

COMMUNICATION PROGRESS REPORT – COP

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CREA-PR
August 2010

1. MESSAGE FROM THE PRESIDENT

Condone the involvement of CREA-PR - Regional Council of Engineering, Architecture and Agronomy of Paraná with the 10 principles of Global Compact is the purpose of this document. From the membership of the Council in August 2009, we note the large number of actions taken on respect for human rights, labor relations, the environment and fighting corruption. This motivates us every day to get in our actions in accordance with the provisions of the Global Compact.

Our guidelines as public administration, motivates us, beyond the achievement of our core business, which is the supervision of professional practice in the areas of Engineering, Architecture, Agronomy and Geosciences, to seek continuously the activities within a management system back to results where employees have their progress through the meritocracy and seek continuous improvement of procedures, thus enhancing the commitment and respect for the commonweal.

Working with the management of public institution is a challenge that requires strategic alignment harmonized with stakeholders, it is imperative for transparency in management and implementation of guidelines, objectives and targets. Our purpose is to provide citizens with greater security when their demands for solutions in areas of Engineering, Architecture, Agronomy, Geosciences and Technology professions in their upper and middle levels, striving for excellence in regulation, organization and control the activities of these professionals.

The Council celebrates 76 years in 2010 and promotes activities for the growth of the state, improving the working environment and ensuring the rights of over 55,000 professionals registered. For this, the Council is present in the main cities of the state, where are the Regional Apucarana, Curitiba, Cascavel, Londrina, Maringa, Ponta Grossa and Pato Branco, and 31 Provinces, which speeds the delivery of services to professionals and companies within the System CONFEA / CREA.

Turning to sustainability requires a commitment that we are prepared to assume. We have implemented a model of cooperative governance, developed in all regions of the state, which aims to decentralize the decision-making action, and discussion with the different public, on how to meet the needs of professionals and society in the search results.

Being a signatory institution of the Global Compact, and support in the form of action taken during this administration, brings new challenges, one being the establishment of the Sustainability Report, which contribute heavily to expand the transparency of the current and future administration.

In the following pages we present in detail the efforts of the CREA-PR in working with the Global Compact principles in the expectation of always seek to improve the excellence of our actions, products and services.

Eng. Agr. Álvaro Cabrini Jr
President

2. PROFESSIONAL SYSTEM - CONFEA / CREAS

The System CONFEA / CREA was established on December 11, 1933, from the collective efforts of professional organs that require a regulation for activities which they carried. Initially only included engineers, architects and surveyors, and now also cover agricultural engineers, geologists, geographers, meteorologists, agricultural and industrial technicians.

Following its main goals of defending the society, regulate the profession, adopt professional ethics and enforce professional practice, the system CONFEA / CREA has created throughout its history conditions to extrapolate their merely notary duties, to enter the Brazilian institutional picture in a remake of professional culture. One of the goals of the System CONFEA / CREA is to keep the planning work to ensure the full development of professional, science and technology activities, for the comfort and well being of the population.

Integrate the System CONFEA / CREA:

- The Federal Council of Engineering, Architecture and Agronomy - CONFEA
- The Regional Councils of Engineering, Architecture and Agronomy - CREA
- The MÚTUA of Assistance to the Professional Engineering, Architecture and Agronomy

The CONFEA - created by Decree No. 23.569 of December 11, 1933, established pursuant to Law No. 5194 of December 24, 1966 as a federal agency, with headquarters and jurisdiction in Brasília - DF, with jurisdiction throughout the national territory, has the institutional role of superior instance of the System CONFEA / CREA, standardizing and judging at 3th and ultimately the issues submitted to it.

The CREAS - created by Decree No. 23.569 of December 11, 1933, formed under

Law No. 5194 of December 24, 1966 as a federal agency, with headquarters and jurisdiction in the capitals of the States of the Federation, with jurisdiction in their respective territory, has the institutional role of first and second instances of the System CONFEA / CREA. Currently, the functions of CREAS are laid down in Art. 34 of Law No. 5.194 of 1966.

MÚTUA - is a civil society, non-profit on aid. CONFEA been created by, through Resolution No. 252 of December 17, 1977, as the legal authorization under art. 4 of Law 6.496 of December 7, 1977. The Mútua is linked directly to CONFEA, has legal personality and own patrimony, based in Brasilia and representations to the CREAS. Aims to provide for those who enroll in it, plans for welfare benefits, private pension and social assistance, in accordance with their capacities and provided that safeguarded its economic and financial balance.

The Law No. 5.194 of 1966, which regulates the professions of engineer, architect and agronomist, gives CONFEA its mission and purpose, as defined in Article 1:

"The professions of engineer, architect and agronomist are characterized by the achievements of social and human interests that lead to the achievement of the following projects:

- a. exploitation and utilization of natural resources;
- b. means of transportation and communications;
- c. buildings, services and urban, rural and regional equipments in their technical and artistic aspects;
- d. facilities and means of access to the coasts, courses and water organs and land extensions;
- e. industrial and agricultural development.

This approach characterizes and gives the definitive sustenance to the reserved professional exercise, privilege of professionals in Engineering, Architecture and Agronomy, leaving them the responsibility and ethical duty to manage the risks inherent in their accomplishments protecting the interests of society as to the health and safety citizens and the preservation and respect for the environment.

2.1 TECHNICAL RESPONSIBILITY

Register works and services in the areas of Engineering, Architecture and Agronomy, identifying those responsible for the technical execution of works and services is the

goal of ART - Explanation of Technical Responsibility, established by Federal Law No. 6.496/77 and allied to the Federal Law . No 5.194/66.

Through ART is possible to characterize before the law the rights and obligations between professionals and contractors, and to determine the professional responsibility, being it technical, ethical, civil, penal and labor. Registration of ART is done in the CREA-PR in each project of work or service to be done in the areas of Engineering, Architecture and Agronomy.

The ART has a fundamental role in developing the attribution of the Council, which is to apply, verify and monitor the exercise of legislation regulating the professions of areas related to Engineering, Architecture and Agronomy. The ART ensures the society works and services designed with robustness and security, since it identifies the technical responsibility of them.

For the professional ART is important because: it guarantees the copyright, proves the existence of a contract, even where it has been done verbally, guarantees the right to compensation as it becomes a proof of performance a service, defines the limits of liability so that the professional is only liable for the activities techniques that performed; serves as a supporting document for the purpose of special retirement; all registered services in the form of ART at the CREA will make up the technical collection of professional, helps to improve the quality of services provided.

2.2 INSPECTION ACTION

To promote the protection of careers in Engineering, Architecture, Agronomy and Geosciences through actions that are committed to quality and innovation. This is the mission of the inspection conducted by CREA-PR, as required by Federal Law.

Among the goals is to achieve excellence in processes and results of the inspection, based on the procedures for ISO 9001:2008 Certification.

Among the inspected actions are the routine, care of claims and programmed, among which FEF - Review of Developments in Operation; FPI - Preventive Integrated Inspection; FLOP - Review of Procurement and Public Works and the FIA - the Integrated Inspection Accessibility.

CREA-PR has been continuously improving the level of inspection procedures, counting with control staff as advisors and analysts qualified for both the planning as to the implementation of enforcement action.

In 2009, 6.640 inspections were carried out in developments in operation; 1.144 in public works inspections, 16 inspections of integrated accessibility, were monitored

967 bidding documents, 30 claims, 36 preventive inspections included, 59.795 civil works, architecture, agronomy and geosciences and supervised performed 272 reports os Municipal Governments.

In 2010 already 3.864 inspections were carried out in developments in operation; 1.247 inspections on public works, were monitored 613 bidding documents, 36 integrated preventive inspections; 31.672 works of engineering, architecture, agronomist and geosciences inspections and made 73 reports of Municipal Governments.

FINANCIAL SUSTAINABILITY OF SYSTEM CONFEA CREAS

The revenues from the CREAs consist of the collection of fees and charges and Responsibilities Technical Notes - ART and fines arising from the inspection process.

Of this amount, CREAS monthly pass along:

- a) To the CONFEA, 15% of the collection of fees and charges and 12% of revenues from the ART;
- b) To the MÚTUA, 20% of revenues coming from the ARTs, and from this amount 70% remains in the State MÚTUA and 30% goes to the National MÚTUA.

Rests to the CREAS the financial management of 68% of the amount collected to the ART and 85% of the amount collected from fees and charges.

3. INSTITUTION'S PROFILE

At the first plenary meeting of the CONFEA, in 1934, was established by Resolution No. 2, the organization plan of the first regional councils, which had about their composition. By Article 1 of this resolution, the country was divided into eight major regions becoming the 7th in the Paraná region, based in Curitiba.

Today with 76 years of history, the Council shows itself responsive, efficient, and given the aspirations of the new time.

As a federal agency, with powers delegated by the Union and in order to ensure and supervise the professional practice of the affected areas of System CONFEA/CREA in their achievements in the interest of society. Constitutes a "stand-alone service created by law with legal personality under public law, equity and own revenues, to perform activities typical of Public Administration, which requires for its better functioning decentralized administrative and financial management."

CREA has two striking characteristics: a professional diversity and hybridity

constitutional. It is a pluralistic organization. It courts the practice of engineering, architecture, agronomy, and the geosciences, bringing full professional, technologists and technicians and rallying nearly three hundred titles of these scientific and technological professions.

It is also a hybrid organization, being at the same time, government agency and representation of civil society. At first, is a federal agency monitoring and inspecting the exercise of the professions courted by. But it also shows as both corporate offices of the professional community. This is due to the fact that its governing body is composed of representatives of professional society through corporate directions. The counselor and inspectors come from professional associations and educational institutions. Who is represented on the governing body of the system is the organized civil society and the educational system concerning to the professions.

Deliberative organs of the Council

Plenary - The Plenary is the Council itself. It is the highest instance of CREA and among the many functions of the Plenary, as determined by law, are: to decide, on appeal, the issues addressed by Specialized Chambers and make normative acts for inspection of professional practice. Its operation is parliamentary structure and the counselors have equal participation.

Aiming to provide subsidies to the better performance of the councilor, since he is considering the administrative processes, the CREA-PR promotes permanent event, called PRO-PLENO, which constitutes a space for discussion, learning and training of counselors so that they are able to give care to the principles of agility, legality and impartiality in the analysis and judgments of the deliberative and executive areas.

Specialized Chambers - The Specialized Chambers have, among other things, prosecute violations of the Ethics Code; establish the standards for review of their professional specialties, enjoy and judge the demands of professionals and companies registered; determine the capitulation of the violation and enforce penalties and fines. The Chambers have decision-making autonomy in matters of interest to their respective modalities. The Plenary is composed by all the members of the Specialized Chambers.

CREA-PR is organized in specialized chambers corresponding to eight professional modalities:

CEA - Specialized Chamber of Agriculture;

CEARQ - Specialized Chamber of Architecture;

CEEC - Specialized Chamber of Civil Engineering;

CEEE - Specialized Chamber of Electrical Engineering;

CEEMM - Specialized Chamber of Mechanical Engineering and Metallurgy;

CEEQ - Specialized Chamber of Chemical Engineering;

CEEST - Specialized Chamber of Labor Safety Engineering;

CEGEM - Specialized Chamber of Geology and Mining Engineering.

