



Communication on Progress 2006-2008

United Nations Global Compact / Dom Publicações Legais



Dom
Publicações Legais

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To know more about our Social Responsibility Program or to register your suggestions and opinions, reach our Human Resources Department: +55 71 2105 7900.

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The Ten Principles of the UN Global Compact **5**

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.

Labour Standards

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 labour;

Principle 5 – the effective abolition of child labour; and

Principle 6 – the elimination of discrimination in respect of employment and occupation.

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.

Anti-Corruption

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

6 Message from the CEO

To Dom Publicações Legais, there is no socially responsible thought or action that is not based on ethical principles, on transparent relationships and on the quest for sustainable development. When we started our participation in the Global Compact, in 2006, we were aiming to be part of the group of organizations that manage their growth taking into consideration the need to build a more inclusive and equalitarian global market and to observe the demands and concerns of their stakeholders – we wanted to exercise our business citizenship more effectively. A considerable challenge for a small company, yet a necessary standpoint for our grand thinking.

In the first two years of participation in the Global Compact, our goal was to strengthen the culture of inclusion and respect. This means to broaden the socio-environmental dimension of our activities so that the principles of social responsibility become assumptions of any of our actions as a company, since to us, entrepreneurial growth is only sustainable if linked to the interests of the stakeholders.

From November 2006 to November 2008, over R\$ 500,000.00 were invested and more than 4,000 people took part in fifty open training courses in public management, social projects, school management/education, controllership and public auditing. We set aside more than R\$ 90,000.00 for the maintenance of social welfare entities.

We helped more than 20 municipal public administration entities in the construction of their institutional pages on the Internet. With the assistance of our collaborators, we reduced the use of white paper by the company from 100% in November 2006 to less than 2% in September 2008 and organized policies of conscious use of inputs.

In the sphere of internal social responsibility, we invested in ergonomic diagnosis and correction of the points for attention identified and we held the monthly average by sector of twelve hours of compensatory workplace gymnastics. We supported public health care policies through the performance of a rubella vaccination campaign for collaborators and workers from other organizations close to Dom Publicações Legais. We made a library available with a collection of 600 books to be loaned free of charge to collaborators and their dependents. We invested more than R\$ 12,000.00 in sports activities for the workers and almost R\$ 20,000.00 in their foreign language training. We obtained a rate of 74% of approval of collaborators in the last organizational climate evaluation. We organized participative management meetings with our collaborators and a meeting with their respective trade unions. We managed to maintain the rate of 100% of collaborators represented by unions and there were no lawsuits filed against the organization throughout the entire period, which reflects our permanent pursuit of the

adaptation of our practices to the current legislation and our commitment to ethics and justice.

Going from the results achieved in this first biennium, we outlined the core goal for the year 2009: to work in the direction of continuing many of the actions commenced since 2006 and to broaden their scope, particularly with respect to the dialogue with stakeholders. Our action plan features, for instance, the formalization of existing and future policies in our documents of organizational philosophy documents and strategic planning; creation of a Code of Ethics applicable to collaborators, suppliers and partners; investment in social projects effectively connected to the development of communities affected by our work and activity; standardization of occupational health and

safety programs for all our units in the various States; creation of an internal ombudsman to guarantee a permanent and direct means of communication between collaborators and managers; performance of training programs geared towards the collaborators, partners and suppliers to prevent the occurrence of acts of corruption.

Two years after our admission in the Global Compact we then formally submitted our first Communication on Progress. Our intention here is to gather together, report, describe and quantify the policies, plans, programs and projects that we developed based on our commitment to the defense of internationally proclaimed human rights, of the integrity of work relations, of environmental protection and of anti-corruption actions.

Therefore in the name of Dom Publicações Legais and of its collaborators, which number over 90, we repeat our commitment to respect for and support and full defense of the ten principles encompassed by the Global Compact. We believe in social and environmental changes unleashed by each socially responsible action undertaken by us during the last two years and ratify our commitment to the continuous improvement of our practices and to our state of permanent learning.



A handwritten signature in blue ink, reading "Paulo Sérgio Gomes da Silva".

Paulo Sérgio Gomes da Silva
Chief Executive Officer

Human Rights

PRINCIPLE 1 – Businesses should support and respect the protection of internationally proclaimed human rights.

Our Commitment

The bases of all our actions lie in ethics, in respect for all the parties involved and in the integrity of our purposes. We perform our work observing, respecting and protecting the fundamental rights guaranteed to all human beings, regardless of their race, color, gender, language, religion, opinion, social or national origin, wealth, birth or any other condition.

