

# NETRON TECHNOLOGY

## United Nations Global Compact Communication on Progress Report

01.2006-10.2008

<b>Firm Name:</b>	Netron Technology
<b>Firm Domain:</b>	Information Technologies; Counseling, Software, Education
<b>Personnel Count:</b>	246
<b>Address:</b>	Darulaceze Cad. Anıttepe Sitesi Nadide Sok. Netron Plaza No:2 Şişli - İstanbul / Turkey
<b>Telephone:</b>	+[90] 212 210 10 70
<b>Fax:</b>	+[90] 212 210 40 12
<b>Web site:</b>	<a href="http://www.netron.com.tr">www.netron.com.tr</a>
<b>Contact:</b>	Bade ISPARTA Corporate Communications Director +[90] 216 444 0 638 <a href="mailto:bade.isparta@netron.com.tr">bade.isparta@netron.com.tr</a>

### Company Details:

Adopting a vision of quality and leadership within all fields that it has been active, Netron Technology procures its services through the channel of 7 different corporations today. Through their practices within the fields of education, counseling and software, Netron companies conduct their activities with the intention of procuring innovative and leading services for both the business world and the individuals.

Having set out for this journey at the year of 1997 with the services it provide for both the corporate and individual clients, Netron has assumed the role of leadership to create a significant sector in this field, and has further integrated foreign language and personal development courses into its wide array of educational services. Furnishing its educational services through the channel of 5 different companies, Netron also harbours corporations providing services in the fields of IT counseling and software. Furthermore, procuring services under the helm of Netron in an effort to establish a complete social value "Kariyer Gelişim ve Girişim Merkezi" (Center for

Development and Initiative Center), takes the initiative and ensures provides an opportunity for the students that received high quality education from Netron, to meet with the leading firms from the business world. Thereby it is aimed to contribute to overall national employment level, as well as to provide new career prospects for our youth. Through the New York office established within the scope of customized service approach, Netron provides additional career opportunities for the IT professionals at the leading business firms of USA.

Constantly expanding its field of activity, Netron adopts an approach to procure top notch service with the most competent team of our country and by that means, to realize real sense value. Netron keeps up with its journey, maintaining the level of enthusiasm same as the first day, only a lot stronger. Holding the most competent team of specialists, counselors and educators in our country, Netron continues its practices with the aim of providing all its customers either individual, or corporational with the highest benefit all the time.

### ① The firms that provide educational, counseling and software services under the helm of Netron are listed as follows:

For the "IT" teams of corporations, Netron Bilgi İletişim Teknolojileri (NBİT) furnishes series of courses with superior quality, which shall seize the technology at the field of technical education. Netron's professionals with international experience, have provided courses for corporations over 9.000 up to date. NBİT holds the position of market leadership with a share over 60 percent in its own field. For the next period, NBİT holds an intention to implement new practices abroad; thereby it shall be able to carry its know-how across international boundaries as well as to create a significant value in respect of both Turkey and our IT industry.

Through the IT courses it provided for individuals, Netron Bilişim Akademisi (NBA) aims to address the qualified personnel requirements at the side of both the IT industry and the corporations. NBA has undersigned a significant achievement, by graduating students over 60.000 up to date. NBA provides realistic and eligible career prospects within the field of IT, and introduces new internship opportunities for our youth, at the countries such as USA and UK, where the heart of IT pounds. Thereby, NBA continues to assume the role of leadership to integrate Turkish IT industry with the rest of the world.

Netron Institute of Technology (NIT) aims to raise senior managers for the IT industry through the “international certification programs”, “graduate programs” and “pro-academic certification programs”. Arranged in cooperation with Portsmouth University, the program called “Master of Science in Strategic Business IT Program”, stands out as the hallmark of NIT, which contains the characteristic to be the first program implemented, in respect of the employees who aim to reach the position of senior manager through their careers. That program also provides an opportunity for the IT professionals that are actively in the work life, to attain a master degree.

Netron Institute of Foreign Languages (NIFL) has been founded in order to meet the foreign languages requirements at the side of both corporate and individual clients. With its technological equipments, campus environment and instructors of superior academical and professional career, NIFL introduces a brand new dimension at the field of foreign language education. The services provided by NIFL include; individual English courses, business English, sector specific business English, private course, conversation classes, TOEFL courses, travel English, language club and Turkish courses for foreigners.