Executive organs of CREA-PR

Presidency - The Presidency is the highest organ of administration of the Council. The President shall, in addition to managing all the administrative structure of the CREA, fully preside it. The president is elected by secret vote, direct and voluntary of the professionals regularly registered at the Regional Council and fulfills the mandate of three years.

Directors - The Directory is an administrative body of CREA-PR. Members are directors elected by the Plenary, for a term of one year.

Subsidiary organs

Commissions – By the Internal Rules of CREA-PR, commissions are subsidiary organs considered in the organizational structure, assisting in administrative matters of the Presidency and the Directory. Each commission has specific functions.

Permanent Commissions:

Technical Collection;

Education of the System.

Professional Ethics;

Budget and Purchasing;

Quality and Professional Appreciation;

Accounts Taking;

Temporary Commissions:

Accessibility

Rates Analysis;

Coordinators;

Assessments and Skills Engineering;

Professional Legislation;

Mediation and Arbitration;

Environment;

Renovation of the Third;

Agronomy Workgroup;

Pesticides Workgroup;

Assessment of Accidents at Work Workgroup;

Mapping and Surveying Workgroup;

Civil Workgroup;

Urban Drainage Workgroup;

Master Plan Workgroup;

Pro Gender Equity Workgroup;

Transport Workgroup;

Provinces - are decentralized organs of CREA to contribute to the improvement of inspection and professional practice. Each province is composed of up to eight inspectors, representatives of the eight areas corresponding to the Specialized Chambers. One is designated the chief inspector, responsible for the direction of the Province.

4. POLICY AND MANAGEMENT SYSTEM

QUALITY POLICY

The Policy was established through a process involving Directory, Managers, Advisors and Facilitators of all Regional Offices and Counseling, considering the purpose and nature of activities and the commitment to meet the legal requirements and continual improvement of Management System Quality - SGQ. The Quality Policy is evaluated for adequacy in critical analysis meetings with management, conducted by CREA-PR, when the entire Quality Management System - SGQ, and its results are analyzed and corrective action or has defined prevention, when necessary.

PURPOSE - To provide citizens greater security when their demands for solutions in the areas of Engineering, Architecture, Agronomy, Geosciences and Technology professions in their upper and middle levels, striving for excellence in regulation, organization and control of activities of these professionals.

We are committed to:

- Strengthening of the Class Entities;
- The pursuit of excellence in our products and services and continuous improvement of processes and procedures;
- The ethical precepts in the pursuit of professions;
- The presence and effective participation of professionals in planning, implementation and maintenance of works and services;
- Courtesy, reliability and agility in our care;
- The improvement of our employees and the adoption of meritocracy in the management of the Council;
- The principles of agility, legality and impartiality in the analysis and judgments of the deliberative and executive areas;

COOPERATIVE GOVERNANCE

The Cooperative Governance is a new concept of organizational theory, given the high rate of dispersal of local government that relate to the Council and the high concentration of decision-making structures at the headquarters of CREA-PR. The model adopted for governance aims to increase the participation and interaction of the Inspectors among decision making, as legitimate representatives of local professionals, corporations, favoring the interests of professionals, businesses, Class Entities and Educational Institutions, and ensure the proper relationship between the

public and the Council's deliberative structures.

The issues of Cooperative Governance take place bimonthly in meetings of management results, meeting with inspectors, Parliamentary Agenda with municipal associations and local audiences with the president of CREA-PR.

PROCESS OF CERTIFICATION ISO 9001:2008

The certification project is to implement the principles of ISO 9001:2008 in CREA-PR. This action meets the strategic objectives set for the triennium 2009/2011 and is directly connected to the second objective outlined, applied to all areas of the Council. The certification aims at continuous improvement of routine processes of the Council through the implementation of the system, thus resulting in increased customer satisfaction.

Among the main benefits of implementing the principles of ISO 9001:2008, are:

- Improved performance in providing products / services and thus higher levels of customer satisfaction;
- Improved customer perception regarding image, culture and organizational performance;
- Improving productivity and efficiency, this leads to cost reductions;
- Improved communication, morale and job satisfaction;

Since the beginning of the certification process some improvements have been promoted in the system, which we highlight:

- Identification of deficiencies in the areas and prepare action plan to remedy such deficiencies;
- Definition of the Purpose of the Policy and Quality of the CREA-PR;
- Preparation of Management Manual;
- Formation of a group of Internal Auditors;
- Restructuring of the internal documents of the Council;

Moreover, already made rounds of internal audit to check the level of service areas to the requirements of ISO 9001:2008, as well as a pre-audit and an audit of

documentation by a certifying company contracted for this purpose. The continuity of work provides for the accomplishment of two (2) rounds of internal audit in all areas of the Council and the realization of External Audit, already seeking certification, which is scheduled for November/2010.

Certification to ISO 9001:2008 is important to demonstrate more clearly to customers our commitment to quality. By promoting continuous improvement in processes and procedures and the pursuit of excellence in products and services the project reaches employees, inspectors, advisors, professionals and society at large.

The work of implementation began in April 2009 with the creation of quality management area, responsible for leading the process across the Council. Once obtained the certification, it is valid for three years and must be confirmed every six months by the Audit of Maintenance. Since it is a constant process of improvement in quality is expected that certification can be obtained and maintained indefinitely.

PEOPLE MANAGEMENT

Hiring Procedures - As the procedure adopted since the year 2004, the hiring of new employees to the board of the Council shall be preceded by public contest, by the criteria posted in specific Notice, which follows the principles of lawfulness, impersonality, morality and advertising contained in Article 37 of the Constitution.

Wage Policy - CREA-PR implanted in January/2009 a Career Plan, Career and Salary - PCCS instrument consisting of a structural adjustment to the needs of the Council, which organizes and regulates labor relations with its employees, contributing significantly to the Human Resources policy, allowing the structure of jobs to be a practical tool for achieving the objectives of the Council.

In the CREA-PR the salary progression resulting Promotion Horizontal, which corresponds to the following criteria:

a) **Meritocracy:** results from the result of evaluation of performance, established through the Education Service No. 004/2010, and seeks to identify 20% of headcount that getting better results in the ratings, becoming a member bank of talent and receiving recognition for good performance;

b) **Service Time:** motivated by the years of the employee's home in Council. Every two (2) years from the date of hire, the employee automatically for promotion horizontal advance one (1) Salary Level for the busy until then.

c) Performance Evaluation - The CREA-PR deployed in June 2010 the system of performance evaluation, which aims to:

- Stimulate and encourage employee participation in achieving the goals of the results of CREA-PR - Generate input for the identification of the need training and development of areas and / or employees - opportunities to the employees the knowledge of their strengths and improvement opportunities
- Promote dialogue between supervisors and subordinates;
- Promote career progression as horizontal PCCS, through a system of meritocracy
- Generate input for process analysis of functional transfer as well as the identification of talents.

d) Training - Each year is made to identify the need for professional development of staff performing tasks that affect the quality of the processes of the Council. The training is conducted internally or externally, depending on the competency to be developed.

e) Vaccination Campaign - CREA-PR annually promotes a campaign of vaccination against influenza in order to immunize its employees.

f) Prevention of environmental risks - the dangers and risks related to occupational health are raised annually from the programs of PPRA (Program for Prevention of Environmental Risks) and PCMSO (Control Program Occupational Health Medical) as a way to prevent and treat diseases arising from work or not.

g) Value Trade Union - The Council has a good relationship with the Union, featuring an open channel that always looks to solve the demands of their employees, consolidated by the practice of transparent dialogue with the Contracting Association.

Currently, 100% of its employees are covered by the Collective Bargaining Agreement, concluded with the SINDIFISC-PR (Union of Employees of Advice and Orders of the Professional Practice Audit of the State of Paraná). These agreements have a term of one (1) year.

Benefits - Collective Bargaining Agreement signed for the period of the abr/2010 mar/2011, assured employees, among other benefits: Help Cost of Food Aid Transport, Healthcare, Dental Care, Funeral Assistance, Aid to Day Care, Nanny their jobs, aid to disabled children, life insurance for all employees.

CODE OF CONDUCT

To encourage ethical behavior among its employees, ensuring transparent relations, CREA-PR created the Service Instruction No. 003/2009, which regulates the Code of Conduct to be adopted by employees of the Council during office hours.

The Code of Conduct CREA-PR is being revised and should include, besides the officials, all interested parties. The deployment of the new Code of Conduct is scheduled for 2011.

5. 5. RELATIONSHIP WITH STAKEHOLDERS

In the growing concern about the quality of products and services, has also added a concern with social and environmental well-being, which this subsumed in the concept of corporate social responsibility. Thus, it should identify all the entities, known as stakeholders, which somehow impact the CREA-PR or are impacts due to the Council's actions.

The CREA-PR as regulator and controller of professionals in the fields of engineering, architecture, agronomy, and geosciences has identified the following stakeholders:

- Public Authority
- System CONFEA / CREAS
- Employees
- Professionals
- Companies
- Class Entities
- Registered Education Institutions
- Councilors
- Inspectors
- Students

- Suppliers

- Society

It is intended in 2010 to intensify the dialogue with stakeholders in order to further enhance this contact, which is now accomplished through the following means:

Research 'Talk of Us To Us "

This survey measures the expectation before the treatment and also the level of satisfaction after being serviced and has your request done.

Thus allows the realization of comparative assessment (before and after treatment) showing a percentage of expectation of 7.8% and 8.2% after treatment, and thus their expectations exceeded by 110%.

This result, stable over the past two years, allows the Council to seek, in addition to maintaining the quality of care and delivery of products and services, expand the survey further, so that is more representative, with significant sampling in all his Units and Basic Management Inspectorate.

Professionals to request any service or product, after delivery thereof, electronically receive the survey and return it to the CREA-PR. About 20% of surveys are completed, reflecting an index of satisfaction with services and products in the order of 90%.

2009 Results: 90% satisfied with the service performed by employees, 88% satisfied with the quality of information provided, 85% satisfied with the waiting time to be served, 89% satisfied with the quality of products and services delivered, and 67% satisfied with the delivery time.

2010 Target: Maintain a maximum of 10% in the rate of customer dissatisfaction, until dez/10; Enlarge sending the search for the categories listed companies and lay up dez/2010. Raise the response rate in the Basic Management Units and Provinces to statistically significant levels until dez/10

Ombudsman

Ensure that professionals under jurisdiction CREA-PR in a communication channel agile, simple and committed to solving their demands within the law and ethics and also of keeping the law of confidentiality is the purpose of the Ombudsman of CREA-

PR, implemented in 2006 .

Constitutes a tool for consolidating democracy and a channel for citizen participation and mediation in relation to services rendered. It is a service offered to receive criticism or suggestions working in the strengthening of citizenship and the continuous improvement of processes that compose the management system of CREA-PR.

The ombudsman acts as the representative of the professional in their demands from the Presidency of the CREA-PR, advocating for effective solutions and agile.

Access is through the ombudsman's personal attendance at the Headquarters of the Council, through 0800-6470067, fax 41 3350-6817, correspondence via Rua Dr. Zamenhof, 35, 3rd Floor, 80030-320 - Curitiba PR, and through collecting boxes available in the Provinces of the Council.

Mediation and Arbitration Chamber

The CMA is an institution providing for mediation and arbitration services to professionals in the fields of Engineering, Architecture and Agronomy, could assist the community in general.

