

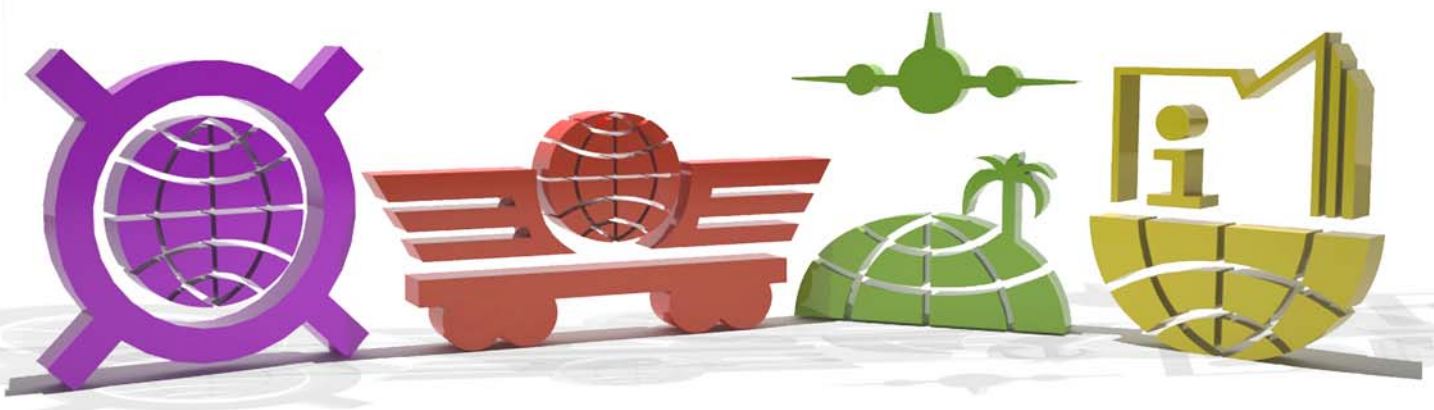


Annual informing to “UN Global Compact”

about the results achieved and total progress 2008-2009



Joint Stock Company "PLASKE"
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The date of signing a UN Global Compact: 27.11.2007
Amount of workers: 120
Contact person: Denis Glagolev



Introduction:

"PLASKE" Joint Stock Company (hereinafter referred to as the "Organization") was founded on 5 November 1998.

Our Vision

To be the leading Organization in the international market rendering the services of the following agents:

- trade and commerce intermediary agent
- freight forwarding agent for freight arrangement
- transport and travel agent for trips arrangement
- informational & consulting agent for commerce and managing issues.

Its business activity has different directions but each direction is based on the consolidated platform, which brings high quality and comprehensive services.



Our Mission

In its relations with society for support of world environment and social principles, Organization commits to promoting the ten Global Compact principles in its day-to-day operations. They are: human rights, labor standards, environment, and anti-corruption. "PLASKE" JSC joined UN Global Compact on 27 November 2007.

Constant satisfaction of Customers' and Stakeholders' demands **just in time** and high-quality informational and supply chain security using "**door-to-door**" principle, managing the **energy of motion**, preventing environmental contamination, ensuring safety and healthcare for Personnel and Customers, and implementing the social accountability principles.



In its relations with the government, Organization is a conscientious taxpayer. It participates in the work of public organizations, advisory bodies and is a partner of public social projects in the field of art, culture, education, vocational training, sport, healthcare, and environment protection.

Our Strategic Aims

Implementation of Organization's Mission to satisfy Customer's demands and increase the welfare of Stakeholders. To this end, the products are released and the services of the following agents are rendered:

- Trade and commerce intermediary agent
- Freight forwarding agent for freight arrangement
- Transport and travel agent for trips arrangement
- Informational & consulting agent for commerce and managing issues.



In its relations with the Customers and Stakeholders, including the society in general, "PLASKE" JSC is guided by transparent business standards on the base of Integrated Management System compliant to the following international standards: ISO 9001 (Quality Management), ISO 14001 (Environmental Management), OHSAS 18001 (Occupational Health and Safety Management), ISO 27001 (Information Security Management), ISO 28000 (Supply Chain Security Management), SA 8000 (Social Accountability) and Investors in People (People System Management)

Our Integrated Management System uses the following principles:

Client-oriented principle:

- Market analysis. Its results define the production mechanism;
- Awareness of Customer's current needs;
- Awareness of the Customer's future needs;
- Identification and registration of satisfaction level;
- Urge to exceed the Customers' expectations.