Netron Business School (NBS) aims at meeting the business life oriented educational needs of the individuals and corporations. NBS trainings, which are basically Turkish adaptations of the case studies and educations of the world’s best educational institution – Harvard Business School; and hold a unique qualification. NBS aims at improving the competencies and proficiencies of individuals in the best way and to make them prepared in case of any possible cases.

Netron Corporate Solutions (NCS) meets our business world with the top quality and international know-how of Netron, in the scope of consultancy services. NCS, motivated to provide solutions for improving and changing needs of corporations, provides services primarily in technology consultancy, and solution choosing, design, system implementation and system integration fields. NCS is broadening the consultancy services that it offers, starting from regional countries.

Netron Software (NS) is producing up to date, quality and customized solutions for the software needs of companies. NS is contributing to the increase of our IT segment’s activity in Europe and Middle East regions through the projects realized with its strong technical staff and international experience. NS, learning the most advanced technologies via its internationally acknowledged experts at the points that they are improved, puts the know-how it earned to our business world’s and IT sector’s use.

## ① Netron Technology Awards and Achievement Steps

- Bearing the mission of “useful IT” for 12 years, Netron channelizes its efforts to provide the IT industry with its deserved stance initially within Turkish business world, and progressively within close boundaries.
- At the year of 2008, Netron has accomplished another hallmark by establishing a new office in New York and began to provide services for the IT professionals in Turkey, with opportunities to have a career line in USA.
- At the year of 2008, Netron has been awarded with “Cisco En İyi Proje Ödülü” (Cisco Best Project Award) by Turkish Informatics Foundation, in respect of its project called Networker Factory.
- As of 2008, Netron Bilişim Akademisi has begun to provide its graduated students with internship opportunities through several international agreements initiated, at a wide array of technology centers from Silicon Valley in USA to London.
- At the year of 2007, Netron received the award of “International Microsoft Partner of the Year”, with its project of “Developer Factory”, which aims to reduce the shortage of qualified labour within the IT industry in our country, and the firm has been qualified to become the best Microsoft partner worldwide.
- At the year 2007, Netron has succeeded in qualifying as the final three nominate for the award of “International Microsoft Education Centers; and thereby it has been certified as one of the three best technical education centers worldwide.
- At the years of 2005 and 2006 consecutively, Netron has been chosen as the “Partner of the Year” by Microsoft Türkiye.
- Through the past few years, Netron has introduced many awards to Turkey, including “One of the Best 5 Technical Education Center of Europe” award.
- Adopting the responsibility of leadership not only in Turkey, but also worldwide, Netron has undersigned many hallmarks; and it is the Top Microsoft Partner Worldwide, that is located in Turkey, with its 9 competencies from “Microsoft Partner Program 2005.
- Netron is the one and only institution with 11 Microsoft competencies in Turkey.
- At the year of 2005, Netron has attained another milestone and has been awarded with 3 prizes at the same time, in the ceremony where Microsoft’s top solution partners has been awarded.
  - Those awards attained by Netron were “Most Competent Microsoft Solution Partner”, “Best Corporate Training Center” and “Best Corporate Project”.
- At the year of 2000, Netron has been identified among “Best 5 Corporate Training Center” within the region of EMEA.