Policies, Programs, Actions and Guidelines for 2009

Organizational Policy

In 2007, we reviewed the documents that outline our mission, vision and values, with the objective of documenting and formalizing our commitment to ethics and to the principles of socio-environmental responsibility.

At present the mission of Dom Publicações Legais is to develop innovative products and services of assistance to public management, combining quality in service rendering with a solid commitment to ethical and moral values and bringing about the mutual satisfaction of clients, partners, collaborators, suppliers, community, government and the environment.

Our vision for the next five years is to be a reference both in products and services that promote the quality of governmental processes and public transparency and in social responsibility practices. The path

between our mission and our future vision certainly has its foundations in our values: quality, ethics, transparency and respect.

People Management

People Development Program

With the intention of creating an internal social responsibility plan built jointly by the company and by the collaborators, we held the first people development survey in April 2007. With the voluntary return of 82% of the questionnaires handed out to all the collaborators, we managed to sketch the general profile of our internal clients within the following items: age, marital status, academic background, family, socioeconomic situation, housing, frequency of reading, leisure and entertainment programs, personal goals, professional expectations, organizational and personal competencies valued and participation or interest in participating in voluntary social work. Based on the survey results, we developed our People Development Program with the scope of promoting the growth and the personal, professional and social development of our collaborators.

The profile depicted through the survey was disclosed internally in May 2007 in the report entitled "Social Responsibility – Profile of Collaborators". Together with the results

of the survey, the report also presented a specific action plan for the years 2007 and 2008, comprised of ten initial projects:

- 1) I Do What I Enjoy Doing In My Work;
- 2) Participative Management Meetings;
- 3) Health at the Company;
- 4) Dom Library;
- 5) Culture for Everyone;
- 6) Dom Speaks English;
- 7) Volunteer, Citizen of the World;
- 8) Internal Ombudsman;
- 9) Timeout for Integration;
- 10) Open Doors.

Of the ten central projects, eight were entirely executed and are detailed over the course of this COP.

For the year 2009, we intend to update the data of the people development survey and include new information to make it possible to cover more information, enlarge the scope of our actions and go through with the projects that were pending: the creation of an internal ombudsman and the voluntary social work incentive program.



I Do What I Enjoy Doing In My Work

The people development survey identified that in 2006, 57% of our collaborators acted professionally outside the area of their academic background or would change area. To put an end to this dissatisfaction we established the practice of having all the job vacancies opened in the various sectors disclosed first inside the company, giving all the interested parties the chance to move area. Through this program, over 25% of the collaborators that showed willingness to move to another area of activity achieved the intended moves.



For the year 2009, we intend to maintain the internal selection program and to increase the percentage of reallocated collaborators to 30% of those that declared themselves dissatisfied with their area of activity.



Participative Management Meetings

Respect for the collaborator, the commitment to the transparency of our communications and to the participative management of our business were the greatest incentives to the creation of the Participative Management Meetings project. Assembling, outside the workplace, senior management, managements and collaborators from all levels to present changes in the company, respond to any queries and listen to critiques, suggestions and questions was the scope of the project.

The meetings were annual in the years 2007 and 2008. In June 2007, during the 1st Experience Meeting (1 Encontro de Vivência), the company interrupted its activities for a whole day and assembled at a country resort outside the city for senior management to present to managers and collaborators from all levels the main results achieved to date and to discuss management of personal time and leadership, appropriate topics in that situation.

In October 2008, all the collaborators were once again invited to assemble to witness a presentation of some changes of direction in company management and the impacts that would happen on account of the alterations. On the occasion, representatives of the governance

directorato responded to queries sent by the collaborators and heard their suggestions and critiques, responding to them.

For the year 2009, our goal is to increase the frequency of the Participative Management Meetings to two annual editions, and to keep track of the effectiveness of said meetings through opinion and appraisal surveys.



It is gratifying to participate in a company that is concerned and expresses its actions and interrelations through ethical principles, evidencing that it is worthy of the support and respect of its collaborators and partners. The Participative Management Meetings strengthened the philosophy and conduct of the organization with its actions in a clear manner, granting it greater credibility and guaranteeing prestige in its branch of activity, for its transparent manner and actions

(Keila Arruda, Editor).