Mediation and arbitration are alternative procedures to the Judiciary to solve conflicts. Means that for people, physical or legal, to use these procedures, they should choose to resolve their conflicts by these procedures rather than resort to the judiciary of the state. These procedures are an efficient attempt to do justice to expanding it and making it interdisciplinary, so that professionals from other areas can use their experience in the industry to resolve conflicts by acting as unbiased third parties and independents.

In the sessions of Mediation and Arbitration parties may be accompanied or represented by attorneys accredited Mediation and Arbitration may be used to resolve conflicts: the provision of services in Engineering, Architecture and Agronomy, in trade relations, corporate relations; and environmental.

Information Center via call center

CREA-PR provides to customers through the Information Center, the phone service, via 0800, and electronically, via the "Contact Us" available at www.crea-pr.org.br. The

Information Center is responsible for providing phone and electronics treatment to professionals and companies in the System CONFEA / Crease, as well as the general public.

All calls are recorded and fit to safeguard the service attendant Protocol Tele Services to the public external - need a record of the applicant and proof that he spoke with CREA-PR through the Information Center and reported this need.

All clients are entitled to the protocol in that it has the right to record your requests and comments by CREA-PR.

The procedures of the Information Center of CREA-PR have been based on the model of management of the Council, following the guidelines of the Presidency and the Superintendence.

Results achieved in 2009: 60.758 calls were answered, 3.845 forsaken and 10.272 registered protocols in virtual Contact Us answered. In 2009, only 11% of leads generated protocols tele service, or 89% of calls are resolved by the Information Center.

79.75% of all protocols handled by the Information Center, were met on time. The period of attendance of Central Intelligence is 24 hours and the average response time is 12 hours.

Targets 2010: Implementation of the chat service, providing accessibility to disabled people and aiming to increase the number of protocols registered in the Contact Us and reducing the number of abandoned calls.

Communication Channels

To relate to the different audiences CREA-PR periodically publishes the media, to highlight:

– Site CREA-PR - www.crea-pr.org.br, considered the main channel of communication of the Council with its different publics. On the site you can obtain information regarding products and services - such as supervision, professional registration and notification service, addresses attendance, publications and news related to activities and projects of the Council;

CREA-PR Magazine- a larger publication in circulation and movement in Parana, the magazine brings news on the participation of professionals in Engineering,

Architecture, Agronomy and Geosciences in various sectors. Covers programs, products and services of the Council and is a channel of communication with professionals and society;

CREANET Bulletin - provides news related to daily weekly Council and its actions taken to support the satisfaction of the desires of different audiences;

INTRANET - a vehicle for internal communications within the Council, brings news of the various departments and the reference source for important documents for the financial activities of the employee;

TECHNICAL PUBLICATIONS AND PRINTED FOLDERS - disseminate information about products and services, and content for the qualification and professional improvement is the goal of Council publications.

Target 2010: the creation and insertion of home page on the site www.crea-pr.org.br, gathering all information concerning the accession of CREA-PR as a signatory of the Global Compact and implementation project for adoption of tools that make the site accessible to people with disabilities.

Dialogue with internal public

From the establishment of the Code of Conduct and the establishment of the Ethics Committee, will be formally established channels of dialogue between employees and senior management. Action began in May 2010.

The actions arising from accession to the Global Compact will be reported to the workforce through workshops with the aim of presenting this program in the UN as well as the actions of the CREA-PR corresponding to the principles, aiming thus ensuring that all are aware of the action.

6. 6. CONNECTION MATRIX

CREA-PR in the performance of its function and in accordance with its management, defines the actions, programs and projects to be implemented to achieve the objectives aligned in three dimensions system management: strategic, tactical and operational. Meet the actions taken in this direction and that are directly related to the 10 Global Compact Principles, grouped in the major areas related to Professional System: exercise, recovery, ethics, professional and social responsibility.

Improving Professional Practice

- Program for Excellence in Professional Practice
- Agreements aimed at improving the enforcement action
- Program CREAjr-PR

Professional Appreciation

- Encouraging the Formulation of Public Policy
- Advertising Campaign of Professional Appreciation

Professional Ethics

- Ethics Committee in Class Entities
- Monitoring, control and management of public works

Professional Responsibility

- Program Accessibility
- Encouraging the formality in construction

Social Responsibility

- Public Engineering and Architecture
- CREAjr-PR Program

In the sequence we will present in the ongoing activities related to large areas of Professional System.

6.1 IMPROVEMENT OF PROFESSIONAL PRACTICE

The Program for Excellence in Professional Practice seeks, as its name implies, the pursuit of professional excellence in planning, implementation and maintenance of works and engineering services, architecture, agronomy, and geosciences. Performs orientation actions and advice to governments constituted, training and development of skilled labor, technical improvement of professional, stock valuation of professions in society and supporting academics in technical courses related to the professional system. It aims that works and engineering services, architecture, agronomy, and

geosciences are executed with all the projects necessary to meet the laws and concepts of excellence established by the program.

This program serves to strengthen the professions, bringing the highest quality technical services that result in economic viability and sustainability of enterprises, providing comfort and quality of life for users of professional services. This action enhances the good work and good practice of the professions allied legal requirements with the necessary precautionary recommendations to any work or service technician.

Results achieved in 2009:

Training courses conducted over 300 professionals;

Preparation of technical specifications for technical guideline;

Preparation of primer for guidance to lay on items to be observed during a business

Targets for 2010:

Certify 70 professionals in project design;

Promote training courses to over 1000 professionals;

Ensure 70 professional development of environmental licensing

Work to achieve profession appreciation and technical advice to municipalities of Paraná.

AGREEMENTS TO IMPROVEMENT AND THE CONTROL OF MONITORING AND MANAGEMENT OF PUBLIC WORKS

This effect was signed an agreement with the Brazilian Institute Audit of Public Works - IBRAOP, given the pressing need for improvement in the management of bidding processes, in respect of public works, there was a demand for developing joint working with other organs of government, to the establishment of actions at various stages of planning the audits of public works and also the engineering activities undertaken by the Courts of Auditors. This action aims to promote better planning and execution of public works. In this context, the CREA-PR also contributes as a member in the preparation of technical guidelines prepared by IBRAOP.

Sharing a broader vision of cooperation among various agencies and institutions aimed at monitoring and control of public property, CREA-PR has signed several agreements where joint actions are planned, aimed at optimizing inspection

processes and also the important exchange of data between covenants, providing gains for the public functions of the entities admission test, because it allows, from the exchange of information, optimization and enhancement of the actions based on an efficient and intelligent planning.

- The agreement with the Federal Public Ministry aims to ensure compliance with the conditions of accessibility to persons with disabilities or reduced mobility, and ensure compliance with the requirements contained in the Federal Decree No. 5.296 of December 2, 2004, according to Standards specified by the ABNT and Law 8.666/93, was signed an agreement to join forces, to establish a mechanism for joint and effective action to ensure compliance with accessibility standards in buildings managed by entities of the Federal Government, directly and indirect. Priority actions:

1) Cooperate with the prosecution in the verification of compliance of the provisions in regulations that rules the accessibility field, through the supervision of works and public buildings and community use, within their legal powers when there is public interest, seeking the ideal conditions universal access, particularly for people with disabilities or reduced mobility, pursuant to Decree No. 5.296 of December 2, 2004;

2) Conduct enforcement actions arising from administrative procedures already established by the prosecution in relation to the activities developed in the areas of engineering, architecture and agronomy on accessibility.

- The agreement with the District Attorney also provides for the provision of advice and free scientific-technical advice in the areas of engineering, architecture, agronomy, and geosciences, by professionals appointed by the Entities class affects the CREA-PR, contributing to the technical foundation of decisions emanating from the processes by MP / PR.

- The agreement with the state Department of Urban Development - Sedu / PARANACIDADE also seeks to contribute to the Government of Paraná State to supervise the technical activities necessary for the proper development and implementation of Municipal Master Plans, instruments guiding urban development.

- The agreement with the Municipality of Curitiba provides the procedures for the registration of Notes Technical Responsibility - ART's due to technical work performed by professional members of the technical staff of the Municipality in the performance of roles, functions and technical activities, and to rescue Technical Collection of work already done and for which were not recorded in the ART's due time. The technical papers listed in this agreement include: analysis and opinion on design, construction and technical services, development of technical reports, supervision of works, preparation and development studies, budgeting, drafting

architectural designs, landscaping and other complementary projects. This action contributes effectively to the enhancement of professional staff in carrying out its activities.

- The agreement with the municipal authorities of Maringa, Santo Antonio da Platina, Castro Rondon and Araucaria, also aims to contribute to municipal governments for local development and enforcement of Municipal Legislation.

- The agreement with the Regional Superintendent of Labour - The Labour Ministry also promotes cooperation aimed at creating safer conditions for construction workers, reducing the number of accidents at work and responsible professionals.

- The agreement with the Environmental Institute of Paraná - IAP also performs the de-bureaucratisation of procedures, providing agility in advance for professionals trained in courses promoted by the covenants for free. The SISLEG - System Maintenance, Rehabilitation and Protection of Legal Reserve and Permanent Preservation Areas, is a management system established by the State of Paraná, in order to make it easier for landowners to comply with the legal requirements established by the Forest for annotation on the shores of registrations, private nature reserves areas of their properties. Given the urgency and the large number of variables involved in the procedures for annotation of the legal reserve areas, CREA-PR and IAP, develop joint action to train over 1.000 professionals from throughout the state, disseminating knowledge and procedures necessary for the correct shipping procedures at the Environmental Agency.

Therefore, actions directed to the Environmental Permit are already being undertaken, also with the aim of training professionals and guide you concerning proper preparation and forwarding processes.

Aiming to bring the academic and the System Professional CREA-PR launched in 2005, the PROGRAM CREAjr-PR, for students enrolled in upper and mid-level of performance areas of CREA-PR, the program's mission is to collaborate with the training of students, making them aware of the role of professionals in the society, encouraging him to exercise ethical and responsibility of the profession and facilitating knowledge and approach to the dynamics of professional practice.

The program provides the educational institutions that offer courses in the affected areas CONFEA System / Crease, through the members of CREAjr-PR, lectures in the areas of professional assignment, annotation of technical responsibility, professional responsibility, professional ethics and System Professional. Notably, the actions pertaining to implementation of the Program has promoted the development of new leaders and contributing to the renewal and strengthening of professional

organizations. Meet the program's website www.creajr-pr.org.br.

Results achieved in 2009: 4.990 registered members, 199 lectures, the program already has corporate members in all educational institutions affect the system CONFEA / crease of the Parana.

Targets for 2010: Increase the number of corporate members and subscribers of activities undertaken through the Program.

6.2 PROFESSIONAL APPRECIATION

The Parliamentary Agenda is a statewide program, which contributes to the implementation of public policies in the municipalities, but mainly in the areas of engineering, architecture, agronomy, and geosciences. Aims to implement public hearings on the proposals of the professional class, aimed at improving the quality of life, and advice to public managers with ideas and solutions. The agenda seeks the inter-relationship between all public authorities established, municipal leaders, and especially the contribution of technical professions to the improvement of public administrations and the quality of life. Complies with the social character of the professions and with the constitutional principles of community participation in municipal administrations, and improve performance and promote the strengthening of professional associations linked to the system.

This work started in 2008 will produce the document, containing the demands of the professional class of managers and public and will be delivered to the government elected next year, to include the Multi-Year Plan - PPA as an initiative of the Professional Class.

