

# 2010 United Nation Global Compact COMMUNICATION ON PROGRESS



# How does SIVECO Romania apply the 10 Principles of the United Nations?

## Contents

SIVECO Romania – Message of the CEO .....	3
PRINCIPLE 1 Human rights .....	4
Businesses should support and respect the protection of internationally proclaimed human rights .....	4
PRINCIPLE 2 Human rights .....	5
Businesses make sure that they are not complicit in human rights abuses.....	5
PRINCIPLE 3 LABOUR STANDARDS .....	6
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining .....	6
PRINCIPLE 4 LABOUR STANDARDS .....	7
The elimination of all forms of forced and compulsory labour .....	7
PRINCIPLE 5 LABOUR STANDARDS .....	8
The effective abolition of child labour.....	8
PRINCIPLE 6 LABOUR STANDARDS .....	9
The elimination of discrimination in respect of employment and occupation .....	9
PRINCIPLE 7 ENVIRONMENT.....	10
Businesses should support a precautionary approach to environmental challenges.....	10
PRINCIPLE 8 ENVIRONMENT.....	11
Business should undertake initiatives to promote greater environmental responsibility .....	11
PRINCIPLE 9 ENVIRONMENT.....	12
Business should encourage the development and diffusion of environmentally friendly technologies ..	12
PRINCIPLE 10 ANTI- CORRUPTION.....	13
Businesses should work against corruption in all its forms, including extortion and bribery.....	13
How will we publicize this information?.....	14

## SIVECO Romania – Message of the CEO



**F**or our company, business ethics is the foundation on which we build the relations with customers, partners and employees and, at the same time, a powerful competitive advantage. A long term sustainable business cannot be developed unless you start with healthy principles, enforced in consistent manner, day in, day out.

**Q**uality of inter-human relations among all the interested groups represents a priority for our company. From this point of view, we consider as extremely important, in the interest of our shareholders, of the employees, of our partners and customers, of the community where we run our activity, that the company's management should be a model of ethic business behaviour.

**I**n all we undertake 18 years on we have envisaged complying with the code of professional ethics and the rules of professional conduct set by the company's procedures and we have ensured , at the same time, that our management is a performing, transparent and flexible one. All the decisions we make are taking into account the impact on the employees, shareholders, customers or the community.

**A**dhering to the Global Pact is an important commitment for our company. The decision to formalize into an annual report the mode in which we observe the ethic principles assumed at global level by the business worlds gives us the possibility to review and adapt the policy referring to employees, environment, community, but also to monitor the progress we have made.

**T**herefore, it is a great joy and honor for me to present our first **Communication Report regarding the implementation of the 10 principles of the United Nations Organization** within SIVECO Romania.

**Irina Socol, President and General Manager SIVECO Romania**

## PRINCIPLE 1 Human rights

*Businesses should support and respect the protection of internationally proclaimed human rights*

### COMPANY POLICY

The activity of SIVECO Romania abides by the local and international legislation regarding the respect of human rights. The values we support are concern for the customers, employees, partners and shareholders, impeccable quality of the products and delivered services, and the responsibility to the communities where we develop our activity.

The company SIVECO Romania has developed and applies internal procedures dedicated to the management and employees regarding the respect of human rights, quality standards, work safety norms, integrity and responsibility towards the environment. These procedures are periodically updated by the members of the managerial team and by the team in the Quality Assurance department. All employees of SIVECO Romania are trained on an annual basis on these procedures and checked upon the way in which they comply with them.

### ACTIONS TAKEN IN THE LAST YEAR

- ✓ We have consistently informed the employees (monthly) and whenever necessary through internal communications on the company's activity, according to the internal communication procedure – we have sent over 20 internal information, including newsletters;
- ✓ We have set up a point for collection of potential notices (anonymously) of the employees, thus respecting their right to an opinion. All the notices have were analyzed by the managerial team – activities to improve the signalled situations being under way, where it was decided as appropriate;
- ✓ In order that all employees should know correctly the legislation and reglements in force, an information system was set up containing the Romanian legislation to date. The database is updated on a daily basis
- ✓ All employees have been trained and checked on the measures of labor protection and the way in which they are applied
- ✓ During the period of AH1N1 pandemic, the increase of employees' vulnerability to the flu virus respectively, we have taken exceptional measures, with specialized medical assistance: frequent disinfection of objects touched by a large number of employees, as well as information regarding the methods for avoiding flu (see GRI indicators LA 9)

## RESULTS

- ✓ 0 labour incidents (see GRI indicators HR4)
- ✓ Increase of employees competencies due to training programs they have attended and to regular evaluations
- ✓ 0 sicknesses caused by AH1N1 virus.