Leadership:

- Unity of the aim and direction of our further development;
- Establishment of the corresponding internal environment in the Organization;
- Development of corporate culture;
- The balance between the authorities and the liability.

Involvement of the personnel:

- Actualization and further development of personnel skills;
- Efficient usage of skills and capabilities to achieve the specified goals;
- Possibility to take part in the development and implementation of management decisions.



Process approach:

- Each business direction is described as an interlinked process;
- Identification of key processes;
- More efficient achievement of the desired results;
- Usage of IT for timely management decision-making.

System approach to the management:

- Identification;
- Appreciation;
- Management of interlinked processes for goals achievement.



Constant improvement:

- Improvements as the permanent goal of Organization;
- Vocational training for the Personnel as the key factor of ongoing improvement.

Decision-making based on the facts:

- Observations for obtaining of process data;
- Analysis of data and information from logical point of view;
- Making of management decisions based on the analysis results.



Win-win relations with the Providers:

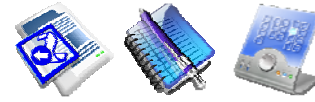
- Creation of values through win-win relations;
- Establishment of long-term partnership.

We will continue to comply with the ten Global Compact principles as well as with the obligations as regards to the requirements of Integrated Management System introduced in the Organization in accordance to ISO 9001, ISO 14001, OHSAS 18001, SA 8000.

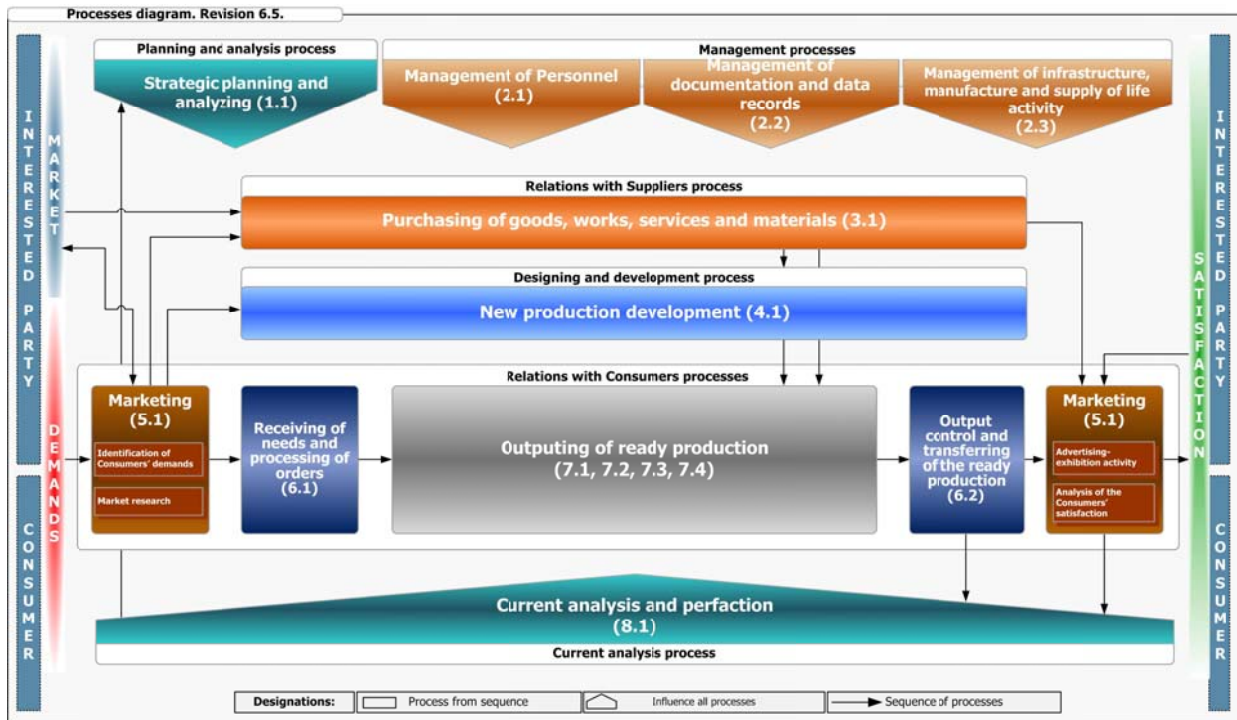
Artem Khachaturian
Chairman of the Board