Results achieved in 2009: Agenda held in 31 municipalities; Performed over 1.500 audiences with city mayors, parliamentarians, judges, prosecutors and municipal leaders; Over 4.000 participants in the public hearings; More than 100.000 hits to the blog www.paranaemdebate.com.br , 31 diagnoses were made and more than 240 proposals and 100 implants.

for 2010: To schedule the 18 Associations of Municipalities of Paraná State; Perform schedule with the State Union of Aldermen; Perform Agenda by the State Legislative Assembly; Perform agenda with the Governor and State Deputies elected; Reaching more than 700 professionals involved to the agenda. Reaching more than 120 proposals implemented.

ADVERTISING CAMPAIGN FOR PROFESSIONAL APPRECIATION

Make society aware of the importance of the work of professionals in Engineering,

Architecture, Agronomy and Earth in order to enhance the profession is the goal of actions developed within the Campaign for Professional Appreciation. How's shares are held campaign radio ads in the provinces of CREA -PR, insertion of the commemorative billboard depicting the Day of the Architect and Engineer, and Day Agronomist, send email marketings in the days of commemoration of all professions, and occupations of materials recovery and highlighting the products and services CREA-PR Paraná with the media - radio, television, newspaper, magazines and news websites.

6.3 PROFESSIONAL ETHICS

Gleaming the expansion of environments reserved for professional ethics, were imposed Ethics Committees in the Class Entities, project which aims to implement and effective functioning of ethics committees in professional organizations and aims to foster the ethics committees of organizations to act decisively to prevent ethical breach, the optimization of code ethics and the reconciliations and judgments of ethical infractions. Reconciliation is an important factor in changing the behavior of professional and still serves on the strengthening, dissemination and appreciation of the ethical principles of the professions in partnership with professional organizations.

Results achieved in 2009: 31 organizations with established committees and 150 activities to prevent ethical breach made, 35 shares of conciliation and trials of cases of ethical breach, I Realization of State Meeting of Ethics Committees.

Targets for 2010: Achieve 50 committees established, performing 200 activities to prevent ethical breach; hold 50 shares of conciliation and trials of cases of ethical breach; Implementing the Second Meeting of the State Ethics commission.

Aiming the developing of an environment-oriented and reserved the exercise of professional ethics when hiring professionals, via bidding processes in public works was signed an agreement with the Court of the State - TEC, since the public works contractors when with third parties should be preceded by tenders, except if provided for in Law No bidding process included technical elements, basic design and budget, which must be prepared and executed by skilled professionals. This agreement aims at the implementation of procedures for the supervision of the bidding engineering, architecture, agronomy, and geosciences, as well as the guidance of interested parties so that the processes are in accordance with basic principles of legality, impersonality, morality and equality.

Surveillance conducted in the technical elements are identified and their parents and also the regularity of professionals and companies and their records through their Notes Technical Responsibility - ARTs.

In cases that are not identified the technical elements, this process may petition to the TBI.

Through this inspection action is intended to provide greater security to the society when their demands for solutions in the areas of technology, regulatory, organize and control the activities of professionals, public works and identify those responsible, ethical approach to encourage the system, ensuring the smooth use of public money on works necessary for the society

Results achieved in 2009: Audit of 964 bidding processes; distribution of guidance material for lectures involving 114 municipalities of Paraná.

Targets for 2010: Completion of the Week of Inspection on Bidding, Public Works and Services; review and improve inspection procedures; meetings with government agencies that carry out procurement in order to advise on surveillance CREA-PR.

6.4 PROFESSIONAL LIABILITY

The Council concerned about the low participation of accessibility devices, projects and works, created the Accessibility Program, with permanent character state and the program was established with the objective of raising awareness (through forums, seminars, courses and lectures) of professionals regarding the right of universal mobility, the necessary behavioral and attitudinal change, and the inclusion of provisions related to accessibility in all works and services, both in planning and execution, given the law.

Results achieved in 2009: Adding field in the form of Technical Responsibility Note - ART, with mandatory accepted by the professional, science, the need to call the accessibility rules laid down in technical standards and laws. Create a service called "Accessibility Project" with ARTs collected in 1927. Realization of 12 boards, 37 Seminars, 6 Training Courses and 16 lectures. The shares were held in 28 municipalities in the state of Parana and was attended by 6.000 people, while the vast majority of affected professionals areas of the System CONFEA/CREAs and more than 500 inspections conducted.

Targets for 2010: Promoting Awareness Workshops in July with more than 350 employees of CREA-PR and 1000 with officials of the Electric Company Paranaense - COPEL; secure, in accordance with the agreement established the Federal Public

Ministry, compliance with accessibility standards in buildings managed by federal entities of public administration, direct and indirect.

Another concern is configured in the high rate of informality in the construction area, so it is a member of the Support Committee of the formality in the Construction Industry in the State of Paraná. The Committee was constituted through a technical cooperation agreement, signed in 2001 with various entities and public agencies, to combat the low level of formality in construction (only 39% of 145.000 workers from Paraná have a formal contract). The program through the integrated inspections in loco, performs guidance to companies, contractors and owners to comply with the standards of workplace safety, labor laws and System CONFEA / CREA. With this work, people compliance with existing legislation, the fight against forced labor, slavery and minors. Stands out as a preventive action and corrective exercise, professional responsibility and accountability for the inherent achievements, with respect to society, health and safety of citizens and the environment.

Results achieved in 2009: Completion of daily visits to works, overseeing the formality of the employees of construction, was inserted into the routine supervision of the verification regarding the formality of employees; Retrieved increase of 9% in the index of formality of the employees of construction .

Targets for 2010: Increase by 10% the level of formality of the employees of construction in the state of Paraná.

6.5 SOCIAL RESPONSIBILITY

Encourage and mobilize the working class and class entities for the implementation and expansion of Civil Engineering and Architecture, reaching needy populations is the goal of Programs Field Easy House Easy CREA-PR.

Through the program Easy House is serviced the poor population by promoting the free technical assistance to build housing. In over 20 years, the initiative has benefited 165 000 households in 300 localities of the state, totaling 12 million square meters. The Easy House also has a line of credit available through an agreement with Caixa Economica Federal and exemption of fees by CREA-PR and the municipalities, in addition to the gratuity of the project.

Results achieved in 2009: 145 agreements made in conjunction with the Municipality and Professional Association site.

Goal for 2010: Expand the number of agreements signed.

In Field Easy Program, initiated in 1998, the service is performed free of charge to

economically disadvantaged farmers and made available to provide agronomic services for project design and technical guidance on rural property. Included in this partnership with CREA-PR, the municipal authorities, the Ministry of Agriculture and Supply of Paraná - SEAB, Paraná Institute of Technical Assistance and Rural Extension - EMATER, the Bank of Brazil and the Class Entities where it occurs Program, namely the Regional Association of Agronomists of Cascavel and the Association of Agronomists Region Irati.

Results achieved in 2009: In Cascavel 600 farmers were benefited. 25 meetings were held in 32 communities, with 40 producers present for the meeting, distribution of seeds for 150 farmers, 480 farmers benefited from funding for agricultural funding - PRONAF C and D. In Irati, the program worked with more than 40 fruit and vegetable growers, focusing on income generation and the association as a way of strengthening. Today these farmers have achieved these goals and are able to cope with technical assistance for production.

Targets for 2010: In Cascavel aims to increase the number of producers served by the program. Enable the processing of agricultural products and sell directly to consumers, finding new alternative sources of income for small farms, training and deployment of viticulture and 10 acres of grape growers reaching 25; experimental planting of peas and chickpeas - agricultural diversification; elaboration of projects for PRONAF C and D and PROAGRO. Since the program continues in Irati, pass through the planning and identification of new farmers can be benefited by the actions of Easy Field.

7. 7. OTHER INITIATIVES

CREA PREMIUM QUALITY PROFESSIONALS IN ORGANIZATIONS - PCQ

Contemplates one of the strategic actions of CREA-PR and its purpose is to recognize and reward professional organizations demonstrating high performance in its efforts in the areas of strategic management, tactical and operational, professional ethics, and public policies, Performance from the System Professional Environment Associations, Social and Administrative Leadership and Professional Qualification. The Award seeks to promote, recognize and ensure excellence in planning and management, increase efficiency and effectiveness of administrative organizations and professional organizations to strengthen and expand its activities in the society.

Results achieved in 2009: Accession of 40 organizations; Advice and technical advice to the 40 participating organizations.

Targets for 2010: accession of 50 organizations, 20% lift in the average scores of

participating organizations; Advice and technical advice to the 50 participating organizations.

GESPÚBLICA

Acts as an effective member of the Steering Committee of the National Program of Public Management and Debureaucratization - Gespública and develops volunteer work directed to improving public services provided to citizens through the application of methodology of management in public organizations. It is also an act of responsibility and social assistance to municipalities and public agencies of the state.

Results achieved in 2009: Training for new volunteers; Presentation of the program in public; Development consultants in Management, Citizen Charter, Instrument of Satisfaction Survey and Debureaucratization.

Targets for 2010: Presentation of the program in municipalities of Paraná; Conducting state event with the participation of agencies, businesses and municipalities; Implementation of the program in municipalities of Paraná.

National Architecture Contest for the choice of a new building of the Council - the concept of sustainability

Anxious to meet the sustainability criteria, CREA-PR promoted Architecture Contest for the choice of the draft of its new headquarters. Participated in the selection of 125 professionals throughout the country, and the organization of the contest conducted by the Institute of Architects of Brazil - IAB-PR, following the standard rules for international competitions in architecture and urbanism of UNESCO - the United Nations Educational, Scientific and Cultural Organization, also having the partnership of the Municipal Government of Curitiba.

The announcement of the contest set a mandatory number of questions of construction called "sustainable", which enables the future building will be the most complete on this approach in Curitiba. For a sustainable and smart building some variables are required: the low energy consumption during construction and also during use of the building, low water consumption in the building, then the reuse of water, with appropriate treatment for each use; choice of materials and supplies environmentally friendly with low carbon emissions, responsible extraction and social skills of those involved; occupation of urban voids, avoiding new blends.

The selection of the winning project attended obligatorily the environmental sustainability criteria in all phases of implementation of the building: design, construction and use.

The new building of CREA-PR will consist of nine floors and a basement. The reuse of water, retention of rainwater and natural lighting are provided in most environments. Due to the increased number of equipment, the initial investment is higher, but the benefits are proportional.

The work of the new headquarters CREA-PR will have your building process started in 2011 and that will bring innovations and advances in how the space will be constructively busy. With it, we are giving an example to be followed by both the contractors and the professional class.

EDUCATION AND PROFESSIONAL IMPROVEMENT

The Council's concern with the improvement of professional practice, led the development of specific advice, to provide operational support to the accomplishment of professional qualification, sponsored by professional associations, educational institutions and companies registered since 2007 over 30,000 professionals already participated in these actions. Given the breadth of Professional System and the various actors involved, the Council promotes several events each year, with the aim of providing space for dialogue and professional development.

As part of the issues related to the System Professional, CREA-PR available to employees, directors, inspectors, professionals, students and company concerned, several opportunities for improvement guiding topics relevant to professional practice, professional ethics, professional responsibility, the issues are professional assignments. It also promotes a systematic way the PRO-FULL, space for discussing issues related to analysis of the administrative process, normative, routine procedures and legal guidelines, contributing to the fulfillment of the principles of agility, legality and impartiality in the analysis and judgments of the areas executive and deliberative.