Health at the Company

To promote the physical health and enhanced comfort of the collaborators, we started the Health at the Company project in 2008, broken down into the following actions:

- Several informative articles about health and wellness in the work environment were published in *Diario Aberto*, or *Open Journal*, our electronic newsletter designed for the collaborators;
- Keeping track of the movement of the state and municipal health secretariats in their campaigns, rubella vaccinations, assigned by the State Government, were offered to the collaborators of *Dom Publicações Legais* and to those of other organizations close to our facilities in Bahia;
- We also received a visit from specialized nurses that provided our collaborators with information about basic cardiac health care, measuring the blood pressure of all those interested;
- Dental plans were offered at below-market prices to the collaborators and their dependents through a partnership with a specialized company;
- Life insurance plans were offered to the collaborators that, due to their jobs, travel constantly and are exposed to the risk of accidents and injuries;
- Ergonomic activities were carried out in the department with more automated activities and that called for continuous and repetitive efforts: ergonomic diagnosis of the work environment; changes and adaptations of the points for attention identified, such as relative height of chairs, desks and computers; weekly sessions of compensatory workplace gymnastics.

Through these actions, 34% of the collaborators from the Salvador branch were vaccinated against rubella; 41% of the collaborators adhered to the dental plan offered by the company and 28 dependents were also benefited; 100% of the collaborators performing external (traveling) salespeople duties received life insurance subsidized by the company; the ergonomics program received 100% of adhesion by the collaborators from the Publishing sector (first to receive the program) and resulted in a 40% reduction of complaints of pain in the upper limbs, a 10% increase in the work motivation rate and a 2% increase in the number of collaborators that practiced sports activities outside working hours.



In my professional activity as a consultant at Dom Publicações Legais, I travel constantly to the municipalities assigned to me. I certainly take every possible precaution and act prudently, yet knowing I am covered by a life insurance plan means that my family and I can feel totally at ease. This benefit, combined with others that we have, enables me to enjoy professional dignity that results in satisfaction and sufficient dynamism for a continuous process of personal and professional optimization. In short, I do not tire of expressing my contentment over my luck at working in a top-class, idealist institution



(Robson Alves, Consultant).



In 2009, we will implement SIPAT – Internal Accident Prevention Week, a semi-annual event that will produce information about physical and mental health, speeches about disease prevention and basic preventative exams for the collaborators from all the units of Dom Publicações Legais. We will also continue with the workplace gymnastics efforts in the Publishing department and will extend the program to the Commercial department, which encompasses the internal and external sales of the Salvador, Lauro de Freitas and Brasília units.



The activities carried out by the ergonomics program were extremely relevant and gave rise to greater well-being, relaxation, stimulus and mental and corporal development, besides drawing our attention to some mistakes committed in our posture. I realized that everyone felt better and were in a better mood after the sessions



(Patrícia Miranda, Editor).

Dom Library

We understand that reading is essential for human beings to learn. Through reading it is possible to enrich your vocabulary, obtain knowledge, vitalize reasoning and interpretation. We encourage the habit of reading in our collaborators and their families as we believe it is also a means of access to culture and to education.

In 2007, we implemented the Dom Library in partnership with the Social Service for Trade (SESC) and its Itinerant Library project. Through the library our collaborators and their families have access to a collection of one hundred fifty books of national and international literature on the premises of the company itself. The collection has been renewed every three months since then, resulting in the total sum of over 600 books made available.

Since the deployment of the Dom Library, over 40% of the collaborators have borrowed at least one book. A total 124 books had been loaned by November 2008.

The goal for the year 2009 is to maintain the partnership that paves the way for the project and to execute actions to enhance awareness of the importance

of the reading habit. We are also planning to expand our existing technical library to include new titles and to place them at the disposal of the collaborators on loan.





Some time ago, while talking to a new friend, I discovered a priceless treasure. We were talking about varied literatures, actually I was the listener, while my friend, always in a cultured way and the patience to tell me what he knew, left me fascinated by books and the older literature.

I was given a magazine that contained the biography of Honoré de Balzac. From this day on I was continuously reading the impressive works left by the great writers.

I searched on websites for the oldest scripts to read and found a few, but there was still something missing...

One day the company came up with some news for its collaborators, we would be having an Itinerant Library.

One afternoon I decided to visit it, and what I had named as an empty space was already beginning to fill up: Books, yes that's right, Books of all kinds, of all sizes and contents. The emptiness that before was striving to be filled by the keyboard had now vanished completely with the redemption of a book. There were those that said that the Internet would put an end to printed materials, that

magazines and Books would be discarded with the new technology that was arriving at full speed.

But printed literature resists and some are even treated as relics.

The Company's initiative was excellent, since there are still people around that enjoy the feel – in the literal sense of the word – of a good book.

The convenience and ease encountered in reserving a copy is what motivates many collaborators, while the variety of titles and subjects is also another strong point.

Going by this initiative, it is clear that our company is concerned about the intellectual health of its collaborators and that it believes that no effort to learn is a lost effort //



(Mayla Pinheiro, Invoicing and Collection Supervisor).

