



CONTORGROUP

PERFORMANCE COUNTS

COMMUNICATION ON PROGRESS
2009

History. Evolution. Performance.

»Experience creates performance.«

Dedicated to the permanent development of water and thermal energy measuring systems, Contor Group is market leader and global partner for utilities suppliers, for energetic services companies, for industrial organizations and for population.

The company reputation is a reward for the vision and experience gained in 15 years of activity, exclusively dedicated to research, production, trading and services within this field. The new production, research and logistics center (total surface: 25.500 m²) inaugurated in Arad, is based on an investment of more than 15 million Euro.

Today our products are known all over Romania and worldwide. We have permanently increased our production facilities and our sales and we have continuously extended our products range, we have gained our customers' confidence and new market segments, we have created new subsidiaries in Romania and in Europe, we have trained and formed valuable specialists.

Mission:

Continuous development of exquisite products, creation of stable and attractive jobs in the world.

Vision:

To become an elite business partner appreciated both by the customers, suppliers and by the community, in fact a business engine supplied by science, technology and know-how, able to settle standards on the measuring equipment market.

Our development strategy is a dynamic one, adapted to market demands, though having a fix component that will never change the way Contor Group deals with its issues: we are always focused on the customer's demands.

Objectives:

- » Long-lasting business development
- » Permanent improvement of personnel
- » Development of products and innovative services
- » Quality system certification and obtaining type examination certificates CE for the entire range of products, according to MID
- » Active involvement in the life of community

»The mission creates the future.«



History

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|------------|----------------------------------------------------------------------------------------------------------------------|
| 13.01.1993 | Establishing the company in Romania |
| 1994-1997 | Extension of the production flow |
| 1996- | Development of the sales network (subsidiaries in Romania, in the Balkans and Western Europe) |
| 1999-2000 | Building of the research, production and logistics center (25.500 m ²). |
| 01.02.2002 | Being awarded with the Trophy for Managerial Quality and Excellence „J.M.Juran” |
| 21.12.2004 | Taking over of the share package owned by the German partner until 21.12.2004. |
| 12.08.2005 | Contor Group becomes an independent global player. Launching of Contor Group as new supplier on the German market |
| 2005- | A new range of products on the market: “Solaris”, “Polaris”, “Woltaris”, “Astral” and of an AMR innovative solution. |
| 01.11.2006 | Established the subsidiary in France |
| 27.11.2006 | Quality management system approval & CE type evaluation certificates achievement PTB acc. to MID |
| 27.03.2007 | Participant to UNPD Global Compact initiative |
| 29.02.2008 | Listing of Contor Group Arad on the Bucharest Stock Exchange |

Innovation spirit creates technology.

» Passion for performance. «

»Dedication in serving the customer«

The quality of services we provide is defined by accessibility and accuracy of information as well as promptness in responding to each order, request or

The range of products complying with advanced technologies and the rapidity of feedback are the main means conducting the group from regional leader position to global player status.

We have now a new corporation identity sustaining the position of our business and inspiring our employees, customers and our partners as well, because performance counts for all of us.

Satisfying our customers' demands represents the number one priority of our management policy. We build up trustworthy and long lasting relationships with our partners.

»The secrets of a success story.«

We choose suppliers who share the same principles as ours and who observe our quality standards. We deal with local or international partners who allow us to permanently offer our customers quality products and services at competitive prices. We create business relationships based on confidence, integrity and openness profitable relationship for all partners.

»Corporate responsibility«

Our company development is responsibly observing the issues regarding the environment, the community, our employees and our partners, being based on durable growth strategies. We have a significant positive contribution to the progress of the community.

» We invest in our employees.«

We create a working environment in which mutual respect, involvement and trust are highly cultivated. We respect our personnel recognizing their devotion, competence and professionalism.

Considering that people are one of the most valuable resources of the company, we continuously invest in their professional development. They make the difference and maintain the advantage our company has as regards the competition. The results obtained have proved to us that we are a powerful team made up by ambitious professionals. These are the grounds on

»We build on solid grounds.«

Perspectives on our business



»Sustainable Development«

Contor Group is building its management policy on business principle along three bottom lines:

- » economic performance
- » environmental performance
- » social responsibility.

Starting with 27.03.2007, Contor Group became participant to UNPD (United Nations Development Programme) Global Compact initiative - the world's largest voluntary corporate responsibility initiative.

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment, and anti-corruption:
Human Rights

Sustainable Development

»Statement«

Our initial goal was not only to make a profit, but to create a company that would be small, middle, then large which would develop quality and even exceptional products, thus creating working places for scores, hundreds of people.