With regard to matters relating to Educational System, CREA-PR promotes the annual Forum of Teachers of Students, with the participation of teachers and students of the courses affections System CONFEA / CREAs, under the state of Parana. This forum is configured in a unique opportunity for dialogue between the parties, promoting the desirable convergence between Vocational and Educational Systems.

Another important action at the interface of the Educational System is the Annual Meeting of the Parana CREAjr-PR, in its sixth edition, brings together approximately 200 students, as elected by their peers, to carry out the actions proposed in the Program CREAjr-PR, which is System approach with the Professional Education.

In the sustainability issues facing the professions, the Class Entities - Associations and Unions, play an important role not only of harmony but for the defense of class and professional relationships and optimization of the working professional. The meeting is held annually Paranaense Class Entities, at which delivery is made CREA-PR Award for Quality - PCQ, professional organizations.

CREA-PR is an organ composed of professional counsel and affect the system CONFEA / CREAs, also has the action of the inspectors, these professionals carry the task of articulating the actions of CREA with your professional community. In the current term of office (2010), approximately 200 professionals gathered at the Forum Inspectors for discussion about the procedures and attitudes desired in performing this important function within the System Professional.

For discussion on professional issues and also the organization and sustainability of the system CONFEA / Crease, every three years is made the State Congress of Professionals, which brings together professionals and students throughout the state to discuss issues related to System Professional. Last May, brought together about 400 professionals in an event that examined more than 200 proposals that come from all regions of the state. This dialogue is characterized by numerous referrals and subsequent actions, to implement the actions discussed and approved by the professional class. After the state stage, delegates elected by their peers, gather at the National Congress of Professionals, which are discussed all the proposals arising from the 27 creases and approved of the utmost importance to the professional class.

With a focus also on reducing bureaucracy procedures, CREA-PR, formulates partnerships with agencies and institutions, helping professionals in specific activities, and promoting dialogue between the professional running activity and body that supervises. This action contributes to the reduction of failures in project design, compliance with current legislation, optimizing the process in general.

Further actions are taken for qualification, known as "Today is the day ...", directed the orientation of the procedures for the Technical Responsibility Note - ART, a subject of great interest to practitioners. Along these lines, are also being prepared on topics adjustment of Works and the Professional Practice Audit, further extending the information to the professional.

COURSE BENEFICENT CREAÇÃO PRE VESTIBULAR

The desire to attend the university requires additional effort for students: the preparation of pre-entrance exam. Even with all the anticipated changes in the

procedure for admission to public universities, few students are prepared to leave the high school straight to the banks of the universities. Most require a strengthening of the knowledge gained in this case it is necessary to take a course pre vestibular-to strengthen the content learned in high school. Students from poor families and the resulting public choices often are not able to afford this cost, this preoccupation with the CREA-PR and the Engineering Institute of Paraná - IEP plus a group of volunteer teachers have facilitated their access and adults at universities. The attending preparatory courses CREAÇÃO began operations in 2009 with two classes every six months. The goal is to prepare low-income students to compete for a place in the course of the technological area in public universities. The course places emphasis on the exact materials and assists in the process of vocational guidance, through lectures. It is worth mentioning the mandatory contribution of volunteers, youth and adults steeped in a greater share of personal growth and development of the next.

Results achieved in 2009: Preparation of 90 young, with 33 enrolled in courses at the Public University, 6 in particular institutions, via PROUNI; These results were achieved with the commitment and dedication of 40 volunteers who exercised the teaching of CREAÇÃO.

Targets for 2010: Completion of annual course, doubling the workload performed in the curriculum providing greater depth in content.

8. 8. SOCIAL BALANCE

From the 60's in United States of America and early 70's in Europe, the society shifted the focus from purely financial companies, to a thought that included human capital and the environment in trade relations, social responsibility and emerging reflecting the need for the development and dissemination of so-called social reports or balance sheets.

The idea of corporate social responsibility has become popular in the '70s in Europe and the landmark in the history of social statements - BS happened in France in 72, with the publication of SINGER. In that country, since 77 is required to carry out BS in business from 300 employees.

In Brazil, 84, Nitrofértil, state-owned company located in Bahia, Brazil published the first document of its kind, which bears the name of BS. Then other companies like Telebrás and Banespa, published their BS.

Speaking of corporate social responsibility considers aspects such as relations with the community, the environment and the staff. The main function of BS is to build corporate citizenship and make public the company's social responsibility. This is part

of the process of transparency on the management and business results. It has the right, before the duty, to give publicity to their actions.

Since 1997 the Brazilian Institute for Social and Economic Analysis - IBASE come calling to the attention of entrepreneurs and the entire society to the importance and necessity of completing the BS in a business model unique and simple. And this model was developed at IBASE in partnership with various representatives of public and private companies from numerous meetings and discussions with sectors of society itself.

Subsequently, the first edition of the CREA-PR BS, giving transparency to the management of financial resources and investments in human capital.

SOCIAL BALANCE OF CREA-PR

STATEMENT OF VALUE ADDED

Historically, the CREA-PR maintains a strict balance between its revenues and expenses, without the occurrence of financial deficits, which reflects the total attention on the safety of their property and rights, also honoring its commitments to suppliers, employees and society.

In the financial statements below will be shown the financial reality of the Council, expenditure on the social impact and the variations from one year to the other one (2008/2009).

DVA - Concept

Provide information that demonstrates the wealth generation of the company and its effects on society that is inserted.

Demonstrates the value added in each of the factors of production and its destiny.

STATEMENT OF VALUE ADDED					
CALCULATION OF VALUE ADDED		2009	%	2008	%
1.	REVENUE	36.758.475		38.360.027	
1.1	Revenue Contributions	11.194.369		10.131.133	
1.2	Services Revenues	896.972		856.208	
1.3	Revenue Debt Turns	665.274		1.006.084	
1.4	Miscellaneous Income	18.517.718		20.966.317	

	(ART)				
1.5	Other Revenue	1.204.732		1.164.354	
1.6	Revenue Capital	214.382		76.700	
1.7	Change Capital	4.065.030		4.159.232	
2	SUPPLIES PURCHASED BY THIRD PARTIES	14.535.019		12.706.742	
2.1	Materials purchased from third parties (mat consumption)	791.600			
2.2	Outsourced Services Charges	219.210		309.761	
2.3	Others services	9.009.271		8.407.246	
2.4	Capital Expenditure	1.545.146		1.565.710	
2.5	Change Capital	2.969.792		1.643.870	
3	GROSS VALUE ADDED (1-2)	22.223.456		25.653.285	
4	VALUE ADDED RECEIVED IN TRANSFER	1.319.845		900.695	
4.1	Recipe Sheet	1.319.845		900.695	
5	TOTAL VALUE ADDED TO DISTRIBUTE	23.543.302	100%	26.553.980	100%
6	DISTRIBUTION OF VALUE ADDED				
6.1	Human Resources	16.201.276	68,81%	13.189.762	49,67%
6.2	Taxes, fees, contributions and social charges	2.653.075	11,27%	2.056.127	7,74%
6.4	Assistance, aid to Entities and Professionals	1.500.725	6,37%	1.674.543	6,31%
6.5	Expenditure Cost (court ruling)	1.235.159	5,25%	201.136	0,76%
6.4	Rentals and condos	220.454	0,94%	190.469	0,72%
6.5	Surplus for the Year	1.732.612	7,36%	9.241.942	34,80%
	VALUE ADDED DISTRIBUTED	23.543.302	100.00%	26.553.980	100.00%

* For the record calculus, heading **HUMAN RESOURCES**, uses the budget accounts - Personal Medical Services + + and hospital feeding program to the employee + Valley - Transportation, less the account INSS.

To the socialization of this information, we'll rely on some charts, which reflect the highlights of movement and investment of resources.

Chart 1 shows that gross operating revenues in fiscal year 2009 were obtained from 4, 175% less in revenues compared to 2008. The main factor for this decrease in revenue is a reduction in the collection of ARTs - Technical Responsibility Note explicitly in Chart 2.

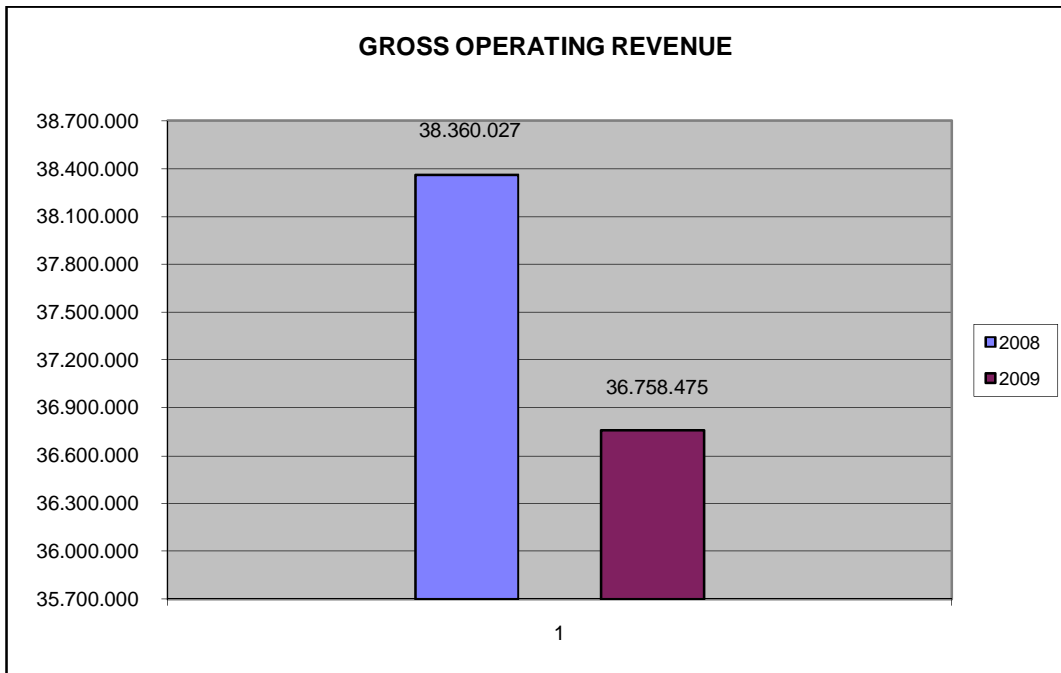


Chart 1

The global crisis that shook financial markets resulted in noticeably slowing construction industry in the country, among other sectors affected, which resulted in fewer projects achieved and consequently ARTs collected (Figure 2).