Culture for Everyone Project

Access to culture and to leisure for all people is a right that we acknowledge and encourage. From March to November 2007, the Culture for Everyone project handed out tickets to the cinema, theater and concerts to the collaborators and their family members through a weekly draw.

Dom Speaks English

In June 2007, in partnership with Associação Cultural Brasil-Estados Unidos (ACBEU – Brazil-United States Cultural Association), Dom implemented an English language course in the in-company format, offering collaborators from different sectors and occupations the opportunity to learn a new language. Interest in learning the English language had been registered in the people development survey, in which approximately 40% of the respondents indicated their intention to learn or improve knowledge of a foreign language.

With 85% of the costs subsidized by the company, over 25 collaborators have already passed through the English course, which represents more than one fourth of our current staff. The first class of the course will graduate in July 2009, when we are planning to form a new class for this course or a new course in Spanish, the language preferred by 20% of the collaborators that answered the survey of 2007.

Besides the in-company course, an arrangement between Dom Publicações Legais and ACBEU permitted discounts from

10 to 20% of the price of the English courses offered by the Association to the collaborators of Dom and their dependents.



The Dom Speaks English project that brought ACBEU onto the premises of the company Dom



Publicações Legais was very important for developments of its collaborators, as it creates an excellent opportunity to learn another language. Another significant advantage is studying on the company facilities, an opportunity that is convenient for us and facilitates the course continuity. And no less important, our company takes on the costs referring to the course, leaving it up to us to pay a symbolic amount that is insignificant if we consider the benefit made available. In addition, we are having the chance to study at a highly respected school committed to a serious teaching methodology, which through a dynamic course, allows the students to communicate in all day-to-day situations

*(Dirla Menezes,
Competitive Bid Assistant).*



The English course offered by Dom provides me with personal growth as well as considerable professional growth, since the English language is required in several circumstances of our lives. This course makes me feel appreciated in the organization, which is concerned with training its collaborators //



(Jeane Ribeiro,
Purchasing Assistant).



The desire/need to study English had been with me for some time, yet there always were other priorities that prevented me from enrolling in a foreign language course. When I joined Dom and heard about this project, I realized it was the opportunity that was missing. I seized this opportunity and intend to continue right up to the end!



//
(Ricardo Modesto, editor).

Timeout for Integration

As we acknowledge and support the right of every person to leisure, at least once a year we interrupt our activities and provide our collaborators with time out for fun and integration subsidized by the company and outside the work environment.

In 2007, the Experience Meeting, also part of the Participative Management Meetings project, had an entire round dedicated to sports and cultural activities, to games and diversion outdoors. In the same year, another day out occurred in December, when the collaborators were taken to the municipality of Mata do São João (BA), where they enjoyed a full day of respite oriented at integration, sports, leisure and rest from everyday activities at one of the hotels from the region.

In 2008, the company also welcomed spouses and partners of the collaborators at its integration event. On the occasion, the family members had the opportunity to learn more about Dom Publicações Legais and to take part in enjoyable, fun activities.

Besides the three important meetings, all the department and unit managers have





autonomy to determine timeout for integration in their respective areas.

In 2009, our goal is to maintain the program, stipulating a maximum interval of six months between each Timeout event.

Incentive to the Regular Practice of Sports

To encourage the collaborators to develop and maintain the habit of practicing sports, we have been subsidizing the weekly performance of soccer meetings, known internally as BabaDom, since August 2007. By October 2008, over twenty thousand reais had already been set aside for the payment of the soccer field rental, purchase of a ball and sewing of uniforms.

In 2009, we will condense the practices geared toward leisure in a single project.

Organizational Climate Management

In October 2007, we conducted our first organizational climate survey. Besides measuring the satisfaction of collaborators, the survey also aimed to identify points and aspects of our management that needed to be improved. The result of the survey indicated a general rate of satisfaction of **70.1%**. When questioned about their satisfaction at working for Dom, **86.7%** of

the collaborators indicated that they were satisfied or very satisfied. Other points that scored highly were the relationship among members of the work team (**89.8%**), freedom to speak, suggest, criticize and exchange ideas (**88.8%**) and confidence in decisions made by managers (**78.9%**). We identified improvement opportunities mainly in the performance appraisal systems and training and development plans, topics where the collaborators demonstrated dissatisfaction.

As of 2009 the climate surveys will be annual. With this periodicity, we hope to monitor the satisfaction of our collaborators with the activities performed over time. Improvement opportunities identified in each survey will serve as a basis to draft the plans of action for the following year.