- At the years of 1999 and 2000, Netron has been awarded with “Best Microsoft Technical Training Center” two times consecutively.
- Netron is the first company that has been able to attain the title of Microsoft Gold Partner country-wide, in the field of “Training Solutions”.
- Netron holds the title as the only Citrix Training Center in our country.
- Netron is the only training center of Zyxel in Turkey.
- Netron has the most extensive Cisco training center in Turkey.
- Netron is the first and only firm providing IT e-learning solutions in Turkey. Furthermore, first web based online education solutions in Turkey have been initiated by Netron.
- Surpassing the boundaries of Turkey, Netron has begun to meet the services requests from foreign countries including; England, Holland, Belgium, Israel, India, Kuwait.
- Many IT professionals attended in the Netron certification trainings to date, have obtained high career line opportunities in countries including USA, Canada, UK, Germany, Spain, Belgium and Australia.
- Netron is the first educational institution to provide Microsoft MCSE - 2003 and MCSD (.NET) programs worldwide, and to provide Cisco certifications in Turkey, simultaneously with the whole world.
  - Through these certifications, Netron ensures that the IT professionals it educated shall take their places among the first professionals who are proficient on cutting edge technologies.
- Netron has initiated technical training seminars regarding NET, XML, Commerce Server, BizTalk 2006, Windows Vista, Windows 2003, Exchange 2003, SQL Server 2000, even 1 year before the solutions have been released, and provided those seminars for over 2500 IT professionals. Thereby, the organizations received trainings from Netron, have enhanced their technology infrastructures as rapidly as possible and improved their competition capabilities.
- Netron is amongst the 5 educational institutions that have been able to attain the proficiency to provide “Cisco IP Telephony” solutions trainings.
- Netron is also the first institution to provide trainings regarding Cisco Voice + Data integration trainings in Turkey.

## ▣ Foreword

At Netron, we are always constructing the innovative works that we carry out in the IT field, in a way that will add value to the entire community. In this manner, we act with an ethical approach and we strive to have our international expertise reflected on all of the social fractions, not only with our professional activity, but also through countless social commitment projects we realize. We always catch the most recent by including all innovations and improvements of the globally ever-improving IT industry in our business.

We would like to emphasize that, by signing the Global Compact, we will continue to realize projects that will support development, in conjunction with nongovernmental organizations and local authorities. We will be applying and considering the ten basic principles of the Global Compact into our every process. At Netron, we always acted considering our responsibilities regarding the society that we live in until today, and we will continue to keep the same approach from now on.

Bülent TEKMEK  
Netron Technology General Manager

## GLOBAL COMPACT

### ⊕ Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses

As stated in the corporate booklet of Netron Technology, the values and principles adopted by the corporation, have been founded on the principle of respecting the human being. The mission integrated by the corporation, is primarily to respect human being, hence to provide added value by procuring its services for the society. Standing as a party of Global Compact, Netron sets forth its commitment regarding the principle of respecting human rights it integrated. Netron initiates the value it treasures on the

human being, beginning with its in house practices, and hence extending to the communal area. In that sense, Netron acknowledges the responsibility it has, regarding the community it exists in; realizes the aim for providing the ecosystem with a value at the highest degree probable, and initiates significant steps in a path to ensure community improvement and enhance awareness, by supporting the projects developed by the non governmental organizations and the civil society initiatives it conducted.

In that sense, Netron Technology has developed a number of projects, or supported many existing projects through the years of 2006-2008.

## ● Netron Technology Projects:

### ● Factory Projects

Netron is helping individuals gain the appointments that the sector requires, as well as supporting them to be employed after the trainings, with the training programs it has developed with social benefits in mind. Within the scope of the “Factory” projects, Netron has aimed at earning young people jobs in IT field and to get them employed. As an introduction to these programs, the “Developer Factory” project was put in practice, and brought a new approach into the IT sector and won awards from international authorities.

Netron has been continuing its investments with the “Turkey developing with IT” vision, in order to realize our country’s technology adaptation process as correct and fast as possible. Realizing the fact that, the most important value in this process is “human resources”, Netron communicates the emerging technologies to the students through world-class trainings. By doing so, Netron is both putting ease to the absence of qualified workforce of the IT sector, and contributing Turkey’s unemployment problem via accurate trainings and orientations.



