

Corporate Social Responsibility

Progress Report 2007-2008





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THE GLOBAL
COMPACT

Progress Report 2007-2008



1 Endava Commitment

Endava joined the Global Compact on 28th of September 2007 assuming the obligation to respect and sustain the 10 principles in the field of human rights, labour standards, environment and anti-corruption.

Endava recognizes the importance that it has by taking social responsibility for the impact of its activities on customers, employees, shareholders, communities and the environment in all aspects of its operations.

Endava takes the obligation to extend the statutory obligation to comply with legislation and voluntarily takes further steps to improve the quality of life for its employees and their families as well as for the local community and society at large.

Endava is committed to using business to bring positive transformation to the countries that we work in. We made the strategic decision to source the majority of our resources from Moldova because of the strength, depth and motivation of the local IT talent and because it gives us an ability to help improve the local economic situation.

Therefore Endava will respect and tend to further develop the 10 principles of the Global Compact, promoting them among employees, customers, shareholders and community.

Vasile Nedelciuc

Chairman,

ICS Endava SRL

2 Company Profile

Endava is a well-established IT Services company, with over **500 staff operating** from our headquarters in London and offices in the UK (London,Oxford), US (New York), Romania (Bucharest, Cluj and Iasi) and Moldova (Chisinau and Cahul).

Endava Moldova is part of the local Global Compact Network UN initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies. At Endava we are committed to using business to bring positive transformation to the countries that we work in. We made the strategic decision to source many of our resources from Romania and Moldova because of the strength, depth and motivation of the local IT talent and because it gives us also the ability to help improve the local economic situation.

We are a specialised provider of **IT services and business solutions**, focusing on the banking and financial services, telecommunications, media and professional services sectors where we design, implement and manage secure, high-volume, **business-critical systems and digital services** for some of the world's leading organisations.

Our business model is based on strong industry-specific expertise, an agile 'blended' delivery model and a strategic pan-European presence which enables us to access a large pool of IT talent in Eastern Europe. The combination of these factors gives us a proven approach to delivering our customers' projects that **reduces risk and cost while improving productivity and business agility**.

We are able to support our customers throughout the IT lifecycle by offering a competitive range of services, alongside a set of engagement models and a valuable Nearshore proposition that enables them to address their business challenges flexibly and cost effectively.

Endava has achieved important certifications and continuously strive to bring the company to new levels of excellence ensuring high quality for the delivered services.



Networking Infrastructure Solutions
Custom Development Solutions



3 Endava - Employer Commitment

Endava is a flexible and professional organization. Our international work environment offers you challenging and rewarding opportunities. We are committed to development of people's skills, knowledge and creative potential. Our training and development program emphasize technical competency, leadership development and business management skills.

Endava offers:

- professional development
- international experience
- competitive salaries that are reviewed for the individual on an annual basis as part of our appraisal cycle
- bonus schemes
- wide benefits package (private health insurance, sport reimbursement, flexible hours program etc.)
- healthy and positive work environment

Endava Team Values:



4 Compudava Foundation



Endava is an active supporter of The Compudava Foundation. Founded in Moldova, the Compudava Foundation is a not-for-profit organisation designed to contribute to sustainable development within the Republic of Moldova through supporting the advance of ICT in two primary areas of need: education and health.

Providing computers with software solutions to schools and medical institutions throughout the country, Compudava Foundation hopes to assist Moldova as it transitions into the European and global community.



5 Human Rights

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

Principle 2: Business should ensure that they are not complicit in human right abuses

Actions:

Endava support and respect the protection of internationally proclaimed human rights and its business is not complicit in human rights abuses. This is stated in Company Internal Regulation and Employees Handbook.

Endava employees are the most valuable company asset. Obeying their rights is one of the most important principles that govern internal policies, procedures and rules. One of output of this principle is the implementation of benefit package that has as a goal to insure good quality of life of its employees and their families. According to the 2008 Employee Satisfaction Survey carried on by

Endava, about **87% of respondents are content with compensation and benefits policy of the Company.**

Employees are the most valuable Endava assets:

- Endava cherishes its human resource and provides employees with opportunities to fulfill their potential, develop their capabilities and maximize their value.