Support to Development of the Community

Public Management Training Courses

Between November 2006 and June 2008, Dom Publicações Legais organized or supported public management training courses, meetings and seminars. The objective common to all these courses was to discuss matters of relevance to municipal management, such as internal control, finance and education, instructing the participants about these topics and emphasizing the importance of responsible action from all involved in order to attain the development of cities and of citizens.

There were eight courses and meetings about municipal internal controllership, competitive bids in the form of auctions, budget execution, preparation of social projects, municipal internal auditing and control of revenues of the municipality in the months of November and December, 2006. Two of these courses were driven at the direct and indirect professionals of municipal government administration, such as mayors, secretaries, technical professionals, public officials and suppliers; the others were open to the public. Six of these courses were offered free of charge. More than three hundred people took part in the courses and meetings in 2006.



In 2007, we supported nine courses and sponsored twenty-five. The events discussed topics such as education in the municipality, federal arrangements for education, instruction of auctioneers, municipal internal controllership, bids and contracts. Twenty-three courses were free of charge. All told, 2,524 people took part in the events, including municipal administration professionals, public officials, managers, municipal schoolteachers, mayors, aldermen and municipal secretaries of education, administration and finance.

Between January and June 2008, six events were held – four with the sponsorship of Dom. The topics discussed were municipal school management and electoral year. The public had free access to four of these events. All told, 1,250 people took part in the courses and seminars, including mayors, advisors, municipal managers and technical professionals.

The proposal to organize meetings, courses and seminars continues in place for the year 2009. Early on in the first week of January we will be offering the public officials from City Councils and Local Governments a free-of-charge course on Municipal Administrative Transparency.

“The Meeting was very useful to build up my knowledge. Many queries were answered; I hope there are other seminars like this one”

(Participant in the Meeting of the Court of Auditors of the Municipalities with Municipal Managers – Guidelines for the last year of management).

Support to Social Welfare Entity

Since 2006, we have set aside part of our financial resources for the maintenance of Casa de Apoio aos Municípios (CAM), a social welfare entity that offers services in the area of health care to poor people that leave the countryside in the state of Bahia for the capital in search of medical treatment. Between 2006 and 2008, over R\$ 90,000.00 were donated by Dom and used by CAM for the purchase of food, personal hygiene products and automotive fuels for the transportation of people served by the institution. With our assistance, in 2008 Casa de Apoio aos Municípios became the top provider of social welfare to people from the countryside that come to the capital in search of medical care.

In 2009, our intention is to maintain the financial support to entities of a social nature but also to start the culture of the voluntary contribution of our collaborators, through programs for donations of clothing, toys, food and other inputs, besides voluntary social work programs.

Support to Representative Entities

A new partnership began in 2008, this time with Associação dos Municípios da Micro-Região do Sudoeste da Bahia (AMIRS – Association of Municipalities from the Micro-Region of Southwest Bahia). We donated over R\$ 8,000.00 to this entity with the purpose of aiding the execution of the sustainable rural social development project. The project caters to rural communities from southwest Bahia, in the northeastern region of Brazil.

I-Digital

In 2007, we created our first project for the digital inclusion of local governments and city councils from Bahia. I-Digital offered free creation, hosting and maintenance of institutional sites to local governments and city councils that did not yet have them or that maintained them in a precarious way. Through this project, we aimed to offer these entities a way for them to be able to publish their news, photos, information of interest to the municipality and to citizens, ombudsman channels, approval of public accounts and other official publications. Once officially present on the Internet, it is guaranteed that the information of these municipalities is within the reach of any computer with access to the Internet, in any part of the world. In this manner, the municipality provides greater transparency to its actions and gains visibility.

With the help of E-Digital, over 20 municipalities from Bahia built their Internet pages and had their staff trained to operate the information input system of the site.



Customer Service Ombudsman Office

In 2008, we implemented our customer service ombudsman office. Its main purpose is to establish a direct channel of communication between client and company, a space for receiving complaints, accusations, critiques, praise and suggestions. A unified report containing the issues brought up by our clients is prepared at the end of each day. Processes are then monitored by a person in charge to guarantee the effectiveness of the contact.

Since October 2008, an average of 400 calls received per month has been recorded and the appropriate follow-up procedure applied to each one of them.

We will optimize the ombudsman department in 2009, creating a specific e-mail address whereby our clients can make suggestions, voice an opinion, criticize and evaluate our actions, services and products.



Human Rights

PRINCIPLE 2 – Avoid complicity in human rights abuses.

Our Commitment

It is our duty to ensure that our business and activities are not built on any type of human rights abuse, nor benefit directly or indirectly from this abuse.