## PRINCIPLE 2 Human rights

*Businesses make sure that they are not complicit in human rights abuses.*

### COMPANY POLICY

Principled and virtually, the employees is the most precious asset of our company. At the same time, we have to mention that by a performing management, employees are guaranteed and virtually ensured the most important right – the right to work and to the dignity this entails.

Our company ensures that employees should not be privileged or victims of discrimination because of their race, nationality, ethnic background, language, religion, social status, sexual orientation. Our employees have the right to equal salary for equal work, to an equitable and satisfying remuneration, the right to set up trade unions and to affiliate to trade unions, right to medical care, to social security and to social services.

Our shareholders, suppliers, partners and collaborators respect the human rights.

In the relations among employees, we encourage integrity and honesty.

Through the educational projects developed in partnership with NGOs, public and private institutions with which we share fundamental moral values, our company contribute to the democratization of access to information and to the expression mechanisms for all the citizens.

SIVECO Romania has adhered to several global alliances of good practices in business, whose standards and ethical principles it takes on: United Nations Global Compact, under the aegis of United Nations Development Programme (UNDP), and Partnership Against Corruption Initiative (PACI ), under the aegis of World Economic Forum.

### ACTIONS TAKEN IN THE LAST YEAR

- ✓ In order to ensure maximal transparency to the company's activity, at the beginning of the year we have made public to employees and the public opinion, expressly, the balance sheet and the development strategy for the next year.

- ✓ Within the professional and business associations we are active in, we have promoted carrying out and assimilating of international good practices by the local business environment. This way, we have contributed to the achievement of 2 codes: The code of corporate governance of AmCham and the Code of good business practices of ANIS – The Employers’ Association of the Software and Services Industry **(see GRI indicators S05).**
- ✓ We have actively supported civic conferences organized by ARDOR, promoting the civic rights of the young generation, within the project "On the good usage of democracy" (3 conferences in 2009), **see GRI indicators S05.**
- ✓ Within the partnership with the Romanian Academic Society (SAR), one the most powerful voices of civil society in Romania, we have promoted the ideas of freedom, democracy and good governance in Eastern Europe. Objectively, within a project dedicated to the curricula reform, along with ă cu SAR, we have significantly paid our contribution to in the reforming of the Romanian education system, basis of reforming the entire Romanian society **(see GRI indicators S05.)**
- ✓ We had an open dialogue, continuous with the organizations promoting human rights – such as Pro Democrația, World Vision Romania, Transparency International Romania, Salvați Copiii (Save the Children), **see GRI indicators S05.**

## **RESULTS**

- ✓ There was no reported case of human rights abuse
- ✓ Our contributions to the actions mentioned received public recognition, including by granting the award Ruban d’Honneur within the European Business Award 2009

## **PRINCIPLE 3 LABOUR STANDARDS**

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

### **COMPANY POLICY**

The employees of our company have the freedom to join any trade union, at their choice.

All employees are free to be part of any association or nongovernmental foundation.

Every employee has the right to negotiate his/her salary.

In conformity to the legislative provisions, the employees of SIVECO Romania have expressed their will to be represented at the bargaining of the clauses of the Collective Labour Contract by employees chosen through the vote of at least half of their total number. These promote and defend the employees interests in the relation with the employer, the duration of their mandate is of 2 years.

### **ACTIONS TAKEN IN THE LAST YEAR**

The representatives of employees have monitored the observance of the employees' rights, have promotes the employees ' interests referring to salary, labour conditions, working time and rest time, as well as work stability.

### **RESULTS**

No labour conflict has been reported



## **PRINCIPLE 4 LABOUR STANDARDS**

*The elimination of all forms of forced and compulsory labour*

### **COMPANY POLICY**

In our company is excluded any form of forced and compulsory labour.

Through the individual labour contract for each employee the duration of the labour day is specified to 8 hours, the right to holidays and trainings. Every employee receives much more than the minimal wage per economy according to the job offer and to the individual CDP (Career Development Plan) where each employee sets with his/her hierarchical supervisor which are the KPI (Key performance indicators).

Also, every employee has the right to terminate anytime the legal labour relations.

