

GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS – SME VERSION

Company Name	Allied Soft	Date	April,1 st .,2009
Unit (if applicable)		Membership date	
Address	13 Abdel Wahed El Wakel Heliopolis Cairo	Number of employees	3000
Country	Egypt	Sector	Information Technology
Contact name	Mohamed Reda		
Contact Position	Chairman		
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Brief description of nature of business

Allied Soft is a multinational company established through a network of subsidiary companies in UK, USA, Saudi Arabia, in addition to the main headquarters located in Cairo, Egypt, operating in Europe, the USA, and the Middle East. Over the past 18 years, Allied Soft has grown very steadily and consistently. This is in large due to Allied's pro-active approach to creating new solutions, creative ideas, and new markets. Allied Soft was formed in 1990 consisting of only 12 staff members and a US\$1 million contract. Today, our total volume represents close to US\$19 million with over 2900 professional staff members.

Allied Soft provides critical services to leading financial, healthcare, manufacturing, technology, and educational organizations throughout the United States, Europe and the Middle East. Allied Soft solutions are trusted by all branches of the largest private, public, and international organizations.

Allied Soft has learnt through years of experience in providing solutions to organizations seeking to outsource business and knowledge processes to off-shore locations that outsourcing by default comes packaged with inherent challenges. Allied Soft, having a diverse experience in business and knowledge process outsourcing, has closely studied over time these 'outsourcing challenges', and have mitigated them through intelligent collaborative sharing of processes and systems with our partners and clients through our global presence, international affiliations, robust communication strategies backed by state-of-the art infrastructures.

Allied's major clientele in Egypt, the Middle East, USA, and Europe ranging from large enterprises to small firms have started demanding merger of IT solutions for their in-house automation with their current business processes. We foresee this trend becoming a de-facto requirement of other sectors as well, especially Supply Chain/Inventory Management, ERP/Financials, and other areas.

Functional Divisions

- **Healthcare Services**

- Medical Transcription
- Hospital Management and Information System
- Electronic Medical Record
- Medical Billing and Coding
- Appointment and Scheduling
- Answering Services
- Clinical Research
- Telemedicine Services (teleradiology, telepathology, & teledermatology)

- **Back Office Services**
 - Data Entry & Data Conversion
 - Financial & Accounting
 - Legal & General Transcription
 - Research & Analysis
- **Software Development Services**
 - Product Development
 - Offshore Development
 - R&D and Customized Development
- **Call Center**
 - In-bound
 - Out-bound
- **Media & Design**
 - Corporate Website
 - Company Profile
 - Brochure
 - Flyers
 - Newsletters
 - Visiting Cards etc.

Statement of support

This to confirm that Allied Soft will collaborate with Global Compact with respect to human rights, labor rights, anti-corruption and environment protection Allied Soft commits itself in making Global Compact and its principles part of its strategy, culture and day-to-day operation.

It has been almost 4 years since we started our efforts to implement the GC principles in our company. The time and efforts were more into achieving culture change. The corporate culture consists of multi dimensions. The geographical locations, rural and urban areas, the different professional back ground and the centrally management decision. The situation was difficult to implement all in one step. We have created new culture among the company now. The total staff (around 3000) in all locations: Cairo, Mansoura, Tanta, Fayoum, Bani Sweief, Sohag and Assiut .

The problem

The company has long history in development of human resources in Egypt . Our strategy is to turn intensive human resources as wealth rather than burden to find them jobs. As a result, the culture of the business hunting changed into capitalizing on the HR element. We have succeeded to conduct 7 million training hours during the past 10 years. However, the centrally management system in Cairo did not allow for full transparency to exchange ideas with all members of the staff. Several incidents regarding the rights of the staff were not clearly presented to the management. The turnover was relatively high which created frustration and lose of investment in qualifying the staff.

The Solution

We have developed multi track efforts and action group: Policies and Procedures group, culture group, infrastructure group, and management group. All four groups working parallel and have weekly coordination meeting to alter the culture and develop situation that create turn around .

The PP group developed manuals of policies and procedures that governs the company financial, administration and operational activates with all forms and authorities needed to implement those PP. It was developed in very simple language to be able to be available to all company levels

The culture group conducted several meetings biweekly in different locations and different management level to pursue human rights concepts and human resources(labor). Our company do not use the term labor as reflecting our staff. They are owners and partners of success, that is our current culture . The new communication channels established to have fast response from any member of the company to take action and study all problems and find solution

The infra structure group developed the wide area and local area network and using Information Technology as tool of communication. Almost all staff have email and can communicate back and fourth. We also have assigned the company Business manager to champion this communication

The management group conducted restructuring exercise and has currently flat organization and restructures the operation to be independent project teams. It has created empowerment commitment authorities to ease the situation

New concepts in 2008

Since AS is and IT company , which is almost clean industry. We have strategic decision to becom Green Friendly company. The company top management had series of 7 meetings with different sectors of the group. The meetings pushed the idea of having green environment around the work facility in and outside. There were group of decisions taken and task force formed to implement

1. Turn all new procurement to less heat and using Green Hardware and monitors.
2. Using new environment friendly concepts for collecting waste
3. Encourage using recycled materials and office equipment
4. Improve the gardens and increase plantation in and around the company offices around the country
5. Conduct community group to circulate the concepts to different IT companies
6. Establish a protocol between ITEC (information Technology Export Community) an Egyptian NGO works in the export field and include over 44 companies. The protocol aims at improving the degree of green in our industry

Signature

Position

PRINCIPLE 1 BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Our Commitment or Policy

Allied Soft is an equal opportunity company. We strongly support all candidates to apply and/or working in our team regardless: gender, religion, origin and shape

A brief description of our Processes or Systems

AS has succeeded in avoiding any complicity in human rights abuses. The company does not discriminate between its employees regarding their race, religion or gender. The staffs in our company are distributed such that 49% are women, 85% Muslims and 15% Christians.

