



On the right course

Deloitte Serbia:

UNGC

Communication on Progress

Report for 2007-2009



Basic data

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Sector: Professional services.

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Brief description of nature of business

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

Statement of continued support for the UN Global Compact

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

Signature:

For Deloitte
Dragana Stanojevic



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 rights abuses

Our commitment or policy

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



Actions implemented

Impact day

Wishing to demonstrate their commitment to local communities, many Deloitte member firms each year choose a day of the positive impact to the communities where their experts live and work. This is Deloitte's IMPACT Day, usually organized in October. Activities are defined and organized locally, in order to suit the needs of the local communities.

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

Impact day October 2007 – “For children's smile”

Deloitte Serbia employees have chosen children to be their beneficiaries. Over 80 employees participated in decoration of the kinder garden's yard, were more than 300 children play every day. After the great welcome performance that children prepared for them in the morning, the Deloitte's volunteers started to paint the fence, plant winter flowers and clean the playing ground. Children shared their enthusiasm and joined their effort to make the surroundings more beautiful and pleasant.



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Impact day October 2008- Celebrate friendship!

Deloitte Serbia employees have chosen deaf children to be their beneficiaries. Over 80 employees participated in a decoration of the school yard of "Stefan Decanski" school, attended by 200 children. We painted the fence, planted winter flowers and arranged school yard. Also, friendly basketball game was played between Deloitte employees and pupils. Additional value of action was socializing with deaf children by which is shown that children with special needs should not be excluded from normal every-day life activities. About 40 children joined our effort to make the surroundings more beautiful and pleasant. On the same day Deloitte Serbia donated new baskets and toys adapted to children's needs.





Health and well-being initiative

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

In case of expensive medical treatment Deloitte financially supports its employees.

Child support

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

Children of all Deloitte employees get the New Years presents this applies to children up to 10 years old.

ACCA training

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

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Impact day	October 2007	55%
Impact day	October 2008	55%
Health programme	On-going	100%
Child support	On-going	5% (100% new parents)
ACCA training	On-going	25%
Transportation expenses	On-going	100%



Principle 3

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

Principle 4

Business should support the elimination of all forms of forced and compulsory labour

Principle 5

Business should support the effective abolition of child labour

Our commitment or policy

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

Actions implemented

CSR Champions

The on-going initiative "Corporate Social Responsibility Champions" was started in 2008. CSR Champions are a group of volunteers from every department in Deloitte Serbia office, devoted to developing and implementing CSR-related activities. CSR Champions' activities in 2008/09 period included the organization of Impact Day 2008 and Impact Day 2009.

People survey

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



Measurable results or outcomes

Activity	Date of completion	Percentage of participants
CSR champions	On-going	5%
People survey	Yearly survey (2009)	75%

Principle 6

Business should support the elimination and discrimination in respect of employment and occupation

Our commitment or policy

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

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

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

Deloitte Serbia currently employs approximately 50 percent of women on Manager and Senior Manager Positions.

Principle 7

Business should support a precautionary approach to environmental challenges

Principle 8

Business should undertake initiatives to promote greater environmental responsibility

Actions implemented

Impact day October 2009 – For green Belgrade

The employees of Belgrade Deloitte office, with the support of the Municipality of Savski Venac, the Public Utility Service "Zelenilo" and the Public Utility Company "Beogradvode" organized a voluntary action of cleaning garbage on the walking paths following the Sava River. Round 70 consultants and auditors devoted their time and effort to the local community with the aim to provide Belgrade with a clean and well-arranged place for walking and sports activities. That resulted with 5 truck of garbage moved from the bank. Results of Impact day activities are measured by number/percentage of participants from Deloitte.



Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Impact day 2009	October 2009	55%

Principle 9

Business should encourage the development and diffusion of environmentally friendly technologies

Our commitment or policy

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

"Green dot" programme

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

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





Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Waste paper bins	On-going	15 collection units
Sorting recyclable materials	On-going	100%
Toner recycling	On-going	100%
"Green" e-mail message	On-going	75%

Principle 10

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



Our commitment or policy

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

Actions implemented

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

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

Independence compliance confirmation

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

Anti money laundering

Anti money laundering training is obligatory for all employees.

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Ethics education	December 2009	88%
Independence training	December 2009	74%
Anti money laundering	December 2009	100%

Availability of COP

How does Deloitte Serbia intend to make this Communication on Progress available to the stakeholders?

Internal and external stakeholders

Communication on progress will be available on Deloitte Serbia website.

www.deloitte.com/rs

Internal stakeholders

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



About Deloitte

Deloitte is one of the world's largest professional services organizations, offering a wide range of world-class audit, tax, consulting, and financial advisory services. Our firm is singularly positioned with the scale, scope, and multidisciplinary capabilities necessary to address the most complex business challenges.

About Deloitte Central Europe

Deloitte Central Europe is a regional organization of entities organized under the umbrella of Deloitte Central Europe Holdings Limited, the member firm in Central Europe of Deloitte Touche Tohmatsu. Services are provided by the subsidiaries and affiliates of Deloitte Central Europe Holdings Limited which are separate and independent legal entities. The subsidiaries and affiliates of Deloitte Central Europe Holdings Limited are among the region's leading professional services firms, providing services through more than 3,500 people in more than 30 offices in 17 countries.

About Deloitte Serbia

In the Republic of Serbia, Deloitte doo affiliates of Deloitte Central Europe Holdings Limited. Deloitte Serbia is one of the leading professional services organizations in the country providing services in four professional areas — audit, tax, consulting, and financial advisory services — through more than 150 national and specialized expatriate professionals.

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