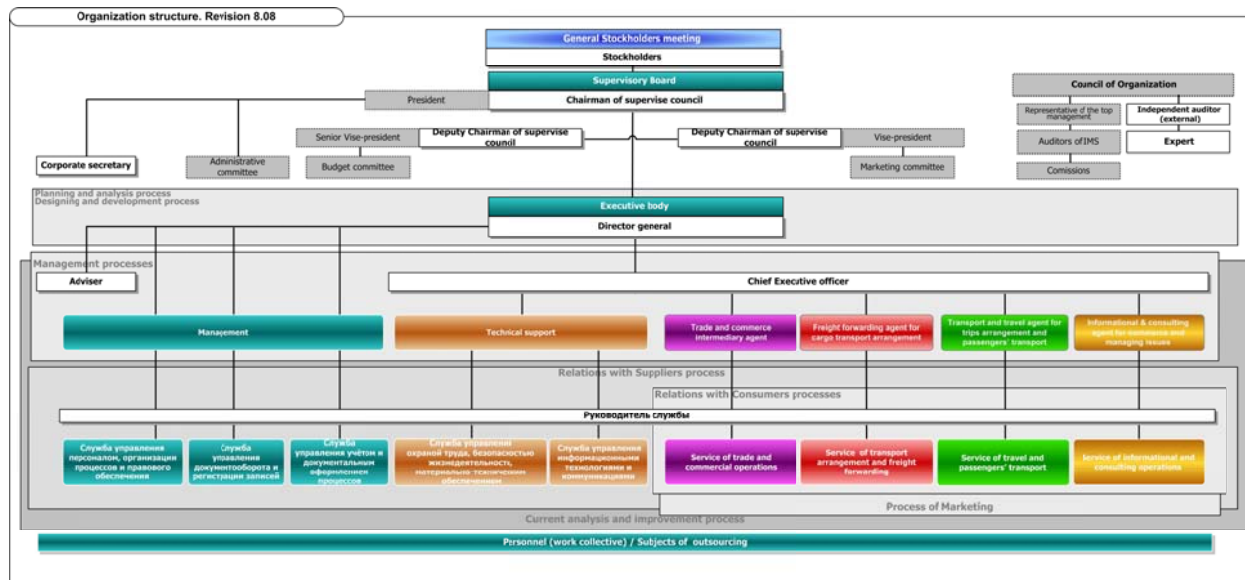
As regards to its management system, the Organization sticks to the process & project approach including the «PDCA» principle – «Plan, Do, Check, Act».



To this end, we developed the «Process Scheme of Organization»:



«Corporate Structure» defines the allocation of the responsibilities and powers in the Organization as the organogram (Organization chart):



The latest versions can be found on the web-site:
http://www.plaske.ua/en/about_us/cont_system

Corporate Policy:

There is a developed and adopted **Corporate Policy** in the Organization that consists of the following: the production policy, environmental policy, health and security policy (security policy) and social accountability policy (social policy).

Top Management define the current Corporate Policy, Organization Council approves it, the General Meeting of Shareholders adopts it and then the Policy is registered as the separate document. After it, the Corporate Policy becomes available for Personnel, Customers and Stakeholders.

The Corporate Policy includes obligations on compliance with international and national legislation and other regulations imposed on the Organization as well as the obligations on constant improvement.

As the legislation changes and social expectations are increased, we regularly revise our Corporate Policy to ensure its relevance and efficiency.



Production Policy reveals the Mission defined in the Articles of Organization, main principles, tools and directions, which help to achieve it.



Environmental policy reflects the nature and areas of environmental impacts connected with the relevant aspects of activities and products released (works, services).



Security policy corresponds to the nature and scope of risks related to security and healthcare.



Social policy is aimed at creation of favorable conditions for labor and rest of Personnel.