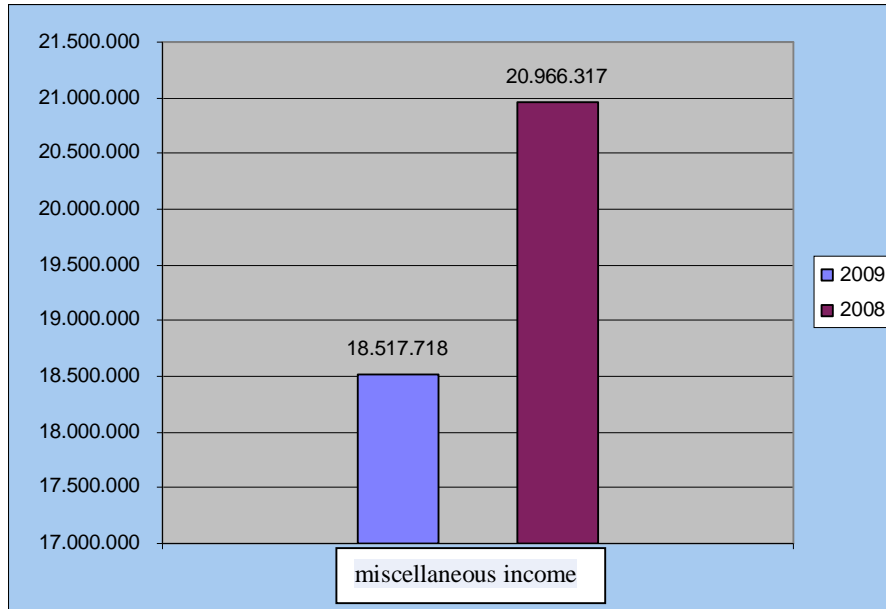


Chart 2

We can see in Chart 3 the distribution percentages of DVA. Please note that the DVA is explained in a simple wealth generation company, for its resources available to society in general (employees, suppliers, union, entity, among others).

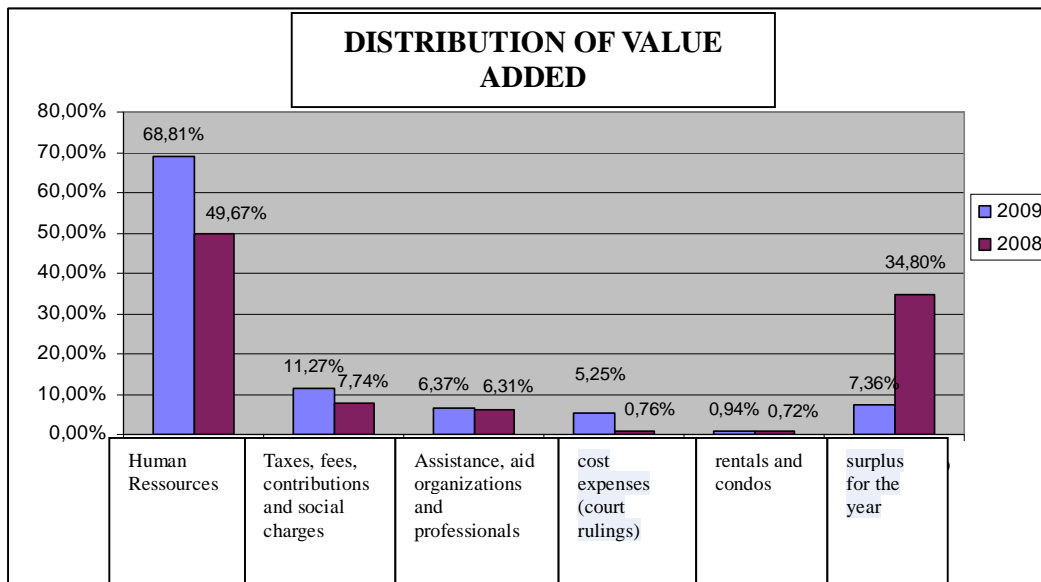


Chart3

Regarding the distribution of value added, a relevant factor is the increased budget for the human resources section. We can see in Chart 4, that the year 2008 to 2009, increased by 49.67% to 68.81% in this subsection.

This increase is due to three main factors:

- a) decrease in revenue from one period to another;
- b) of the functional board in 2009, due to the implementation of the Plan for Positions, Careers and Salaries - PCCS;
- c) expansion of the workforce, from 314 in 2008 to 342 in 2009.

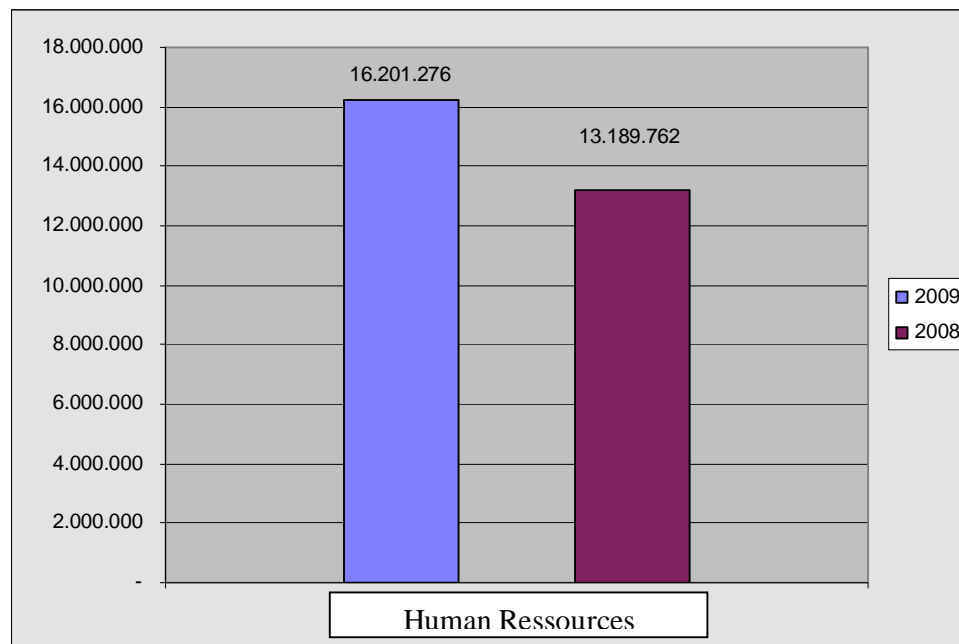


Chart 4

Featuring in Chart 5, the increase in expenditure under heading judgments, for fiscal year 2008 to 2009, the amount spent of R\$ 1.235.159 (One million, two hundred thirty-five thousand, one hundred and fifty new reais) R\$ 1.098.471,38 (One million, ninety-eight thousand four hundred and seventy one reais) were paid off by writ, the stock carried over and judged against the council, these actions initiated in 1997, 1998 and 2000.

PRECATORIES are *orders from judgments against the National Treasury,*

State or Local Government (CREA-PR). When we exhaust the resources, the action is transformed into precatory. From there, the farm is obliged to repay the debt with the creditor, with the force of law the obligation of the public do the budgeting for the coming year, the deadline for deposit with the Court, the values of precatórios stated in the proposals a given year is December 31 of the year for which it was budgeted.

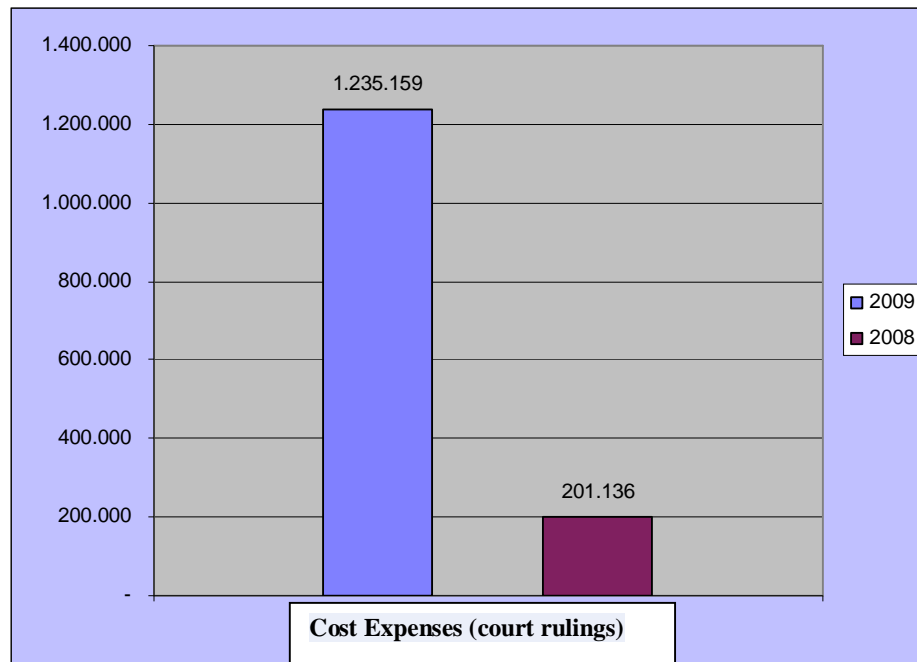


Chart 5

O gráfico 6 apresenta os valores de superávit dos balanços (Resultado Operacional) de 2008 e 2009, estando a diferença apresentada, relacionada aos itens vistos anteriormente, como: Figure 6 shows the values of surplus balances (Operating Income) in 2008 and 2009, with the difference made, related to items previously seen as:

- 2008 revenues of more than 2009;
- Increases in current expenditure of the Council
- Payment of judgments by writ, among others.

CREA-PR is a federal agency, with administrative and financial autonomy, non-profit, tax-exempt, with the purpose of exercise within the State of Paraná, the supervision of professional activities of Engineering, Architecture and Agronomy related activities, to ensure the protection of society, not allowing people without proper qualifications,

to perform activities that would jeopardize the environment and the health and integrity of persons.

The financial result of its operations is obtained surplus or deficit, while in private the name is a profit or loss.

The surplus now presented allows the Council to seek technological innovations for continuous improvement of services to businesses and professionals, training of supervisory staff, modernizing the information technology, investments aimed at improving the premises, with the acquisition and renovation of buildings for the operational, compensation and working conditions of employees, and also partnership with professional associations, and others of interest to the system CONFEA / CREAS for courses / lectures devoted to the improvement and retraining of professionals registered.

Remember that a non-profit, the profit (surplus) obtained is not their *raison d'être*, but a necessary means to ensure continuity and fulfillment of their institutional purposes, projects and actions for improvements. The property belongs to society as a whole, or part of it, not fitting to their members or supporters of any plots in the same economic participation.

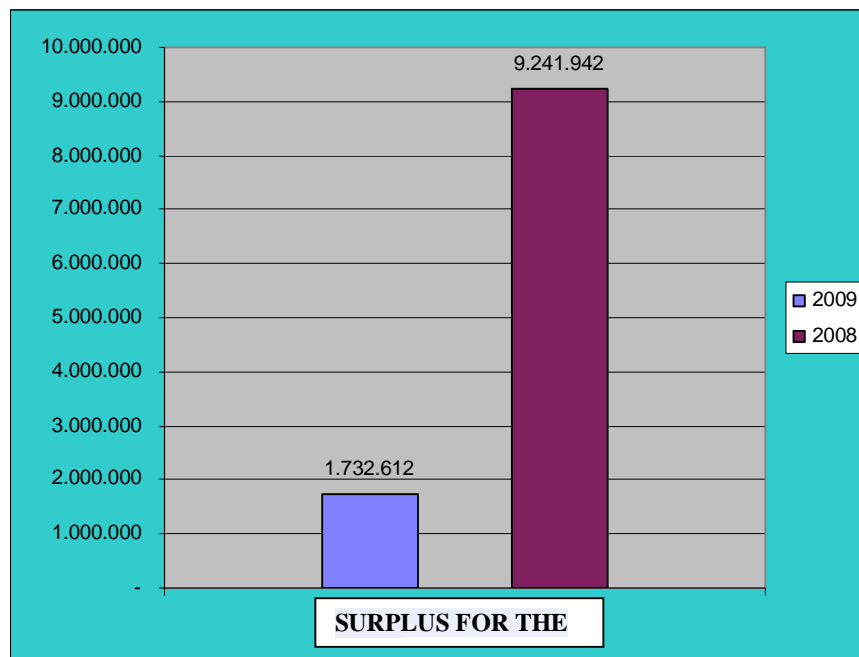


Chart 6

Chart 7 shows and development of revenue and expenditure for the financial years

2007 to 2008 and 2008 to 2009.