Policies, Programs, Actions and Guidelines for 2009

Code of Ethics and Conduct

Dom Publicações Legais does not contract suppliers or establish partnerships with any individuals or legal entities that present, in their work proposal, any form of direct or indirect violation of the human rights of any person involved.

We also observe the restrictions of our legal system on the hiring of minors, on trainee and minor apprenticeship programs, to protect their rights.

In 2009, we will formalize this policy through a code of conduct of non-negotiable content applicable to collaborators, suppliers and partners, and the inclusion of a clause relating to the protection of human rights in all the contracts in which Dom is a party.

Human Resources

Monitoring of the hiring rates of employees belonging to minority groups.

Data from December 2008 (percentage in relation to the total headcount):

41,67% women;
38,46% blacks;
7,29% people over 40 years of age;
44,4% of women occupying senior management, management or supervision positions.

Informative Speeches

One of our goals for next year is to organize training programs and informative speeches about human rights geared toward collaborators, suppliers and partners, forms of respecting them in everyday activities and ways of identifying risks to these rights.

Labour Standarts

PRINCIPLE 3 – Uphold the freedom of association and the effective recognition of the right to collective bargaining.

Our Commitment

Besides defending and respecting freedom of association and recognizing the right to collective bargaining, we understand that it is our duty as a company to promote the effectiveness of these principles, actively encouraging our collaborators to be part of entities that represent their individual and collective interests without suffering any type of retaliation or discrimination as a result.

Policies, Programs, Actions and Guidelines for 2009

Organizational Policy

Dom Publicações Legais does not interfere in the decision of its collaborators to join a trade union or take part actively in the union movement. We ensure that there is no discrimination or retaliation against any collaborator that is a member of the union.

Our policy includes the distribution to our collaborators of newsletters produced by the trade union for them to learn about the actions and the movements of those that represent their interests.

Total representation by trade union

At present, 100% of our collaborators are represented by a trade union.

Open Doors

We encourage all the collaborators to know their rights as workers, and to know the entities and groups that represent their interests.

For this reason, in 2007, the Open Doors project started a series of actions that strengthened ties between our staff and the trade union that represents them.

We organized a visit by trade union representatives to the company facilities to present our activities, our physical structure and our structure of human resources. On the occasion, the union representatives came into contact with all the collaborators.

We also created a list for distribution of e-mails that created a direct channel of

communication between the trade union and the interested collaborators – messages sent by the union are delivered directly in the e-mail boxes of the collaborators, without undergoing any prior evaluation. The printed newsletters from the trade union that are distributed on our premises are also published on our bulletin board.

The company also sponsored the meeting of collaborators with the representatives of their trade union outside the work environment. On the occasion, all the collaborators were able to obtain answers to their queries and share their questions and issues of private interest.

We hope to organize another meeting among collaborators, trade union members and other trade representation entities in 2009.

Labour Standarts

PRINCIPLE 4 – Eliminate all forms of forced or compulsory labor.

Our Commitment

We have a permanent and unrestricted commitment to the non-tolerance of any form of forced or compulsory labor for direct or indirect execution of our activities. The exploitation of workers is not allowed under any circumstances.

Policies, Programs, Actions and Guidelines for 2009

Operations

Supplier Contracting Standards

We do not contract suppliers or establish partnerships with companies that are in any way related to practices of forced or compulsory labor.

In 2009, all the contracts entered into with suppliers and partners will include a specific clause prohibiting the use, by any of the parties, of forced or compulsory labor of any nature.

Human Resources

Collaborator Hiring Standards

Every work relationship in which we figure as the employer respects international standards for work and the labor legislation established by the legal system of Brazil, the

country in which we operate. We ensure that all the collaborators have prior knowledge of the activity that they will execute, of the work conditions and of the remuneration proposed, and that they have their right to withdraw from the organization at any time, at their own discretion, preserved.

Standards for the Remuneration System

We seek to establish fair remuneration for each job that exists in our organization. Salaries and benefits attain or surpass the local standards of the sector, are agreed on in advance with hired collaborators, expressly set down in a contract and duly recorded in the employment registration booklet of each employee, regardless of the nature of the activity.

We also value the fair, true and timely payment of social charges provided by the current legislation.

The organizational climate survey carried out in 2007 recorded that 70,5% of our collaborators were satisfied with the current remuneration system.

Job Description

To further guarantee the clarity and the transparency of our labor relations, we intend to create documents describing all the jobs that exist in the organization in 2009. This document will include a description of the activities and responsibilities of the job occupant, remuneration system applied thereto, as well as the requirements and the competencies necessary for any other person to occupy that position.

Lawsuits

The greatest demonstration of the adaptation of our labor practices to the standards of national and international legislation is that between the years 2006 and 2008 there were no lawsuits filed against our company by collaborators or former collaborators, or by bodies in charge of inspecting companies and their employment practices.