Our specialists assure continuity and stability to the company future, by offering valuable products on the market. We do not sell products, but we solve our clients' problems.

Our strategy aims to obtain the global partner status. Our economic performance, clients' loyalty, social responsibility and responsibility to the environment, to our stakeholders are important aspects within our development strategy.

For this purpose, we engage ourselves to:

- » pursue a policy in order to gain and keep our customers' confidence with the motto "we see with our client's eyes"
- » respect and encourage our employees' professional development, intelligence and personal contribution. We invest in training, in communication and we honor competence. We prevent injuries and professional illnesses.
- » promote, support and respect the organizational and ethic culture of the company

- » use direct collaboration and communication with all our employees, clients and suppliers, as a resonance law
- » apply the provisions of the laws in force, of environment, of labor health and safety; to apply the provisions of the existing laws, in compliance with the European Union standards, Directive 22/2004/CE for Measuring Instruments (MID), as well as the internal requests of the group.
- » maintain and continuously improve a system which is efficient, competitive and management certified according to: ISO 9001, ISO 14001, OHSAS 18001 and EN ISO/CEI 17025
- » prevent environment pollution by investing in top certified techniques and technologies.
- » have in the center of our attention the assurance of environment protection and the preservation of the vital space for the future generations.
- » act for the documentation, implementation, maintenance and the communication of our policy to all the employees of Contor Group or to those who work on behalf of our group.
- » contribute decisively to the communication between the civil society, the political-administrative and the business environment.

12.12.2009, D.Eng. Tudor Caracioni, CEO

Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
1: Businesses should support and respect the protection of internationally proclaimed human rights	For the purpose of respecting the internationally proclaimed human rights, the Internal Regulation and the Collective Labor Contract of Contor Group have been drawn up. These documents are sent for registering at the Directorate for Labor and Social Protection in order to certify whether they comply with the Romanian and international legislation.
2: and make sure that they are not complicit in human rights abuses	The observance of the provisions of the Internal Regulation and the Collective Labor Contract of Contor Group is supervised by the representatives of the Labor Health and Security Committee, who have also approved them on their elaboration. There have not been cases of human rights violation.
3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	The Health and Security in Labor Committee was encouraged and also reorganized in order to be according to the laws of the OHSAS 18001 standard. This was applied in the company and certified during 2008. Thus it was created a management integrated system that contains the requirements of ISO 9001, ISO 14001, OHSAS 18001 and ISO/CEI 17025.
4: the elimination of all forms of forced and compulsory labour;	There have not been cases of forced labor.
5: the effective abolition of child labour	The stipulated condition for working in the company is that the respective person has already turned 18 years old. We do not have employees under 18 years old.
6: and the elimination of discrimination in respect of employment and occupation	Among our company's regulations the following are stipulated as serious misconducts and also as causes for canceling the individual working contract: offense against other employees' personal dignity, committing discriminating actions, creating degrading environments, of intimidation, hostility, humiliation or insulting. In these conditions, there is a friendly working atmosphere which is not stress provocative.
7: Businesses should support a precautionary approach to environmental challenges	Yearly, our management team establishes specific environmental objectives by which they would like to meet the commitments from the management policy: <ul style="list-style-type: none"> - reducing the energy consumption on product by design assimilation and the execution of plastic meter bodies - analysis of the life cycle of the main products - growing efficiency in the wastes selective collecting and recycling - replacing plastic package with paper and carton package Plastic products have been manufactured and now, they are in process of approval in order to appear on the market. The costs, energy and material loss in different stages of production, delivery and elimination have been analyzed. The package have been changed in materials which are environmental friendly.
8: undertake initiatives to promote greater environmental responsibility	During European Mobility Week, dedicated to environmental friendly transportation, Contor Group personnel participates by using alternative means of transportation to work such as: walking, bicycle or public transportation. Also, an article in the local newspaper was written and sponsored in order to inform the citizens of our town about the European Mobility Week and also the actions of our employees in that week. In that article, Contor Group has also acknowledged its support towards Global Compact 's 10 principles and has also explained the concept.
9: and encourage the development and diffusion of environmentally friendly technologies	An automatic system for recycling the technological waste resulted from the injection of plastic products has been manufactured. The system collects, grinds, supplies the injection machine with plastic products. It results a waste reuse of 100% and an economy of raw material acquisition of 50%.
10: Businesses should work against all forms of corruption, including extortion and bribery.	The management of the company disapproves all forms of corruption, extortion or bribery.

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