

## Deloitte Croatia Global Compact Annual Communication on Progress for 2007-2008

### Basic data

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Membership date: 13<sup>th</sup> July, 2007  
Number of employees: 199  
Sector: Professional services  
Date of submission of COP: 21<sup>st</sup> March, 2009

### Statement of continued support for the Global Compact

As Partners in Deloitte Croatia, we hereby confirm our continued support for the Global Compact. We find the Global Compact to be a valuable tool when working towards upholding social and environmental ethics throughout all links of our work.

#### Signatures:

**For Deloitte**  
**Branislav Vrtačnik, Partner**



**For Deloitte Advisory Services**  
**Vladimir Milošević, Partner**



### Brief description of nature of business

Deloitte is the brand under which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide audit, consulting, financial advisory, risk management and tax services to selected clients.

<b>PRINCIPLE 1</b>	<b>BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS</b>
<b>PRINCIPLE 2</b>	<b>BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES</b>

### **Our Commitment or Policy**

Deloitte recognizes that we have a responsibility to uphold human rights in the workplace and to use our influence and reach to foster support for human rights more broadly within society at large. We work to address human rights issues within our community. In the workplace, human rights take the form on non-discrimination and diversity in personnel practices, professional development that aids employability, and work-life balance. Recruiting and retaining activities reflect a desire to hire professionals who share Deloitte's values and commitment to responsible business.

### **Actions implemented**

#### *Impact day*

Wishing to demonstrate their commitment to local communities, many Deloitte member firms each year choose a day of the positive impact to the communities where their experts live and work. This is Deloitte's IMPACT Day, usually organized in June, at the beginning of the fiscal year. This date is symbolic for all Deloitte people, since it represents the end of one era and beginning of the another. Activities are defined and organized locally, in order to suit the needs of the local communities.

Leaving the office, conference calls and emails behind, Deloitte employees put their passion, determination and skills to use in many different volunteering activities aimed at improving the quality of life in local communities. They take part in a variety of community investment activities: teaching school children, students and unemployed, cleaning public facilities, gardening, providing companionship to the older citizen and like.

#### *Impact day June 2008 – “When the little hands join”*

Gathered under the motto “When the Little Hands Join”, more than 90 Deloitte Croatia volunteers arranged a tour through the Zoo and a picnic in the Maksimir Park for the Caritas Home protégés. During the picnic, participants played of games, included flying kites, badminton and the football tournament. The event had elements of humanitarian and educational action, and had approximately 180 participants, 90 Deloitte volunteers and 90 children.

#### *Health and well-being initiative*

The health and well-being of employees is of great concern to Deloitte, and have put program in place to help our employees stay healthy. All Deloitte Croatia employees have secured additional health-care package, which included systematic check-ups and consultations with specialists.

#### *Child support*

Each employee, regardless of gender, receives one-time child financial support as a special bonus for a new born baby. This programme was introduced in September 2007 and is a continuing activity.

#### *ACCA training*

In accordance with our global policy that well educated and contended employees are the company's most important asset, Deloitte enables its employees the education with ACCA, Association of Chartered Certified Accountants, which lasts 4 to 5 years. This education is primarily designated for the employees in our Audit department, where the knowledge from education can be directly applied in the everyday business practice. The company covers all expenses except in case of repeated exams, which are paid by employees themselves.

In 2008, Deloitte in Croatia educated more than 50 of its employees at ACCA, and the number of participants in this education is constantly rising. The education with the Association of Chartered

professional development of our employees.

#### *Transportation expenses*

Each employee receives a monthly payment that covers transportation costs.

#### **Actions planned for the next year**

##### *Cafeteria policy*

Cafeteria policy is an additional benefits system for employees which includes distribution of «credits» for employees. Each employee gets certain financial amount which he/she can spend, according to his/her preferences, on cultural or sports activities. This activity will be aimed at providing better work-life balance and adding to retention programme.

#### **Measurable Results or Outcomes**

Activity	Date of completion	Percentage of participants
Impact day	June 2008	55%
Health programme	On-going	100%
Child support	On-going	5% (100% new parents)
ACCA training	On-going	25%
Transportation expenses	On-going	100%

<b>PRINCIPLE 3</b>	<b>BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING</b>
<b>PRINCIPLE 4</b>	<b>BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR</b>
<b>PRINCIPLE 5</b>	<b>BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR</b>

### **Our Commitment or Policy**

Deloitte Shared Values and Ethical Principles prescribe that all interaction between Deloitte and its employees must be characterized by integrity, trust, and mutual respect.

### **Actions implemented**

#### *CSR Champions*

The on-going initiative "Corporate Social Responsibility Champions" was started in 2008. CSR Champions are a group of volunteers from every department in Deloitte Croatia office, devoted to developing and implementing CSR-related activities. CSR Champions' activities in 2007/08 period included the organization of: Impact Day 2008; Assertiveness training for women; several charity actions (collecting toys for orphaned children; collecting funds for operation for a sick child; collecting funds to help ill student).

#### *People survey*

Deloitte Croatia, in accordance to global DTT policy, regularly conducts anonymous people commitment surveys to lend a voice to employees through which to communicate with leadership. The people commitment survey gives the employees a chance to state their opinion on various internal and external business issues. Results are collected, analyzed and followed up on in each department and problems are addressed in a constructive manner.