AS respects all religious practices, where employees are allowed time for prayer (Christian are allowed one hour delay every Sunday mornings and Muslims to pray during the day according to the scheduled praying time). All Muslim and major Christian holidays are paid holidays in addition to five Christian Celebrations where Christian only can have paid religious holidays.

Actions implemented in the last year / planned for next year

AS has implemented new management meetings chain to discuss any violation to that principle

20 meetings have been conducted last year to discuss and develop awareness of human rights

The plan for 2009 to develop WEB based application for staff to register there complaints freely as last year was not implemented

Measurable Results or Outcomes

No complaints has been registered for last year

PRINCIPLE 2 BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment or Policy

No complicit in human rights abuse

A brief description of our Processes or Systems

The total number of hours per week for each employee is 40 hours, i.e. 8 hour/day for 5 days. Any extra hour or any work during a scheduled vacation/holiday is compensated according to the company rule. All employees have the right to refuse to work on any official holiday.

With respect to Married Women with children, they are allowed to leave the company one hour earlier than the regular scheduled daily time. Pregnant Women are allowed two months paid maternity leave with the option of an extended three months unpaid leave.

All employees are allowed unpaid leave for a limited periods, this is based on a case by case study.

No child labor is allowed in the company and the company does not tolerate with this matter.

All expenses and certain compensation are allowed for the families of any employee in case or his death or he is disabled and not able to work.

The Company offers and gives all employees a chance to improve themselves, by providing advanced training in different subjects, either inside the company or with Local & International Companies.

The Company is concerned with social activities between its employees and their families to keep the good relation among them.

Financial and economical security is one of the most parameters that are taken care of in order to secure the Company's employees.

Challenging and Competitions between employees is an important issue to motivate them to work harder and achieve the best expected results.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 3 BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING
Our Commitment or Policy

Labour action group is allowed to participate in personnel and human resources policy development.

A brief description of our Processes or Systems

The company has reached over 2000 employee. This number is going to grow in the coming 10 years. AS decided to keep its human resources working in team environment. The different locations and categories has effective role to manage great numbers

Actions implemented in the last year / planned for next year

The company has created Action Group. This AG has important role to represent all staff in chain of command and in subjects we have each 10 members has one leader and each 20 leaders has one representative in that action group. Meeting take place monthly while the smaller group meet weekly with internal mail system to control the flow

Measurable Results or Outcomes

44 meetings conducted last year with full documentation

PRINCIPLE 4 BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
Our Commitment or Policy

Does not apply to our business and we comply with it

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment or Policy

No child labour allowed

A brief description of our Processes or Systems

Our business is professional Information Technology business which does not allow this for technical reasons too. However, we fight any cases we see in the community and we joined several civil groups

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 6 BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment or Policy

It was identified in the first and second principle

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 7 BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

Our Commitment or Policy

We support environment preservation and we apply environment roles

A brief description of our Processes or Systems

ENVIRONMENT is an important issue in our Company. Green areas, highly equipped offices with air-conditions, healthy chairs, spacious offices, and communication facilities are all

important parameters in our organization. In addition we have garden in each location that all staff can gather and have their daily recreation in family spirit manner

The company is using paper extensively, we are having recycling policy to make use of all papers and then shredded them later on for specialized company to collect

Actions implemented in the last year / planned for next year

More water rational consumption and more green areas in the company facility

Measurable Results or Outcomes

The green area increased 15% than last year

PRINCIPLE 8 BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

Our Commitment or Policy

TO promote environment responsibility

A brief description of our Processes or Systems

The company has awareness role in the neighbourhood with planting green areas and keep clean environment

Actions implemented in the last year / planned for next year

Planting part of the surrounding area around business facilities

Measurable Results or Outcomes

Increase in the awareness but difficult to measure

PRINCIPLE 9 BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment or Policy

The company using computers environmentally friendly

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

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

Our Commitment or Policy

The company does not allow any kind of corruption support

A brief description of our Processes or Systems

The Company is against any type of Bribery. Any Employee who seeks or solicits bribes is expelled from the company.

Employee who does not work or his/her record is not up to the standard is given a notice after which he will be expelled if his behavior does not change.

Actions implemented in the last year / planned for next year

No events happened

Measurable Results or Outcomes

Employee who does not work or his/her record is not up to the standard is given a notice after which he will be expelled if his behavior does not change.

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

We publish this report in the internal corporate communication