The development of all these aspects represent the subject of internal procedures: P-QS-07-01- Management of the Recruitment Process; P-QS-07-02-Management of the Training Process; P-QS-07-03-Career development Planning; P-QS-07-04-Exit of Personnel; P-QS-07-06-Management of the Work Environment ; P-QS-08-02- Internal Communication; P-QS-08-03- Internal Audit

### **ACTIONS TAKEN IN THE LAST YEAR**

- ✓ The procedures are updated on an annual basis.

### **RESULTS**

- ✓ No incident to report
- ✓ SIVECO Romania has gained a good reputation on the labour market, being one of the most searched for employers, according to Top 50 successful companies, 'Capital' magazine, editions 2007 and 2008 **(see GRI indicators HR7)**.
- ✓ The employees' retention level with longer years of service is extremely high (over 98%)
- ✓ In 2009, a year marked by global economic recession, the employees of SIVECO Romania benefited from all additional gratifications due to good performance and seniority.

## **PRINCIPIE 5 LABOUR STANDARDS**

### *The effective abolition of child labour*

#### **COMPANY POLICY**

The company SIVECO Romania supports the abolition of child labour

### **ACTIONS TAKEN IN THE LAST YEAR**

- ✓ We do not hire persons under the age of 18



- ✓ We encourage the assertion of talented and gifted children through organizing of activities (the contest .campion, intensive training program in IT. In 2009, 2,000 pupils have registered in this competition.
- ✓ We encourage helping and motivating children with limited material resources by raising awareness among our employees of the campaigns of nongovernmental organizations with dedicated projects (World Vision, United Way Romania, Ovidiu Rom). The employees are encouraged to develop voluntary activities in these projects.

## **RESULTS**

- ✓ We have collected 120 forms from our employees for transferring 2% of the income tax to 4 nongovernmental organizations helping poor and sick children (see GRI indicators HR6).

## **PRINCIPLE 6 LABOUR STANDARDS**

### *The elimination of discrimination in respect of employment and occupation*

#### **COMPANY POLICY**

Our company encourages equal opportunities.

Neither employee is subject to any form of discrimination based on gender, race or physical abilities.

Any form of physical or verbal harassment is strictly forbidden.

In our company there is a balanced ratio of management positions, in conformity to the European Union requirements regarding elimination of stereotypes on the labour market.

We consider that at this moment SIVECO Romania offers one of the most attractive benefits packages among businesses in Romania.

#### **ACTIONS TAKEN IN THE LAST YEAR**

- ✓ All employees have benefitted from private medical insurances and annual medical check up
- ✓ At the company's premises have been arranged facilities necessary to disabled persons
- ✓ All employees have benefitted from free transport possibilities to and from the company's HQ

- ✓ All employees have benefitted of meal tickets; on the company's premises there was set up a facility so that employees could have lunch in a decent environment.

## **RESULTS**

- ✓ No discrimination-related incident has been reported (see GRI indicators HR4).
- ✓ In 2009, the managerial positions were occupied in a ratio of 48% by women and 42% by men.
- ✓ In the company's board there are 4 women and 3 men.

## **PRINCIPLE 7 ENVIRONMENT**

*Businesses should support a precautionary approach to environmental challenges*

### **COMPANY POLICY**

As leader on the software market, our company assumes its responsibility towards the environment, by promoting good practices in environmental issues and cultivating these values through its policies of partnerships, through involvement in programs developed by organizations from the business environment and the nongovernmental sector

### **ACTIONS TAKEN IN THE LAST YEAR**

- ✓ Our company has received from AFAQ AFNOR the ISO 9001 2008 accreditation, in the year 2009, thus certifying the quality of our products and services delivered to our customers
- ✓ We have elaborated an employees' mobility plan that reduces pollutant gases, participates in reducing the traffic jams and diminishes employees stress
- ✓ We encourage internal and external communication via email, to detriment of paper. In 2009, the employees have received over 20 such information (newsletter, specific actions etc)
- ✓ We have reduced by 30% travel outside the company in favour of conference calls (telephone conferences) and to webinars.

### **RESULTS**

- ✓ The employees' mobility plan ensures a reduction of CO<sub>2</sub> emissions of some 28 tones per year. Practically, our company ensures daily a number of 6 minibuses for taking over the employees

from different places in the Capital and their transportation to the office and back, too. Every day 22 drives are made to take over an average number of 400 employees. If these had not been made available to employees, we may say that Bucharest would have been „loaded” with at least 200 motor cars **(see GRI indicators EN 18)**.

- ✓ Our company has been nominated in 2009 in the top “10 green companies” by the magazine ComputerWorld.