Developer Factory, the first step in the Factory projects series, is a program aiming at gaining the sector software developers. Getting the first rank among projects of over 10.000 companies from 139 countries, “Developer Factory” project has gained Netron “International Microsoft Business Union – Business Partner of the Year” award

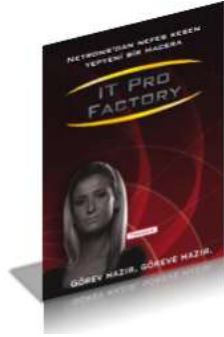
in 2007, Denver. The aim of the project realized in 2007, is to develop the programmers that the sector needs and to provide a training program for the specialist candidates, which communicates them real life experiences. The projects that will be completed within the training were planned to minimize the real life problems that the candidates will face and to maximize their level of knowledge. With the “Developer Factory” project, which has graduated over 500 students, 500 of our youth have been rapidly employed within international companies and leading Turkish companies. At this point, it would be correct to look at the contribution made by these 500 young people with salaries centering at \$ 4.000 to the economy. This ecosystem, which has \$ 24.000.000 worth of salary income per year has gained their companies millions of dollars worth of benefits through the software and services they produced.

With this study, which will become one of the projects that is qualified to be “Information revolution in Turkey”, a great opportunity is being offered to young people, who want to develop themselves in the field of information technologies. Within the next year, raising 10.000 software specialists is aimed with the “Developer Factory” project, through a big education campaign which is open to registrations from every city of Turkey.



Following the Developer Factory program, Networker Factory and IT Pro Factory programs have been developed in the scope of the Factory projects. Netron has started a unique initiative to close the network specialist absence with the Networker Factory project. Networker Factory, with the support from Cisco Systems and TBV, sat off with the responsibility of bringing the network specialist absence problem of our country in mind. 310 students have completed their Networker Factory education and 154 of them, which graduated with success have been employed within Turkey’s leader companies. Within the project, certificating 1.000 network professionals by the end of the year is aimed. Networker Project has been awarded the “Cisco Best Project Prize” by the Informatics Associations of Turkey, on account of its success and the added value it created. Gaining system experts to the sector is aimed with the IT Pro Factory project, in the light of the same vision. IT Pro Factory draws attention as an education program, which is developed with the aim of raising the system experts to meet





the need of our IT sector, and designed to communicate real life experiences to the expert candidates. Within the project, besides the technical trainings, such trainings like corporate intelligence, business structure, business and information flow is provided, on behalf of self-development of the individuals. Plus, attendants can receive free career consultancy support from consultants of the Netron Career Improvement and Initiative Center. The candidates can be employed in such positions like system expert, system designer, system manager, analysis expert, security expert, security manager, project manager, after completing the program. The attendants of the program are being directed to jobs by Netron Career Improvement and Initiative Center. Within the next year, it is aimed by the IT Pro Factory project to gain 500 system experts to the sector.

In the conclusion of these projects, our graduates are being absorbed by the sector and economy as individuals with expertise at their given fields. Netron supports the students of these projects in terms of careers, also after graduation.

## Information Society



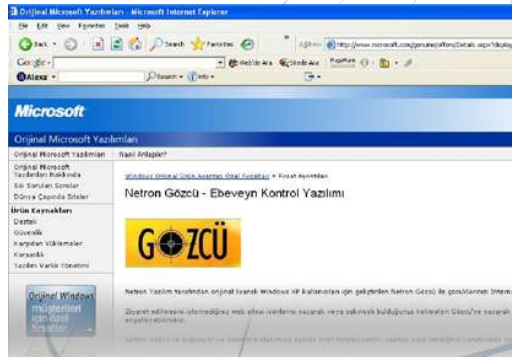
Netron adopts the way of thinking that it is an essentially critical responsibility for the adults of our time, to integrate our youth with the contemporary world through the forthcoming years, furnishing them with necessary information and capabilities, creating a sense of awareness in that area; and hence, provides educational and

technical support for the project "Bilgisayar Bilmeyen Kalmayacak", which is conducted in collaboration with UNDP, Turkey Vodafone Foundation and Youth for Habitat Association. Today, accessing and managing information has become the most important concepts. One of the necessary steps in the way of becoming an information society is to increase our youth's access to information and technology. The biggest obstacle in Turkey's path to becoming an information society and benefiting from the technology in a complete manner is the quantitative gap.

Although the first phase of closing the quantitative gap is enabling access to information of the disadvantaged groups, increasing the computer literate number will be the complement of this process.

The “Bilgisayar Bilmeyen Kalmayacak” project is aiming to accelerate this process and to close the gap. Within the project, 1.000.000 youngsters IT usage capabilities will be improved with the ECDL trainings given over the Internet. The audience of the project is specified to be primarily our women and young girls, and our disadvantaged youth under 30. With this project, of which preparations rapidly continues, Netron takes a big step towards closing the gap by educating the disadvantaged youth nationwide.