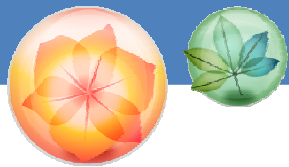
New Personnel reads the Corporate Policy within the process of instructions on labor order performed by the HR Inspector.

Heads of departments describe the Corporate Policy to the Personnel during the vocational training, meetings, workshops and round tables, direct recruitment and via Internet and Intranet.



The Corporate Policy is available for general public. The internal Stakeholders are informed on the Policy through seminars, conferences, mass media, Internet, etc.

Implementation of the Corporate Policy is the priority and primary concern for the Personnel and Stakeholders, providing the development, strengthening of positions in the national and world markets, and reflecting the corporate motto "Just in time". The updated text is available on our web-site: http://www.plaske.ua/en/about_us/cont_system



Human Rights

Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2:

Business should make sure that they are not complicit in human rights abuses.

Compliance with international legislation and adopted in Organization requirements on human rights means that we treat our Customers and Stakeholders without any discrimination as regards to the race, sex, language, beliefs, political group, national or social background, welfare, etc.

“PLASKE” JSC places special emphasis on young employees, provides vocational training and study placement for students from universities. For that end, the Agreement with Odessa State Economic University was executed. Its main goal is creation of comprehensive training system and adaptation of students and graduates on the base of Organization.

For successful implementation of Global Compact Principles on human rights:

❖ we are governed by:



- The Constitution of Ukraine;
- International and national legislative acts;
- The Universal Declaration of Human Rights adopted and proclaimed by the General Assembly of United Nations;
- Discrimination (Employment and Occupation) Convention adopted by International Labor Organization;
- Human Resources Development Convention concerning Vocational Guidance and Vocational Training in the Development of Human Resources.
- UN Global Compact Principles;
- SA 8000 Standard, «Social Accountability»;
- Guidance on Integrated Management System.

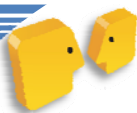


❖ Apart from that, we stick to the following:

- transparent and open operation for keeping the interest balance for Customers and Stakeholders;
- compliance with applicable International and National legislation on environment, health and safety management, information security, supply chain security, and social accountability;
- respect of human rights of Personnel, Customers and Stakeholders in the field of commercial secret: there is an Order “Safety and Security of Information that is a Commercial Secret”. The Order is mandatory for every party;
- Customer right on reliable and true information. To this end, we use advanced data bases;
- vocational training system and support for young Personnel (comprehensive vocational training);
- Equal opportunities and open door policy in respect of employment and occupation.



Human Rights of Personnel are protected by social organizations on behalf of Trade Union - «Associated Trade Union Organization “PLASKE” JSC»



Labor



For successful implementation of Labor Principles,

We are governed by:

- The Constitution of Ukraine;
- Code of Laws on Labor of Ukraine;
- Law on collective bargaining agreements and accords;
- International and National legislative framework;
- The Universal Declaration of Human Rights adopted and proclaimed by the General Assembly of United Nations;
- Discrimination (Employment and Occupation) Convention adopted by International Labor Organization;
- UN Global Compact Principles;
- ДСТУ-П OHSAS 18001 Standard, «Occupational Health and Safety Management System»;
- SA 8000 Standard, «Social Accountability»;
- Internal Procedure «Identification of danger and risk assessment in respect to occupational and health safety».



Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4:

The elimination of all forms of forced and compulsory labor

Principle 5:

The effective abolition of child labor

Principle 6:

The elimination of discrimination in respect of employment and occupation

Social Policy is implemented within **Bargaining Agreement** considering every requirement of national legislation as well as voluntary requirements of international legislation and social accountability acts.



Bargaining Agreement is executed between the Employer – Joint Stock Company “PLASKE” on behalf of the Chairman of the Board representing the interests of Shareholders on the one part, and Employees - on behalf of the Authorized Representative – Head of The Trade Union Committee, on the other part.

The Parties define the Bargaining Agreement as statutory act, which governs the social, economic, productive and labor relations within the Organization.



To improve the labor relations there is a box for «Complaints and Compliments» in our premises. Personnel use it to send the messages to the Top Management on a no-name basis.