### **Measurable Results or Outcomes**

Activity	Date of completion	Percentage of participants
CSR Champions	On-going	5%
People survey	Yearly survey	Data not available

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

### **Our Commitment or Policy**

A part of Deloitte's global vision – being the Standard of Excellence – is desire to become the employer of choice for the most talented experts around the world. Women make up to 46 percent of total global Deloitte population. Our global goal is to increase the percentage of women among directors and partners from the current 26 to 31 by the end of 2009. More precisely, the company plans to employ some 400 women-partners on the global level. Deloitte member firms around the world have been honoured recipients of more than 28 employer of choice awards and more than 21 diversity and women acknowledgement awards.

Deloitte is committed to establishing programs in order to develop, mentor and prepare women to be the next generation of global leaders. Elements of future programs will include:

- Learning and leadership development opportunities designed specifically for women
- Building global networks both internally and externally
- More consistent and comprehensive work/life balance structure

Deloitte Croatia currently employs approximately 50 percent of women on Manager and Senior Manager positions. Women in Deloitte Croatia are the most active members of "Corporate Social Responsibility Champions", a group of volunteers from every department, devoted to developing and implementing CSR-related activities in Deloitte Croatia. CSR Champions' activities include activities in sphere of women's rights. The activities are continuing in 2009, with organisation of International Women's Day activities.

### **Actions implemented**

#### *Assertiveness training for women*

Respecting differences is an important part of Deloitte's culture and professional behaviour. Keeping in mind specific interests and needs of women in our office, in 2008 Deloitte Croatia organized the training Assertiveness skills, celebrating International Women's Day in this practical and useful way. The training's goal was to further improve women's knowledge on assertiveness, a type of communication which enables one to stand up for her/his rights and freely express thoughts and feelings.

Two separate trainings, held on March 5 and 6, 2008 by psychology professor Ms. Jasna Belamaric, were organized as the series of brief lectures and group discussions. Deloitte women in Croatia learned how to improve their communication with members of both genders, how to be assertive in the business communication, and how better interpersonal skills can lessen the level of everyday stress.

### **Measurable Results or Outcomes**

Activity	Date of completion	Percentage of participants
Assertiveness training for women	March 2008	45% of women

*Note:* Average grade of satisfaction with Assertiveness training for women: 4,7 (on the scale from 1- lowest to 5-highest). The initiative can therefore be considered well implemented and organized according to participants' needs and expectations.

<b>PRINCIPLE 7</b>	<b>BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES</b>
<b>PRINCIPLE 8</b>	<b>BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY</b>
<b>PRINCIPLE 9</b>	<b>BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES</b>

### **Our Commitment or Policy**

We think that each company has a responsibility to minimize the impact of its business on the environment. Therefore, Deloitte Croatia carries out and plans several actions in the “Green dot” programme, aimed at improving our relationship to the environment.

### **Actions implemented**

*Impact day June 2007. – “Plan(t) the future”*

For second IMPACT Day organised by Deloitte Croatia in June 2007, we chose to cooperate with the 3rd Grammar School in Kušlanova Street in Zagreb. Deloitte experts left their business suites at home for the day, but kept their great team spirit. Putting on the gardening gloves, Deloitte volunteers spent hours in planting flowers and cleaning the school garden. We have planted dozens of garden roses and bushes, with a little help from our employees' children who used this opportunity to join us. The event had educational character in promoting environmental responsibility among Deloitte volunteers and school children.

*“Green dot” programme*

The activities implemented as part of the “Green dot” programme include:

- *Bins for collecting waste paper in all Copy rooms and open office spaces*
- *Sorting recyclable materials: paper, glass, PET, toners; 2 special bins*
- *Recycling printer toners*
- *Two-sided printing set as default option for printers*
- *Introducing the message “Please consider environment before printing this e-mail” as an obligatory part of all e-mail signatures*

### **Measurable Results or Outcomes**

Activity	Date of completion	Percentage of participants
Impact day 2007	June 2007	45%
Waste paper bins	On-going	15 collection units
Sorting recyclable materials	On-going	n/a
Recycling toners	On-going	100%
Two-sided printing	On-going	90% of printers
“Green” e-mail message	On-going	75%

<b>PRINCIPLE 10</b>	<b>BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY</b>
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### **Our Commitment or Policy**

At the heart of our business culture are the Ethical Principles, adopted by each of Deloitte's member firms and linking directly to our Global Shared Values. These nine principles define the standards of ethical behaviour that unite all the people of DTT's member firms. In particular, the principles offer guidance about appropriate ethical and professional conduct covering areas that are critically important to the member firms' clients, their people and society. The principles are: Honesty and Integrity; Ethical Behaviour; Competence; Objectivity; Confidentiality; Fair Business Practices; Responsibility to Society; Respect and Fairness; Accountability and Decision-making.

### **Actions implemented**

#### *Educational programme on the Ethical Principles of the Member Firms of Deloitte*

Educational programme on the Ethical Principles is mandatory for all our employees. It is an on-line education that uses examples and scenarios from the real life, as well as the resource on ethical business that can be used by our experts around the clock. Deloitte also provides the independence and compliance surveys, insuring that our business practice is according to the accepted rules and procedures.

#### *Independence compliance confirmation*

Filling the Independence Compliance Confirmation (ICC) on-line system is required for all employees. Maintaining compliance with the Firm's independence policies is an important part of Deloitte's professional responsibilities, and is something we take very seriously.

### **Measurable Results or Outcomes**

Activity	Date of completion	Percentage of participants
Ethics education	December 2008	88%
Independence training	December 2008	74%

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

#### *Internal and external stakeholders*

Communication on progress will be available on Deloitte Croatia website.

#### *Internal stakeholders*

The submission of Communication on progress will be communicated in internal newsletter *PannonAdria Express* and intranet.