## 🕒 Gözcü



Users are protected against harmful content from of the Internet with the help of “Gözcü” – software developed by Netron as the first in Turkey, and assigned to Microsoft’s use, in order to contribute to the development of Turkey via IT. This way, a serious problem which causes parents to worry about their children’s Internet usage is solved and

children’s mental and spiritual growth is kept safe.

## 🕒 Trainings and Seminars at Schools

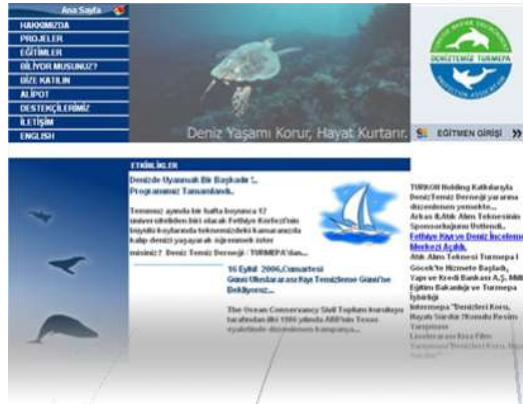
Netron raise awareness of the students with the career orientation and technical seminars it organizes at high schools and colleges, emerging from the importance it gives to education. Netron is helping students with their career choices by providing them with real information on sector and technical fields with the seminars it is giving. Netron is aware of the fact that the biggest contribution to our ecosystem comes from proper management of human resources and has aimed at reaching as much young people as possible with the career orientation activities, which it sees as the beginning point. Netron is carrying its studies forward by giving career development seminars in conjunction with the Private Sector Volunteers Association, to the vocation high schools’ students, who desire



## ○ Supporting The Children’s Kidney Foundation

Netron Technology gave support to the Umut Newspaper’s design, which was being prepared by the young group of The Children’s Kidney Foundation. Netron gave technical education to the young people of the Umut Newspaper, in order to make the support sustainable. This way, these young people will be able to shape their next project without support from outside, and will be able to realize their projects at their will.

## ○ TURMEPA



The website of the Turkish Maritime Environment Protection Association, which carries out extremely important studies in order our seas to preserve their nature and purity, (<http://www.turmeпа.org.tr>) is realized with Netron’s sponsorship.

## ○ Kendini Engelleme



Another important project, realized in 2007 is the “Kendini Engelleme” project. This project, which received support from Netron, is realized as a social responsibility project devoted to social and business integrations of disabled people within the borders of Sarıyer Municipality. Within the “Kendini Engelleme” project, Sarıyer

dwellers between 18-40 ages with a loss of over %40 of work power were given priority to register, and transportation was provided during the training. In the project comprising of various training programs, Netron Technology gave the computer trainings each Saturday. There was great attention to computer use trainings. We will carry on supporting such projects that will create values for our society, in the following periods.

## ① Labor Standards

Principal 3 : Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principal 4 : the elimination of all forms of forced and compulsory labour;

Principal 5 : the effective abolition of child labour; and

Principal 6 : the elimination of discrimination in respect of employment and occupation.

Netron is a company with an employee profile consisting of personnel aware of their rights and responsibilities determined by law, procedures and regulations. Employee's rights and responsibilities are communicated to them within the scope of orientation during recruitment. Work conditions within the company are clearly determined and administrative board and human resources carry out the supervision function. Netron does not employ anyone under 16. Netron shares the importance of education both with its employees and the students of the schools, which Netron works in conjunction with. Career development seminars are arranged for vocational high school of computer students (such as the 75. Yıl DMO Bilgisayar Lisesi). The students are advised to continue their education after high school in the first place, and they are offered internships in order to develop themselves. Also, the trainers offer guidance for conscious job choices. At the same time, the students who get trainings at Netron are guided by the Netron Career Development and Enterprise Center for conscious job choices, alongside with the advice on continuing their educations. Netron offers education in the IT field, and also diverse internship opportunities to the students. In the 2007 summer period, 10 vocational high school students and 50 university students were given internships. Netron motivates its employees towards improving their educational status within the scope of the importance it gives to education. The number of employees continuing their degree and graduate studies is 30.