Labour Standarts

PRINCIPLE 5 – Effectively abolish child labor.

Our Commitment

We do not tolerate any form of exploitation of child labor or do business with companies that adopt this type of practice. We comply with the local, state and municipal legislation in the hiring of minors to guarantee that all explorative child labor is avoided.

Policies, Programs, Actions and Guidelines for 2009

Human Resources

Collaborator Hiring Standards

To comply with the legislation of our country and to fulfill international standards and our commitment to the eradication of explorative child labor and the assurance of health, safety, morals and education of youths, we do not hire people that are underage for any job.

100% of the job opportunities at Dom Publicações Legais comply with Brazilian legislation and international standards. Our greatest care is not allowing under age workers harm their physical, psychic, moral, social and academic development by the type of work carried out at our organization.

Operations

Supplier Contracting Standards

Under no circumstances we do contract suppliers or establish partnerships with companies that are in any way related to practices of explorative child labor.

A child labor exploitation repudiation clause will be included in all our contracts in 2009.

Labour Standarts

PRINCIPLE 6 – Eliminate discrimination in
respect of employment and occupation.

Our Commitment

The relationships that we maintain with our collaborators are built on the principles of ethics, of transparency, of impartiality, of respect and of dignity. We do not allow or tolerate discrimination of any employee, whether due to his or her race, color, religion, gender, age, nationality, sexual orientation, political standpoint, social status, civil status or physical condition.

Policies, Programs, Actions and Guidelines for 2009

Human Resources

Standards for the Remuneration System

We seek to establish fair remuneration for each job that exists in our organization. Salaries and benefits attain or surpass the local standards of the sector, are agreed on in advance with hired collaborators, expressly set down in a contract and duly recorded in the employment registration booklet of each employee, regardless of the nature of the activity.

We also value the fair, true and timely payment of social charges established by the current legislation.

Career Management

With the objective of neither distinguishing among or discriminating people in the work environment, all our hiring activities and promotions are performed with a basis on a single criterion: professional performance.

Monitoring of the hiring rates of employees belonging to historically discriminated groups.

Data from December 2008 (percentage in relation to the total headcount):

41,67% women;
 38,46% blacks;
 7,29% people over 40 years of age;
 44,4% women occupying senior management, management or supervision positions.

Ethics and Conduct

Creation of Code of Ethics and Conduct

In the year 2009, we will create a code of ethics applicable to direct and indirect employees. Among other topics, this code will aim to establish policies of non-tolerance of discrimination in the work environment.

Environmental Protection

PRINCIPLE 7 – Businesses should support a precautionary approach to environmental challenges.

Our Commitment

We think out our actions and plan our business taking into consideration our responsibility for the protection of our surrounding environment. Our constant objectives are to promote the rational use of inputs and natural resources, and whenever possible, the reuse and recycling of materials.

Policies, Programs, Actions and Guidelines for 2009

Conscious Consumption

Substitution of White Paper by Recycled Paper

In November 2006, 100% of the paper used by use for the printing of documents of internal and external circulation was white. As of December 2006, we began to substitute the use of white paper by recycled paper, aiming to contribute, even if indirectly, towards the reduction of deforestation and pollution rates and also towards the conscious consumption of water, wood and energy, resources involved in paper production. In September 2008, we attained our objective: only 2% of all the paper consumed in all our activities was white. Recycled paper is used in documents, envelopes, folders and business cards, for example; white paper is used mainly for the printing of some documents with a legal purpose, a situation in which its use is mandatory.

Digitalization of the Internal Communication

Our conscious consumption policy also contemplates the reduction of rates of use of paper for internal communication. Nowadays most of our notices and circular letters are sent via e-mail, through a distribution and receipt confirmation system, which has caused a substantial slump in the quantity of documents printed for internal use.

We also stimulate the use of instant communication programs instead of the use of telephones and fax machines, which guarantees a reduction in the use of electricity as well.

Reuse of paper

An initiative of our own collaborators was the reuse of the back of paper with printing already done on one of the sides as scrap paper for further printing or for the creation of notepads or notebooks.

Environmental Protection

PRINCIPLE 8 – Businesses should undertake initiatives to promote greater environmental responsibility.

Our Commitment

We believe that providing examples is the most effective way of promoting the ideas and the principles in which we believe. We promote the responsibility of our collaborators, suppliers, partners and clients, applying the principles of environmental education and conscious consumption in our businesses and activities.