The year 2007 to 2008 there was an increase of 26.49% of net revenue, as compared to years 2008 to 2009 there was a decrease in net income of -3.10%.

With reference to expenditure, the ratio of 2007 to 2008 there was an increase of 5.92%, and from 2008 to 2009 there was an increase in the order of 17.62% despite increased spending for each year the CREA-PR maintains its structure in response to the concerns of society in general.

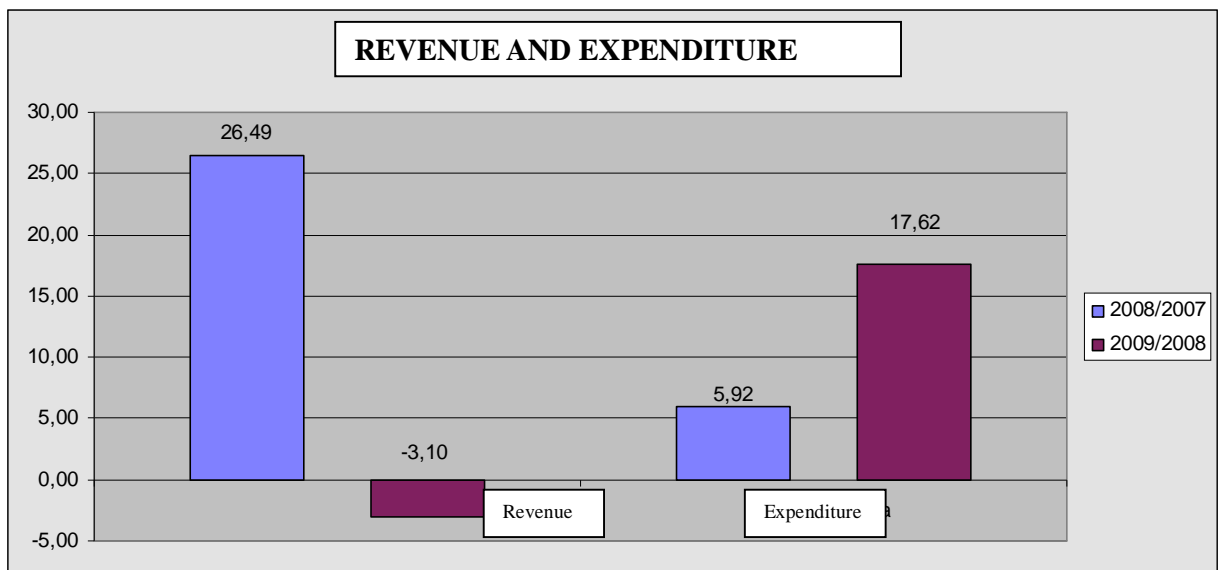


Chart 7

The decrease in net income recorded in 2009, when the global crisis, affected directly, as illustrated in Chart 8, the collection of CREA-PR. However, it is noteworthy that all the actions, programs, projects, agreements and financial commitments from the suppliers were met in full. This behavior not only confirms the soundness of the Council but also its effective management did not lead to paralysis or cutting actions necessary to meet its obligations with professionals, suppliers, employees and other customers.

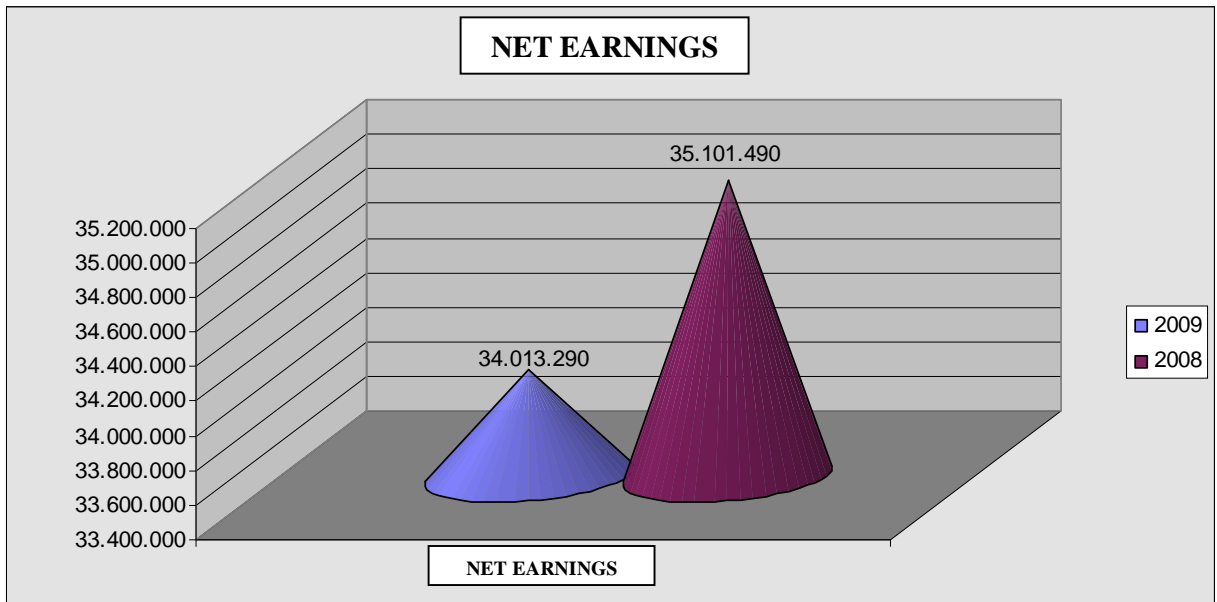


Chart 8

One of the important variables that drive the institutions of the publication of social reports is undoubtedly the publication of internal social indicators. These indicators show the investment in "human capital" that effectively brings to life the actions, procedures, supervision, and meets all the routine activities, maintaining the proper functioning of the Council. Chart 9 compares the amounts spent during the financial year 2008/2009, in the order of 13,39%.

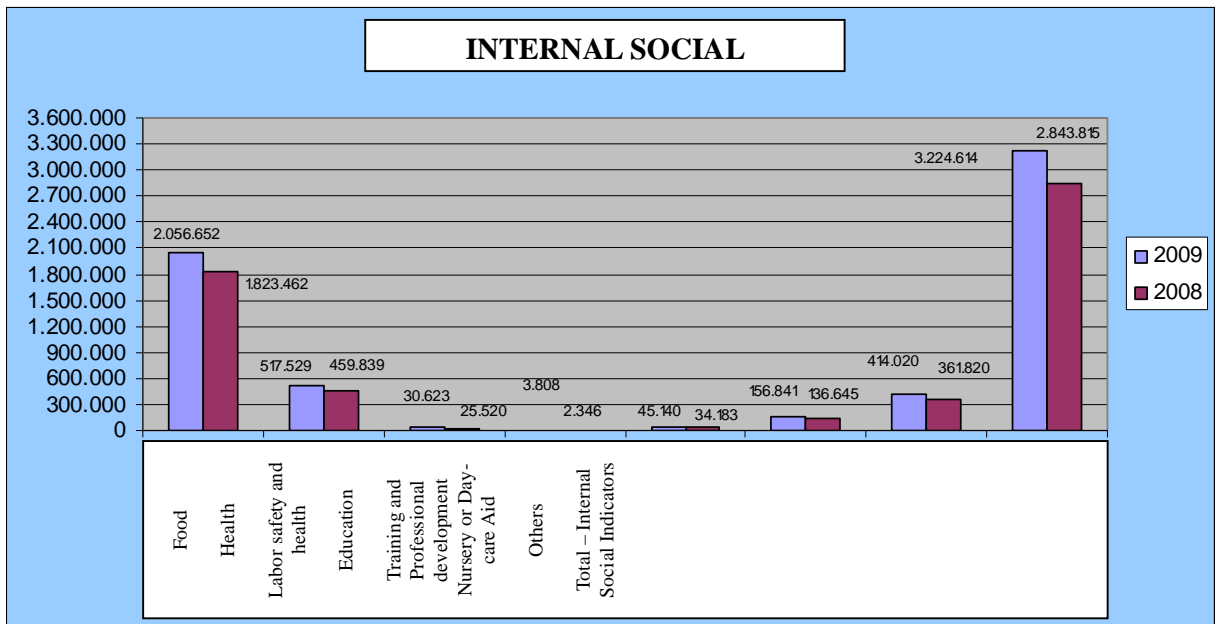


Chart 9

Chart 10 shows the percentage of internal evolution of social indicators in reference to years 2008 to 2009. We can verify that 100% of indicators developed positively. This momentum reflects both strengthened relationships with its employees as with the labor union.

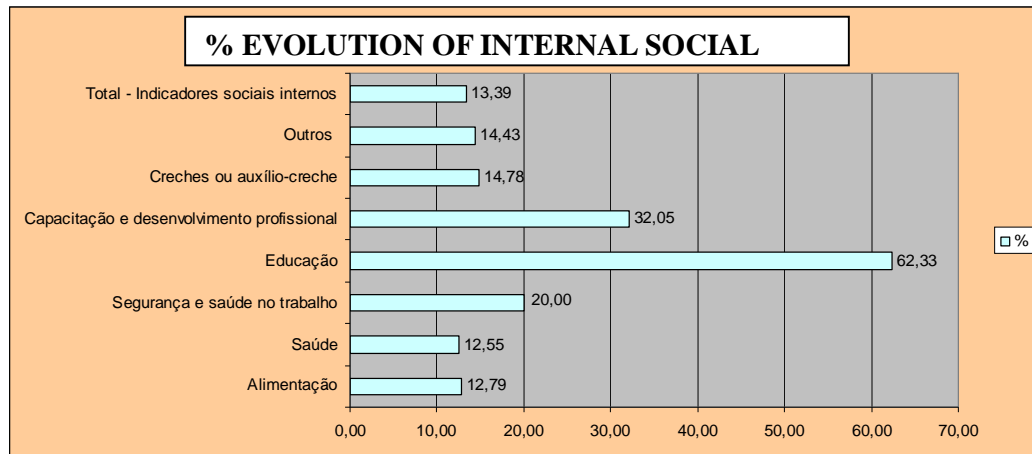


Chart 10

Also in regards to internal social indicators, highlighted in Chart 11, the increase in headcount, admitted in a public tender, with an increase in the order of 8.92%, that correspond to 28 employees. We highlight in this chart, which of the 342 Council staff in 2009, 171 are men and 171 are women and are thus perfectly applied to gender equity.

