

Communication on Progress Report 2011

Pension Assurance Company "Doverie"

Statement of continued support for the Global Compact

In February 2009, PAC Doverie received the United Nations Development Programme's Global Compact Initiative Award. This is a tremendous achievement and something that everyone associated with the company should be proud of.

Many people and companies talk about social responsibilities and investing in the community. PAC Doverie is one of the companies that believe in these words and turn them into action. We take the corporate responsibility very seriously and we continuously strive to implement long-term social programs and initiatives. We are in a long-term business which has a vital impact on the future of the country. In the 18 years of its existence PAC Doverie has achieved a lot but I know that this is only the beginning.

Daniela Petkova

CEO and Chairman of the Management board of PAC Doverie AD

A handwritten signature in black ink, appearing to read "D. Petkova".

Practical actions, taken to implement the Global Compact principles

In 2011 PAC Doverie implemented a „Corporate charity policy" and realized two big projects. One of them was in the HR area and the other - a SCR project:

The „Corporate charity policy"

The organization of charity actions is part of the corporate culture of PAC Doverie. The basic Corporate charity policy aim is to stimulate the spirit of mutual help, social responsibility and commitment among the Company's employees. The first charity event, realized as a result of the approved policy, in which the employees of the Company took part, was the repair of the Home for children deprived of parental care in Belogradchik.



The children's bedrooms before...



...and after the renovation

Project "Enhancing competitiveness by improving the core competencies of the employees of PAC Doverie"

The project was implemented by PAC Doverie with the financial support of the Operational Programme for Human Resources Development as part of the Company's strategy for improving qualification and skills of it's employees. The implementation

of the training project helped to improve the professional qualification and core competencies of the employees. 229 of them have been trained in order to increase their competence in seven strategic areas: sales skills, customer service skills, negotiation, presentation skills, teamwork, time and stress management and administrative skills.



PAC Doverie's employees during a training class

Project - "Free internet access in small towns and villages"

This project was implemented in partnership with the local authorities of small towns and villages. The municipalities provide room for the so called "internet clubs" and the company provides financing and organizes the renovation of the premises, donates furniture, computers with licensed software, and undertakes the cost of the Internet connection. This way the access to the global network turns to be completely free for the residents of the town or village. The realization of this project helps solving an important social problem in Bulgaria - the low degree of penetration

of Internet in smaller settlements. In 2011 only, 11 such Internet clubs were opened in small towns or villages across the country.



Mrs. Petkova with young visitors of the Internet club, sponsored by PAC "Doverie", in Antonovo

During the year PAC Doverie sponsored various events in the financial, economics and sports area, including "The sound of money", "Next Generation", "PIC" Doverie "Pro-Am BlackSeaRama 2011," "Mister Economy", "Bank of the Year" and others.

The Company also offered it's support to many local and national events in the field of culture, spirituality, education, local communities and others. Some of them are:

- Eleventh child ethnic festival with international participation "Children of the Balkans - with spirituality in Europe!";
- Conference "Smart start";
- Educational program "Non-banking financial sector in Bulgaria";
- Annual prize of the "Foundation for transparent regulations"
- National Festival for cinematography "Golden Eye", Popovo;
- "Day of the Roses", Kazanlak;
- "Parade of uniforms", Koprivshtitsa;

- Beach volleyball tournament for children from homes for children deprived of parental care.



Part of the participants in the Beach volleyball tournament

All the information and details on the Communication on Progress of PAC Doverie will be available on our internal site and our official internet site www.poc-doverie.bg

Contact persons:

Daniela Petkova - CEO

Miroslav Marinov - CFO

Asen Asenov – Director Corporate Communications

PAC Doverie AD

13B Tintyava str.

Sofia 1113

Bulgaria

E-mail: head@poc-doverie.bg

Tel.: +359 2/ 46 46 196