Policies, Programs, Actions and Guidelines for 2009

Environmental Education

Informative Articles about Sustainability and Conscious Consumption

We utilize our online internal newspaper called *Diário Aberto* (Open Journal), to promote reflection associated with the environment and forms of promoting its protection. In the second half of 2007, the edition of the newsletter covered topics such as conscious consumption, environmental responsibility and sustainability. The main proposal was to show that the actions of each person in his or her personal and professional environments interfere in the general state of the environment.

In 2009, we will prepare and distribute to collaborators, partners and suppliers our *Guide on Conscious Consumption*, an illustrated introductory textbook that presents various simple practices of environmental responsibility that can be performed in the daily lives of all people.

Conscious Consumption

Working and Recycling

The “Working and Recycling” project was drawn up by collaborators from the Publishing department, the sector that consumes the most paper in the whole of the organization. Using the concepts of environmental awareness and reuse of materials, the collaborators organized the collection, storage and sale to specialized cooperatives of all the paper used by the company and that would be set aside for common garbage disposal. To encourage the participation of the other sectors, they created a kind of wallpaper that was used in all the company computers, the central theme of which was the importance of reusing materials and consuming them in a conscientious manner.



This recycling initiative arose with the Publishing sector, since the company was seeking admission in the United Nations Global Compact, in which one of the points emphasized refers to Social and Environmental Responsibility. Accordingly, we came up with the idea to recycle the material used. During almost 8 months we collected paper, newspapers and magazines to recycle. Then in October 2008, we called in a company to collect the material. There were approximately two tons of paper for recycling, sold for R\$ 284.00. The amount is not substantial, yet the greatest gain is with the trees that will no longer be felled and with the environmental issue //



(Sérgio Abade, Manager).



The money raised with the sale of paper w i l l



initially be earmarked for the purchase of mugs that will replace the disposable plastic cups currently used, as these are products that end up harming the environment. Another possibility is for the money raised to be donated to social welfare institutions //

(Anderson Soares, Lucas Menezes e Esdras Dantas, editors).



trabalhando e reciclando

Environmental Protection

PRINCIPLE 9 – Businesses should encourage the development and diffusion of environmentally sustainable technologies

Our Commitment

We constantly strive to adopt technologies that minimize the impact of our actions on the environment in our business.

Policies, Programs, Actions and Guidelines for 2009

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trabalhando
e reciclando

**Reciclar é um ato que deve estar
cada vez mais presente no nosso dia-a-dia.
Dar manutenção aos nossos recursos,
sejam eles de qualquer espécie,
é pensar no futuro e quem estará aqui
para viver o presente.**

**A natureza responde aos nossos atos de
negligência e insensatez.**

**“Ser subdesenvolvido não é “não ter futuro”;
é nunca estar no presente.”**

Arnaldo Jabour

- Wallpaper used in all company computers during “working and recycling” project.


Publicações Legais

Anti- Corruption

PRINCIPLE 10 – Fight corruption in all its forms, including extortion and bribery.

Our Commitment

We do not tolerate acts of corruption of any kind in the execution of our business or in activities related thereto.

Policies, Programs, Actions and Guidelines for 2009

Operations

Customer Service Ombudsman Office

In 2008, we implemented our customer service ombudsman office. Its main purpose is to establish a direct channel of communication between client and company, a space for receiving complaints, accusations, critiques, praise and suggestions. A unified report containing the issues brought up by our clients is prepared at the end of each day. Processes are then monitored by a person in charge to guarantee the effectiveness of the contact.

Since October 2008, an average of 400 calls received per month has been recorded and the appropriate follow-up procedure applied to each one of them.

We optimized the ombudsman department in 2009, creating a specific e-mail address whereby our clients can make suggestions, voice an opinion, criticize and evaluate our actions, services and products, or denounce the occurrence of actions of corruption related to our business.

Dialogue with Clients

Municipal Administrative Transparency Promotion Guides

Our clients are basically municipal administration entities, such as prefectures and town councils. In 2008, we commenced the distribution of 5 printed guidebooks containing practical information about how to foster transparent administration:

- 1) Practical guide for management of the constitutional principle of publicity;
- 2) Official document publication agenda;
- 3) How to publish bidding and direct contracting documents;
- 4) How to publish the fiscal management transparency instruments;
- 5) How to publish public accounts.

By December 2008, over 2,000 copies of each one of these guides had been printed. The printing of 25,000 new copies is planned for 2009,. The distribution will be to clients and non-clients.

Ethics and Conduct

Creation of Code of Ethics and Conduct

In the year 2009, we will create a code of ethics applicable to direct and indirect employees. Among other topics, this code will aim to establish policies of fighting corruption in all its forms.



Dom
Publicações Legais

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