2008-2009:

On 05.02.2008 «PLASKE» JSC became a member of Organization of Employers of “Odessa Regional Organization of Transport Employers»).

Trade Union:

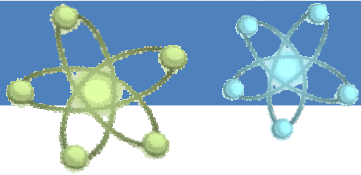
- during 2008-2009 provided the material aid for 14 employees (out of 74 full-time workers) that amounted to UAH 14700,00;

In 2008:

- arranged a corporate trip to Vilково (total amount: UAH 3806,00);
- arranged tourist trip to the envirosafe area «Danube River Estuary».

In 2009:

- provided the tickets to the Dolpniarium New Year Performance for employees’ children (total amount - UAH 1470,00);
- provided the presents to the female employees devoted to the 8th of March (total amount - UAH 10686,60)
- arranged the trip to the Southern Bugh Rapids (total amount - UAH 12225,00)
- provided the New Year presents for personnel’s children.



Labor

In compliance with the Bargaining Agreement, Code of Laws on Labor of Ukraine, Discrimination (Employment and Occupation) Convention adopted by International Labor Organization and UN, UN Global Compact Principles, SA 8000 Standard, we:

- use effective abolition of child labor;
- eliminated all forms of forced and compulsory labor;
- do not ask our Personnel to deposit their money;



- introduced the Occupational Health and Safety Management System according to OHSAS 18001;
- eliminated discrimination in respect of employment and occupation, vocational training, career progression, retirement as regards to the race, sex, language, beliefs, political group, national or social background, welfare, etc;

- do not allow the abusive behavior, i.e. gestures, language or physical contacts;
- do not apply intellectual or physical compulsion or abusive language;



- apply normal working hours – 40-hours-week with weekends;
- overtime work is applied in agreement with the Trade Union Organization. It doesn't exceed 120 hours per year;
- our Personnel is provided by paid-time off (PTO) – 24 calendar days as well as additional PTO and leave without pay;
- provide the employee with the additional holiday at his/her birthday;

- perform remuneration on the base of «Statement on Salaries and Emoluments» as regards to the governmental requirements;
- pay the salary that exceeds the minimum subsistence income;
- pay the salary regularly in the bank days within the period agreed in the Bargaining Agreement;
- paid the bonus based on the results of 2008;



- according to the schedule adopted by the Bargaining Agreement, devote significant funds to medical examinations for Personnel once in two years;
- provide the fresh water and special eating places;
- developed, introduced and sustain the Social Accountability Management System.



Environment

For successful implementation of Environmental Principles of Global Compact

❖ we are governed by:



- the Constitution of Ukraine;
- International and National legislative framework;
- UN Global Compact Principles;
- ДСТУ ISO 14001 Standard, «Environmental Management System. Specification and Guidance for Use»;
- Integrated Guidance for management system of enterprise, environment, security, information security, supply chain security and social accountability;
- Internal Procedure «Identification and environmental aspects assessment»

Organization provides services and does not harm the environment. Moreover, our Corporate Policy is aimed at preservation of energy resources – water and electric power:

- We use energy saving lamps;
- We recycle waste lamps (there is an agreement executed with the specialist company "RAF-PLUS");

We use and regularly renew technical appliances that comply with international standards. We use low-consumption LCD displays and recycle wasted cartridges.

We follow the principle of paper usage when printing the internal documents (duplexing). To minimize the paper consumption we use e-mail and intranet.



The results are respected during the development of aims and plans for environmental policy implementation.

Principle 7:

•Business should support a precautionary approach to environmental challenges

Principle 8:

•Undertake initiatives to promote greater environmental responsibility

Principle 9:

•Encourage the development and diffusion of environmentally friendly technologies

❖ We also stick to the following principles:

- environmental protection;
- sustainable use of natural resources, raw materials and energy, improving technology processes, reducing water and energy usage, in particular;
- environmental monitor;
- environmental cooperation with suppliers and partners;
- constant improvement of prevention and elimination systems in case of emergency and accidents,;
- healthcare and safety system for Personnel and general public;
- innovations, advanced infrastructure and further modernization.



Environmental surveillance system:

There is a procedure in Organization to identify the environmental aspects of activity.