## PRINCIPLE 8 ENVIRONMENT

*Business should undertake initiatives to promote greater environmental responsibility*

### COMPANY POLICY

SIVECO Romania focusses its efforts towards a sustainable development, both as regards the economic financial performance and as regards the social and environment performances. We appreciate that long term development can be based only on a strategy where the financial and market objectives are compatible with the expectations of the main co-interested groups, customers and partners, shareholders, employees and community, as well as with the legal and moral obligations concerning environment protection.

### ACTIONS TAKEN IN THE LAST YEAR

- ✓ We have concluded 2 partnership with suppliers from the publicity industry that use recyclable paper
- ✓ We have carried out an awareness campaign among the employees, but also among all the partners, suppliers, customers and potential customers, of all those with which we relate by including in the electronic signature of a dedicated message “*Please consider the environment before printing this email*”
- ✓ We made investments in appliances with low energy consumption: computers, servers, displays, peripherals, lighting fittings, electrical equipment.
- ✓ We organize activities of paper collecting and its transmission to the recycling centers, on a regular basis.

## RESULTS

- ✓ The number of presentations on CD or DVD has increased by 20%
- ✓ The cables network and the A/C (airconditioning) systems installed on the new premises allow increasing the efficiency of the energy consumption (by over 20%), **see also GRI indicators EN 30.**

## PRINCIPLE 9 ENVIRONMENT

*Business should encourage the development and diffusion of environmentally friendly technologies*

### COMPANY POLICY

On the background of concerns regarding preserving a healthy environment, the specialists of our company imposed themselves as promoters of „Green Economy” principles, proposing ecological IT solutions. The SIVECO Romania solutions for waste management, of documents and workflows management or of transport management allow rational use of the resources necessary to any organization, paper, fuel and energy etc.

SIVECO Romania covers its need for equipments by investing in low energy consumption installations: computers, servers, displays, periferrals, lithing fittings, electrical equipment. The cables network and the climatizer systems installed on the new company's premises allow increasing the efficiency of the energy consumption.

### ACTIONS TAKEN IN THE LAST YEAR

- ✓ In 2009 we have launched a new version of SIVECO Applications 2011, the integrated ERP package, containing solutions for waste management, of documents and workflows management or of transport management. These allow the judicious use of the resources necessary to any organization, paper, fuel and energy etc.
- ✓ According to the company's environmental policy, SIVECO Romania has undergone continuous evaluation and controlling the environmental aspects aiming to prevent pollution
- ✓ Specific materials and utilities consumptions were monitored and optimized, while losses have been minimized
- ✓ Solutions for waste recycling have been identified and applied.

## RESULTS

- ✓ 0 environmental accidents produced by fire;
- ✓ Reducing the annual paper consumption by 3%;
- ✓ Reducing the annual energy consumption by 3% (see GRI indicators EN5).

## PRINCIPLE 10 **ANTI-CORRUPTION**

*Businesses should work against corruption in all its forms, including extortion and bribery*

### COMPANY POLICY

Our company fights against any forms of corruption including bribery, political influence, external pressure or extortion.

SIVCO Romania has adhered to the Partnership Against Corruption Initiative in 2006.

Partnering Against Corruption Initiative (PACI) is based on a set of principles of corporate civism as defined by the World Economic Forum in collaboration with Transparency International and the Basel Institute of Governance.

### ACTIONS TAKEN IN THE LAST YEAR

- ✓ We have developed and updated the company's anti-corruption manual, every employee is trained and audited for knowing and applying it (see GRI indicators S03).
- ✓ We have promoted among our partners, customers, all interested groups the company's anti-corruption manual – including posting on the website of the Sustainability Report where it is explicitly expressed the fighting corruption attitude
- ✓ The possibility for signalling any corruption act was made available to all employees
- ✓ We have carried out the self-evaluation process according to PACI

## RESULTS

- ✓ No employee has been involved in corruption actions.

## How will we publicize this information?

The 10 Principles will be made available to employees, suppliers, shareholders, mass-media, as well as to the large audience on our website [www.siveco.ro](http://www.siveco.ro)

The annual Social Responsibility Report 2010-2011 will indicate our commitment in support of the UN Global Pact.

SIVECO Romania  
Victoria Park  
73-81 Bucuresti-Ploiesti Drive,  
Building C4, District 1, 013685, Bucharest, Romania  
Tel: (4) 021 302 3300  
Fax: (4) 021 302 3391  
[www.siveco.ro](http://www.siveco.ro)

