored by the company. We believe employees well-equipped with confidence are motivated to carry out their duties and responsibilities, subsequently create a sense of mutual accomplishments.

- We ensure every employee has a contract of employment stating the terms and conditions of service.
- We ensure every employee has a current job description.
- We ensure grievance channels and procedure are available.
- We provide a flexible working hour, if required.
- We integrate Key Performance Index into the staff performance appraisal.

Measurable Results or Outcomes

- We have identified Key Performance Index as relevant metrics for staff performance evaluation and job promotion. There is an increase of 4% of internal staff promotions in the year of 2011.
- We provide equal career growth opportunity to both male and female employees, some of whom are also heading key departments and sections of the company.
- Skill evaluation program is conducted to employees every half-yearly, and internal and external training is provided accordingly to employees to enhance job knowledge and develop professional and people skills. There are 13 internal and external courses conducted in the year of 2011 as compared to 9 internal and external courses were arranged in the year of 2010, there is an increase of 1.4%.
- On-job-trainees (OJT), upon successful completion of their training, they are employed on merit as permanent employees without discrimination. There are 4 OJT employed in the year of 2011, and 4 OJT employed as of May 2012.

Target for future years

In order to offer new career opportunities, we continue to improve the training and development programme.

ENVIRONMENT	
PRINCIPLE 7	BUSINESS SHOULD SUPPORT A PRECAUTIONALRY APPROACH TO ENVIRONMENTAL CHALLENGES
PRINCIPLE 8	BUSINESS SHOULD UNDERTAKE INIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY
PRINCIPLE 9	BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENCIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment or Policy

We are committed to promoting greater environmental responsibility by ensuring our work space and work culture embraces the principles above.

A brief description of our Processes or Systems

We practise a standard internal operational process that carries out the “Reduce, Reuse, Recycle” principle, in maximizing efficient in terms of resource use, waste production and where possible reduce any risk of pollution.

Actions implemented in the last year / planned for next year

We aim for sustainable growth through increasing safer and healthier environment and ensuring a reduced environmental footprint.

We have carried out approaches in promoting ‘green’ and paperless environment,

- implemented the e-leave system to reduce the use of paper-based application form.
- implemented the centralized file sharing to store electronic documents or image of paper documents.
- segregate waste for recycling purposes.
- encourage employees to recycle used papers for printing and double-sided printing, and set ‘Print in Greyscale’ as default setting in all printers.
- implemented the Voice over Internet Protocol (VOIP) voice and video communication solution within the organization as it allows staff who work at office to communicate with others staff across distance at any time, from wherever they are.
- recycle printer cartridges and any reusable parts of electronic items, e.g. computers, keyboard and etc.
- set air-conditioning units to 24°C or 25°C, and turn off air-conditioning units where possible.
- carry out daily routine check and ensure all office equipments e.g. printers, air-conditioning units, computers and etc, to be turned-off where possible, after working hours.

Measurable Results or Outcomes

- The implemented VOIP solution system, whereby a 'softphone' installed in all employees' notebook has benefited company by eliminating the use of new physical phone, and reducing paper waste on paper-billing.

Target for future years

- We want to introduce electronic Fax Transmit/Receive solution, it not only saves cost but also promote eco-friendly environment.
- We want to implement a web-based centralized document management system, whereby it allows remote staff to download files, which in turns leads to further improvement of:
 - ➔ reduce paper storage
 - ➔ saves paper, printer and toner cost
 - ➔ improve staff productivity
 - ➔ reduce change of losing documents

ANTI-CORRUPTION	
PRINCIPLE 10	BUSINESS SHOULD WORK AGAINST CORRUTIPON IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

Our Commitment or Policy

DVM Innovate is committed to observing the principal set forth in the UN Global Compact and shall do full compliance with the Malaysia Anti-Corruption Act 1997.

A brief description of our Processes or Systems

We adopt and practise various compliance SOPs and Code of Conduct. The code has expressly prohibited any kind of immoral conduct whereas the SOPs have specified the fiscal limits for transactions at various level and position and all contracts, procurements are subject to internal and external audit process.

Actions Implemented in the last year / planned for next year

We has disseminated and provided a briefing to create awareness on the SOPs and Code of Conduct to all of the employees.

DVM Innovate management is committed to conducting reviews and follow up compliances to ensure that there will be no conflict of interests.

Measurable Results or Outcomes

- Fortunately, there have been no such incidents involved our customers and related parties.

Target for future years

By year end 2012, we would have conducted extensive in person training for employees in the highest risk role and we shall make due diligence materials available to all employees including guidance, process flow chart and check list in relation of anti corruption.

How do you intend to make this COP available to your stakeholders?

A COP is a direct communication from business participants to their stakeholders. For this reason, you are required to make their COP widely available.

Our COP will be accessible to our staff, customers and suppliers, and the general public on our website www.dvm.com.my.

Our Annual Report will indicate our commitment to the UN Global Compact.