Identification, emphasizing and assessment of aspects is made to define the priorities of environmental activity, develop target and planned figures, and to explain the planned measures to decrease environmental effects.

Identification of environmental aspect and their emphasizing is the regular process, which define the past, current and potential impacts of Organization's activity on the environment.





Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery

«Organization stands for the transparent business and supports fight against corruption, blackmailing, bribery and complies with the anti-corruption requirements.



Anti-Corruption



Through the membership in national and international associations, Organization actively participates in the development of requirement and professional standards in transport, tourist, vocational training and business field.

«Organization gains the practical experience and participates in the work of National and International Associations, being the member of the following ones:



- FIATA Individual Member (International Federation of Freight Forwarders Associations);
- IATA Accredited Cargo and Passenger Agent (International Air Transport Association);
- IATA/FIATA Accredited Training Centre;
- OSJD Associated Member (Organization for Railways Cooperation);
- UFTAA Individual Member (United Federation of Travel Agents' Associations);
- Corporate Member and Ukrainian Representative of IMMTA (International MultiModal Transport Association);
- CLECAT Active Partner (European Association for Forwarding, Transport, Logistic and Customs Services);
- IDGCA Observer (International Dangerous Goods and Containers Association);
- CPN Full Member (Cargo Partners Member);
- EBA Associated Member (European Business Association);
- UAQ Full Member (Ukrainian Association for Quality);
- UKRVNESHTRANS Full Member (Association of Freight Forwarding Organizations of Ukraine);
- AIFFU Full Member (Association of International Freight Forwarders of Ukraine);
- UKRPORT Associated Member (Association of Ports of Ukraine);
- ACBU Full Member (Association of Customs Brokers of Ukraine);
- Ukrainian National Committee of International Chamber of Commerce (UNC ICC);
- TAU Full Member (Tourist Association of Ukraine);
- OATA Full Member (Odessa Association of Tourist Agencies);
- ORCCI Full Member (Odessa Regional Chamber of Commerce and Industry);
- EOROTE Full Member (Employers Organization "Odessa Regional Organization of Transport Employers");
- UN Global Compact Signatory





Successful Social Projects

«Organization pays great attention to the social projects. Thus, it is an active member of Odessa regional organization "Peace Council" under the auspices of which different charitable concerts are held and the books are published.

This year marked the 10-year history of cooperation with Odessa Literary Museum. Joint publishing project of the Museum and "PLASKE" JSC is devoted to the Odessa's Birthday. "Odessa Calendar" starts not from the 1st of January but from the 2nd of September – the birthday of our city. 7 issues have already come off the press, they are: «Is it a pleasure to live in Odessa?» (2003-2004); «Literary Odessa» (2004-2005); «The Garden of Sculptures» (2005-2006); «Odessa's Sister-Cities» (2006-2007); «The History of One Street. Langeronovskaya Street» (2007-2008); «The History of One Street. Gogol Street» (2008-2009); «The History of Pastera Street (the former Khersonskaya Street» (2009-2010).



The seventh issue (2009-2010) continues the series "The History of One Street". There is also a booklet providing more comprehensive view on the topic. We used different rare materials when preparing the Calendar: documents, prints, books, manuscripts from Odessa Literary Museum, Odessa State Research Library named after Gorky (180-anniversary is celebrated this year), collections of Odessa collectors. Many materials were published for the first time.

New sculptures are also launching in the Garden of Sculptures in Odessa Literary Museum.



"PLASKE" JSC supports "Pan-Ukrainian Fund of International Relations "Ukrainian People's Embassy", Convent of Archangel Mikhail and St. Uspensky Friary.



We also support World Club of Odessa Citizens. In 2009, we published two issues of Odessa's Almanac "Deribasovskaya-Rishelievskaya Streets". Odessa's Almanac is the only one publication that publishes writers from Odessa.



This year we held the Master Class of Dr. PHILIP KOTLER (MANAGING AND MARKETING IN THE AGE OF TURBULENCE) in Odessa and Kyiv. There was a special offer for students, graduates and lecturers – 10 free tickets. Personnel of our Organization were also invited.

PLASKE
ПЛАСКЕ

RENAISSANCE OF SILK ROAD EUROPE-ASIA-EUROPE



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