Human resources department manages the recruitment processes at Netron. Appropriate candidates are chosen upon receiving demands for positions. The

candidates are chosen via paper ads, and human resources Web sites and from within the students receiving trainings at our company. CV's referenced to by employees are assessed in the same level as the other candidates' CV's. Previously decided competencies are employed during the candidate browsing. This way, the candidate is chosen through straight criteria. Competencies are listed as company competencies, technical competencies, and personal competencies and education and experience criteria are added for each position. Company acceptability approval for recruitment is given by human resources. Upon department managers' technical approval, the candidate's employment at the company may start. Functional responsibilities, skills and competencies are specified for each position, and this provides correct computation of the employee's percentage of meeting the company's expectations, both during recruitments and employment processes. Performance assessment system, wage management, promotion and career planning, education and development functions are systems carried out by department managers and human resources in conjunction. In parallel with these systems, each employee is assessed equally in line with objective criteria.

## ① Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies

Netron acknowledges the critical level of the peril caused by the environmental issues, and hence adopts preventive measures in order to reduce resource utilization throughout the firm. Netron is committed to utilize recyclable materials. Stocks the waste papers in storage boxes to send them to the recycling facility of the affiliated municipality, dispatches them to those predetermined spots periodically. Netron adopts utmost caution also for the issue of power utilization. Through the help of the sensors utilized, unless there is any sort of movement in the regarding environment, the power for the air conditioners and lighting is automatically inhibited. Another

critical issue Netron precisely puts emphasis on, is about the learners, leaving their classes at the end of training session without shutting down their computers. In order to prevent that, Netron ensures that those computers left in that state to be shut down, through remote access.

As Netron is regarded as a group of companies with activities in technology domain, it is essential to always use the regarding system and hardware with the most up to date features possible. Netron stores its legacy systems and hardware, which are still at a functional state, and gives them to the schools in need of them. Those devices, which are no longer adequate for Netron services provided, are dispatched and delivered absolutely in a functional and operating state.

Netron conducts activities also to increase the level of environmental awareness, along with the preventive measures taken. Those awareness activities begin with the environmental trainings and seminars regarding the Netron employees. With an aim to increase the level of awareness for the employees, the seminars are arranged by the contributions of various environment associations, around the subjects including; global warming, recycling, arbour, power saving, and the associated informative documents are presented to their attention via the intranet portal. At this portal, the campaigns organized for the environmental issues, are announced to the employees, and they are encouraged to participate in those organizations actively.

Besides intercorporate activity, Netron is giving training on topics such as global warming, harmful wastes, recycling, and energy saving, to the students by reaching out to the elementary schools in order to spread environmental conscious. Netron is carrying out these trainings in conjunction with nongovernmental organizations. A project aiming at giving environmental trainings to pilot schools sat off in 2007 by means of the cooperation we established with Turmepa under the roof of the Private Sector Volunteers Association. Within the project, trainings were given at the Mehmet Akif Primary School, Şevket Atalay Scout House, and Bağlarbaşı Primary School and 400 students were reached. The number of these schools will be increased in the following period. Our goal for 2008 is to raise the number to 8 schools. In the wake of these trainings, Netron witnessed that young generations' awareness regarding environmental protection is very high, and that we will be able to raise environmentally conscious generations with healthy guidance from experts.

## ① **Anti Corruption**

Principal 10 : Businesses should work against corruption in all its forms, including extortion and bribery.

Netron Technology has aimed at placing all activities being carried out on transparency and good management principals. Netron has established a communication system to share company activity with its employees in a transparent way. Netron employees can get detailed information on management decisions, department activity, works being conducted and activity reports. In addition to this, Netron Technology has specified company policies and intercorporate procedures with net lines, in order to avoid unethical actions such as patronage, bribe and haul, which are possible to occur in intercorporate applications or within company's relations with 3rd parties. Any personnel proven to be acted in such unethical ways are due to penal measures, which may result in dischargement according to decisions of the discipline board.