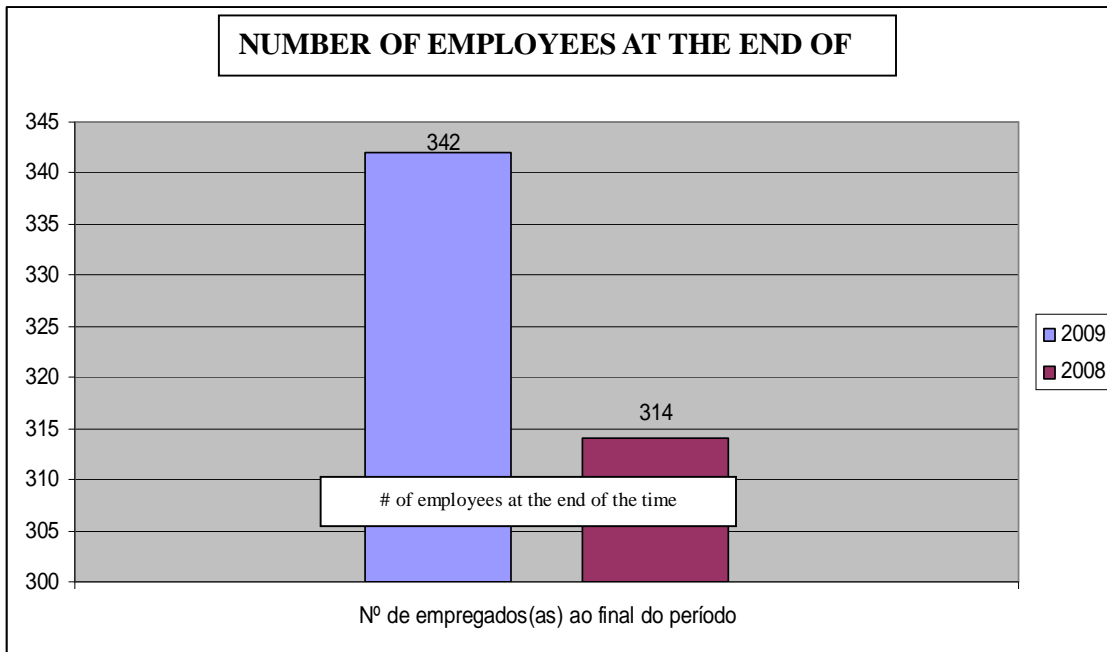


Chart 11

Women in leadership positions

Implementation Plan Positions, Careers and Salaries - PCCS, establishing the annual levels of each office (this may be for length of service or meritocracy) allows to evaluate the personal performance of each employee and thus their propensity or not to assume leadership positions. It is evidenced in the actual numbers available to women in positions of leadership.

In the Council, the leading position occupied by women increased from 14 (2008) to 15 (2009). Of the 35 management positions, 14 are held by women in 2008, this is 40%.

Of the 38 management positions, 15 are held by women in 2009, this is 39%.

The Council has an aid targeted specifically at mothers who make up the functional framework in budget spending item "Other Expenses Variables", allocating monthly figure for daycare assistance, and assistance to the disabled child by allowing higher quality of life and the permanence of children in a safe and appropriate. Chart 12 shows the evolution of amounts spent under this heading.

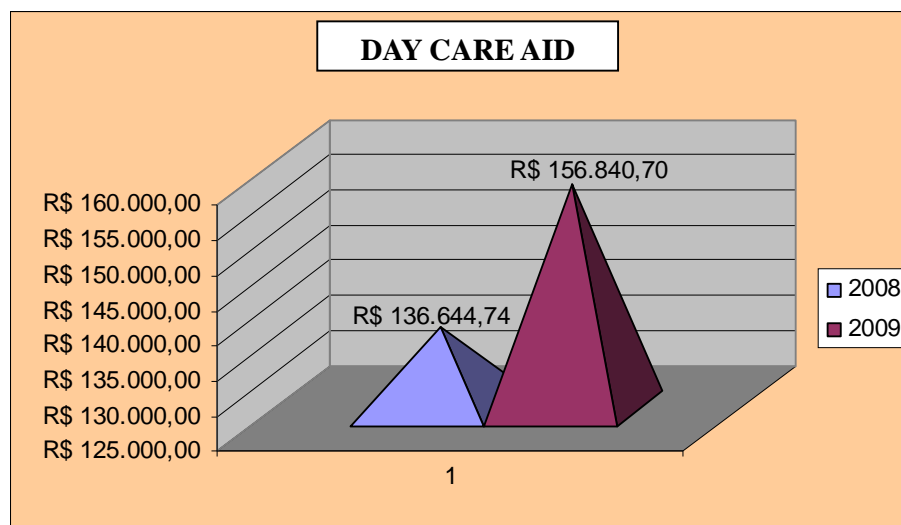


Chart 12

CONSOLIDATED FINANCIAL AND SOCIAL INDICATORS

CONSOLIDATED FINANCIAL PERFORMANCE		
	2008	2009
NET REVENUE	R\$ 35.101.489,84	R\$ 34.013.290,95
Contributions to professional practice	R\$ 10.131.132,63	R\$ 11.194.368,59
Financial investments	R\$ 894.014,80	R\$ 1.123.263,54
Rentals	R\$ 6.680,00	R\$ 1.726,91
Services	R\$ 856.207,61	R\$ 896.971,68
Fines	R\$ 148.677,18	R\$ 124.682,34
Fines for infractions Prev. Law 5194/66 and 6499/77	R\$ 352.867,93	R\$ 309.489,96
Indemnities and Refunds	R\$ 404.865,62	R\$ 497.671,35
Active debt	R\$ 1.006.084,45	R\$ 665.274,15
ARTs	R\$ 20.966,316.74	R\$ 18.517.717,59
Other Capital Revenue	R\$ -	R\$ 194.854,72
Other Current Revenue	R\$ 123.318,65	R\$ 110.238,99
Intragovernmental transfers	R\$ 134.624,23	R\$ 162.649,35
Revenue Capital	R\$ 76.700,00	R\$ 214.381,78
Expenditures	R\$ 28.374.910,14	R\$ 33.375.916,98

Wages	R\$ 10.586.097,03	R\$ 13.256.624,59
Social security charges	R\$ 1.912.842,37	R\$ 2.479.662,12
Consumables	R\$ 780.155,46	R\$ 791.600,10
Outsourced Services	R\$ 11.549.404,69	R\$ 12.423.805,53
Cost expenses	R\$ 212.006,16	R\$ 1.260.878,27
Pis	R\$ 94.151,50	R\$ 117.475,14
Current Transfers	R\$ 1.674.543,39	R\$ 1.500.724,93
Capital Expenditure	R\$ 1.565.709,54	R\$ 1.545.146,30
Surplus Budget	R\$ 6.726.579,70	R\$ 637.373,97
OPERATING RESULTS - OR	R\$ 6.726.579,70	R\$ 637.373,97
INCOME STATEMENT		
Revenue - Expenditure Budget (+)	R\$ 6.726.579,70	R\$ 637.373,97
Acquisition of property and assets (+)	R\$ 1.565.709,54	R\$ 1.545.146,30
Removal of debris to pay / year (+)	R\$ 88.374,36	R\$ 37.432,92
Downtown property - donations (goods unserviceable) (-)	R\$ 133.507,00	R\$ 518.386,46
Enrollment in outstanding debt (+)	R\$ 2.401.833,54	R\$ 2.482.450,39
Low Enrollment Divide Enable / year (-)	R\$ 1.510.362,85	R\$ 2.401.833,54
Warehouse Inventory Change (+/-)	R\$ 103.314,70	R\$ 49.571,54
SURPLUS BALANCE	R\$ 9.241.941,99	R\$ 1.732.612,04
EQUITY		
Balance Sheet previous year	R\$ 18.398.931,62	R\$ 27.640.873,61
Profit for the year	R\$ 9.241.941,99	R\$ 1.732.612,04
Accumulated Balance Sheet	R\$ 27.640.873,61	R\$ 29.373.485,65
SOCIAL INDICATORS OF SOCIAL RESPONSIBILITY	2008	2009
Net Revenue	R\$ 35.101.489,84	R\$ 34.013.290,95
Gross Payroll	R\$ 12.593.090,90	R\$ 15.853.761,85
PUBLICO INTERNO DOMESTIC PUBLIC	2008	2009
1. 1. DOMESTIC PUBLIC		
1.1. Number of employees	314	342
1.2. Number of contractors	39	42
1.3. Number of trainees	56	54

TOTAL EMPLOYEES	409	438
2. 2. EMPLOYEES BY GENDER	% Total function.	% Total function.
2.2. Number of employees - women	168	171
2.3. Number of employees - men	146	171
3.EMPLOYEES BY AGE GROUP	% Total empl.	% Total empl.
3.1. Until 18 years	1	1
3.2. 19 to 25 years	48	57
3.3. 26 to 35 years	131	135
3.4. 36-45 anos	76	88
3.5. 46 to 55 years	45	47
3.6. Above 55 years	13	14
4. DIVERSITY	% Total empl.	% Total empl.
4.1% of women in management positions in relation to all management positions	40%	39%
4.2.% Of blacks compared to total staff	0.32%	0.29%
4.3.% Of black women in management positions in relation to all management positions	0,00%	0,00%
5. INTERNAL INVESTMENTS	2008	2009
5.1. Funds invested in professional development	R\$ 34.182,53	R\$ 45.140,29
5.2. Resources invested in health	R\$ 459.838,60	R\$ 517.529,23
5.3. Resources invested in health and safety and other	R\$ 25.520,00	R\$ 30.623,00
5.4. Funds invested in transportation	R\$ 320.364,20	R\$ 370.469,95
5.5. Funds applied in early childhood education / daycare assistance	R\$ 136.644,74	R\$ 156.840,70
5.6. Funds invested in life insurance	R\$ 41.454,39	R\$ 43.550,48
6. ATTRACTION AND RETENTION OF PROFESSIONAL / EMPLOYMENT GENERATION	2008	2009
6.1. % Turnover	7.53%	8.92%
6.2. Total admissions during the period	70	69
6.3. Total resignations during	48	47
7. OCCUPATIONAL SAFETY AND HEALTH	2008	2009
7.1. Total lost time accidents	0	0
7.2. Total accidents without leave	0	0
8. LABOR RELATIONS	2008	2009
8.1. Quantity of Labor filings	0	0

8.2. Amount of labor claims at year end	58	77
PROFESSIONALS AND COMPANIES ENGAGED	2008	2009
1. DIRECT SERVICE TO PROFESSIONAL	112.023	116.816
1.1. Connections Served	74.690	60.758
1.2. Messages left on voice mail and return the CREA-PR	30.076	39.286
1.3. Access site CREA, Menu - CONTACT U.S.	3.939	10.272
1.4. CAMPAIGNS of CREA, via telephone contact to professionals and businesses	3.318	6.500
ENVIRONMENT	2008	2009
1. Annual energy costs	R\$ 210.449,77	R\$ 211.303,40
2. Annual water costs	R\$ 19.594,25	R\$ 23.033,35
3. Annual consumption of fuel gasoline / ethanol diesel	R\$ 235.693,99	R\$ 245.580,84
4. A4 Recycled Paper *	R\$ 19.600,00	R\$ 110.850,00
ENTITY CLASS	2008	2009
1. INVESTMENT ORGANIZATIONS IN CLASS	R\$ 1.720.613,39	R\$ 1.581.832,93
1.1. Técnica Go through the ART-Technical Explanation of responsibility	R\$ 1.493.484,54	R\$ 1.337.005,79
1.2. Agreements, support for events, fairs, seminars and other booths +	R\$ 207.302,30	R\$ 218.391,74
1.3. Agreements with institutions for the strengthening of the entities	R\$ 19.826,55	R\$ 26.435,40
* - Purchase of recycled paper began in 2008, by this fact expenditure on procurement of recycled paper is significant from 2008 to 2009		