Utilization development of human resources

- Since the essential tasks of human resources management are utilization and development of employees, Endava endeavors to match the right person with the right assignment.

Wherever we operate, we're mindful of the social mores

- Endava respects human rights and strives to eliminate discrimination on the basis of sex, race, age, nationality, religion, physical disability, etc.
- Wherever Endava operates in the world, it complies with the applicable laws and regulation and respects the customs, culture and social mores.

Endava Human resources Management Policy (extract)



An important contribution of Endava to Moldovan Society and community development is offered through Compudava Foundation. Thus, establishing partnership relations with Endava Clients from Great Britain, the Foundation is engaged to donate second hand brand computers to schools, especially boarding schools, hospitals and children with disabilities. Thus about 2400 of such computers have been distributed. As well the Foundation sponsors Vascauti Boarding School from Moldova.



Endava, as well shows its social responsibility by developing and investing in young generation, young talents. One of Endava tradition is to sponsor Moldovan Informatics Olimpiads, and participation to International Informatics Olimpiads of Moldovan students. Endava offers internship scholarships and finance the delivery of Software

Engineering Course at Technical University of Moldova.

6 Labour Standards

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

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour;

Principle 5: Businesses should uphold the effective abolition of child labour;

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Actions:

At Endava a Compensation Policy is elaborated, and it consists of some mainstreams:

- Compensation activities serve business objectives and stated values of the Organization;
- To maintain pay equity and ensure internal equity;
- To differentiate pay levels on the basis of performance as well as skills;
- Equity is established and maintained in the compensation system;
- Reward excellence according to an annual review;
- The compensation strategy, practices, and activities comply with relevant laws, regulations, and organizational policies.

Employees Health Management

- As a International company, Endava vigorously promotes safety and health management throughout the Group.
- All Endava employees benefit from Private Health Insurance plus Compulsory Health Insurance packages.
- Endava promotes activities to prevent accidents and to create comfortable working environments.
- Endava creates opportunities for employees to manage their physical and mental health and to improve and maintain their health.
 - Tennis tournaments
 - Football tournaments
 - Sport reimbursement benefit

Endava has developed a Training and Development Process in order to provide employees with opportunities to develop their professional skills and strengthen their capabilities. Each year Endava

employees benefit from internal and external trainings. The annual budget for trainings is about 20000 GBP.



Code of Conduct on combating all forms of child labour has been signed by Endava. This code includes a set of obligations and practical steps taken by the signatory companies in fighting against child labour.

7 Environment

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

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility;

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

Actions:

Endava is aware of both work and nature environment. The Company ensures that workrooms, coffee rooms, passageways are suitable dimensioned, equipped, kept in good repair and are clean



and tidy. All workrooms are equipped with first aid boxes. The Company's building is equipped with anti-fire systems that enclose smoke and fire detectors and fire extinguishers as well.

In April, 2008, Endava employees participated in Global Compact Initiative "Green Day – for we care". During this initiative our employees planted trees, cleaned the park and painted. Those

employees who were active have been awarded.

Endava plans to take actions in order to encourage the development of environmentally friendly technologies in the next year. The company started to change the employees equipment with new ones, energy efficient.

8 Anti-Corruption

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

Actions:

Transparency is one way of combating corruption. Endava promotes transparency and being an International Company, with more than 230 employees, the communication is one of the main tool. In order to assure transparency and a good communication flow from management to staff, from staff to management, within and between projects and departments at Endava are applied several communication tools:

- Intranet (internal website)
- Annual Employees Satisfaction Surveys
- Internal Newsletters
- Bulletin boards
- Suggestion boxes
- Weekly staff meetings

“Salary in the envelope” is well known phenomena in the Republic of Moldova. This is practiced by organizations in order to avoid taxes and public contributions. Endava adopted the policy of “transparent income” by opening to all its employees salary cards and every payment is done via bank transfers.

Transparency is insured in purchasing goods. There is an established process of purchase of goods, works and services with a view to ensuring transparent purchase and competition support.

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