

Câmara São Paulo
Tel.: (+55 11) 5180 2326
Fax: (+55 11) 5181 7013
E-mail: csrmercrosul@ahkbrasil.com
Internet: www.ahkbrasil.com

Global Compact / Communication on Progress 2010 Brazilian-German Chamber of Industry and Commerce

Message from the Chairman

Proceeding with our engagement in Global Compact principles, below we herewith present the improvements we reached since the last year. Also we are deepening the awareness of our employees and customers, concerning Human Rights, Labour Standards, Environment and Anti-Corruption. Farther, we are sending our “[2009/10 Annual Report](#)”, which among other informations, also contains our ethic code.

We understand that the evolution our institution is going through, will take a certain period of time and will also be subject to trail and errors. However, obstacles should not diminish our commitment to Global Compact guidelines.

Thomas Timm
Executive Vice President
Brazilian-German Chamber of Industry and Commerce

Principles

Human Rights

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

Systems	Actions	Performance
Human Resources	In addition to the requirements of the law, the German Chamber also offers fringe benefits	- Partial contribution to a pension fund for the employees. - Health care fully paid. - Subsidy of the lunch meal from the employees.
Executive chair	Monitoring of the workplace	- Weekly meetings (every Tuesday) of all directors and managers of the institution to exchange information.
Human Resources	Diversity	- The German Chamber organized a presentation on diversity among Brazilians and Germans, held by a specialist, on September 2009. - Daily dealing between employees from Germany, Brazil and Mercosur countries. There is a mix of nationalities that employees has to respect, according to the Ethic Code.
Human Resources	Fire brigade and training	- Some employees are trained annually to act in case of fire. - Every year, all employees participate of a “Recycling Event”, to remind and update them about environment aspects and other relevant aspects.
Operations	Customers monitoring	- Customers requests and opinions are monitored through ISO 9000 and 14000 procedures (evaluation questionnaire and indicators).
Community Development	Donations by “Portaldajuda”	- Support by disseminating, providing facilities and administrative services to “Portaldajuda”, which donors durable goods to many kinds of institutions for poor childrens, elderly persons, chemically dependents, so as other institutions.

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

Systems	Actions	Performance
Human Resources	Hiring procedures	- Every hiring process follows ISO 9000 procedures, which are duly documented, so as Ethic Code must be followed, against any kind of discrimination.
Ethic Code	Fulfill of the Ethic Code	- In beginning of 2009 a Ethic Code was created, inviting all employees and the entire net of contacts to fulfill it and disseminate it.

Labour Standards

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

Systems	Actions	Performance
Human Resources	The employees and related union	Employees are represented by the union association: "Sindicato dos Empregados de Agentes Autônomos do Comércio e em Empresas de Assessoramento, Perícias, Informações e Pesquisas e de Empresas de Serviços Contábeis no Estado de São Paulo (EAA)".
Operations	Service improvements, employees channel	- Employees can suggest, complain and offer improvements through the "Box of suggestions" or the "Improvement reports", following ISO 9000 procedures.

Principle 4: the elimination of all forms of forced and compulsory labour.

Systems	Actions	Performance
Responsible Services	Suppliers control	- All suppliers are previously evaluated through some ISO 9000 and 14000 criterias, which includes an ethical conduction and a reliable historical – proven/evidenced through documents and the signature of an evidence.

Principle 5: the effective abolition of child labour.

Systems	Actions	Performance
Responsible Services	Contracts with employees	All contracts signed by employees and suppliers followed the law against any form of forced labor and use of child workforce in the supply chain. These are also quoted at the Ethic Code and has to be followed.

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

Systems	Actions	Performance
Human Resources	Employees career	Hiring and promotion of staff are based of ISO 9000 internal procedures.
Human Resources	Cultural integration	German and Spanish classes are offered to key employees. Just a small plot of the monthly payment has to be paid by them.

Environment

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

Systems	Actions	Performance
Responsible Services	Monitoring of the Environmental Impact of services	Annually, environmental indicators are compiled, to guide and control environmental aspects.
Infrastructure	Awareness of employees	Lectures about environmental awareness are constantly send per e-mail to all employees, for the rational use of water, energy consumption, plastic cups, batteries and paper.

Events	Monitoring of carbon emissions	<ul style="list-style-type: none"> - Each event and activity has its carbon emissions compensate through carbon purchase, which involves a project of reforestation of native species (Carbon Fix). - All emissions generated by employees to and from the working place are included in the institutions emissions inventory and compensated by reforestation with natural species.
Responsible Services	Quality and Environment Committee	The Quality and Environment Committee is constituted by the Executive Vice President, the Environment and Quality Directors, so as the Internal Auditors, who get together to discuss, improve, take corrective actions and assure that the Environmental criterias from ISO 14000 are being followed.

Principle 8: undertake initiatives to promote greater environmental responsibility.

Systems	Actions	Performance
Sustainable Waste Management	Recycling	The paper, plastic and glass waste are all recycled. Employees are constantly being aware about their responsibilities.
Environmental Responsibility	Von Martius Sustainability Award	General Public is encouraged to implement environmental and social projects through Von Martius Sustainability Award.
Environmental Responsibility	Audits	Internal audits are done every year for inspection and constant improvement of environmental system. Further, external environmental audits are done by BR TÜV, for renewal of ISO 14000 certification.

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

Systems	Actions	Performance
Operations	Activities from the departments	All departments, however mainly departments of Environment and Foreign Trade are constantly committed to propagate friendly technologies between Germany, Brazil and Mercosur countries, due Chambers commitment to Environmental and Ethical issues. These is done through services and publications launched by the Chamber.

Anti-Corruption

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

Systems	Actions	Performance
Ethic Code	Compliance of the Ethic Code	All employees are aware from the Ethic Code so as about his compliance. Those who does not follow it, will be reported to the chairman, who will take the appropriate action.
Board of Directors	Board of Directors monitoring	The Board of Directors are constantly informed/updated about progress of activities.
Auditing from Brazil	KPMG audits of financial procedures	Annually, KPMG does an auditing of all financial procedures, which includes normative standards about corporate accounting and transparency.
Auditing from Germany	DIHK Berlin financial audits	The central office of the German Chambers (DIHK Berlin) and the German Ministry of Economy regularly executes financial audits, after each replacement of the Executive Vice President or after 5 years.

T:\CSR\GlobalCompact\COP German Chamber 082010.doc