



Making a difference

Deloitte Croatia
UNGC Communication
on Progress 2014



Contents

3	Basic data
4	About Deloitte
4	Statement of continued support to UNGC
5	Principles 1 and 2
7	Principles 3, 4 and 5
9	Principle 6
11	Principle 7
12	Principles 8 and 9
14	Principle 10
16	Availability of Communication on Progress
17	About Deloitte
18	Notes

Basic data

Company: Deloitte

Address: Radnička cesta 80, 10 000
Zagreb

Country: Croatia

Contact: Ana Cofek, Marketing &
Corporate Communication Manager

e-mail: acofek@deloittece.com

Phone: +385 1 2351 900

Membership date: 13th July, 2007

Number of employees: 150

Sector: Professional services



About Deloitte

Deloitte is the brand under which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide audit, consulting, financial advisory, risk management, tax and legal services to selected clients. These firms are members of Deloitte Touche Tohmatsu Limited (DTTL), a UK private company limited by guarantee. Each member firm provides services in a particular geographic area and is subject to the laws and professional regulations of the particular country or countries in which it operates. DTTL does not itself provide services to clients. DTTL and DTTL member firm are separate and distinct legal entities, which cannot obligate the other entities. DTTL and each DTTL member firm are only liable for their own acts or omissions, and not those of each other. Each of the member firms operates under the names "Deloitte", "Deloitte & Touche", "Deloitte Touche Tohmatsu", or other related names. Each DTTL member firm is structured differently in accordance with national laws, regulations, customary practice, and other factors, and may secure the provision of professional services in their territories through subsidiaries, affiliates, and/or other entities.

About Deloitte Central Europe

Deloitte Central Europe is a regional organization of entities organized under the umbrella of Deloitte Central Europe Holdings Limited, the member firm in Central Europe of Deloitte Touche Tohmatsu Limited. Services are provided by the subsidiaries and affiliates of Deloitte Central Europe Holdings Limited, which are separate and independent legal entities.

The subsidiaries and affiliates of Deloitte Central Europe Holdings Limited are among the region's leading professional services firms, providing services through more than 4,400 people in 34 offices in 17 countries.

About Deloitte Croatia

In Croatia, the services are provided by Deloitte Ltd. and Deloitte Advisory Services Ltd. (jointly referred to as "Deloitte Croatia") which are affiliates of Deloitte Central Europe Holdings Limited. Deloitte Croatia is one of the leading professional services organizations in the country providing audit, tax, consulting, risk services, financial advisory and legal services through around 150 national and specialized expatriate professionals.

Statement of continued support for the UN Global Compact

As Office Managing Partner in Deloitte Croatia, I hereby confirm our continued support for the Global Compact. I find the Global Compact to be a valuable tool when working towards upholding social and environmental ethics throughout all links of our work.

For Deloitte and Deloitte Advisory Services
Rick Olcott, Partner



Principle 1

Business should support and respect the protection of internationally proclaimed human rights

Principle 2

Business should ensure that they are not complicit in human rights abuses

Our commitment or policy

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



Actions implemented

Health and well-being initiative

The health and well-being of employees is of great concern to Deloitte, and Deloitte have put a programme in place to help our employees stay healthy. All Deloitte Croatia employees have additional health-care coverage which including systematic check-ups and consultations with specialists.

Child support

Each employee, regardless of gender, receives financial support in the form of a bonus for a new-born baby. This programme was introduced in September 2007.

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Health programme	On-going	100%
Child support	On-going	4,93% (100% new parents)

Principle 3

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

Principle 4

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

Principle 5

Business should support the effective abolition of child labour



Our commitment or policy

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

Actions implemented

Deloitte Croatia made a financial contribution to the 'Partners in good' foundation. The foundation's mission is to encourage people to create a society in which everyone has equal opportunities to achieve personal development.

Deloitte Croatia, together with Deloitte Central Europe, made donations to areas of Croatia, BiH and Serbia that were severely impacted by recent flooding.

Principle 6

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

Our commitment or policy

A part of Deloitte's global vision – being the Standard of Excellence among professional services firms – is a desire to become the employer of choice for the most talented experts around the world. Women make up close to 45 percent of Deloitte member firms' global workforce. Deloitte's global goal is to increase the percentage of women among directors and partners.

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

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

Among Deloitte Croatia's current employees, approximately 60 percent are women.

SheXO Club – programme dedicated to networking of business woman

In 2012 Deloitte Croatia launched a 'SheXO Club' for successful women in business with a variety of backgrounds, focus areas and interests. In the past two years, the club has become a networking platform for successful businesswomen. Since it was established, 6 meetings have been held in Croatia covering such topics as personal development, work-life balance, and health. Moreover, club members participated in a SheXO Survey which looked at the position and roles of both men and women in the Croatian business community.



Principle 7

Business should support a precautionary approach to environmental challenges

Green Frog award

In order to promote environmental responsibility, Deloitte Croatia partners with Deloitte Hungary to give an annual Green Frog Award to companies which publish the best annual environmental or sustainability report. We hope that the award will increase awareness about environmental reporting and become a symbol of promoting an environment-conscious culture among companies in the region. We believe that companies' annual financial statements should not be limited solely to the financial implications of their business. Presently companies prepare environmental and sustainability reports on a voluntary basis.

Green Mark

Deloitte Croatia received a Green Mark from Croatian Energy Forum for its continued support of sustainable and environmentally friendly business practices.



Principle 8

Business should undertake initiatives to promote greater environmental responsibility

Principle 9

Business should encourage the development and diffusion of environmentally friendly technologies

Our commitment or policy

We believe that each company has a responsibility to minimize the impact of its business on the environment. Deloitte Croatia carries out a number of activities under the “Green Dot” umbrella that are aimed at improving our relationship to the environment.



"Green Dot" programme

Activities implemented include:

- Bins for collecting waste paper in all copy rooms and open office spaces
- Sorting recyclable materials: paper, glass, PET, toners; 2 special bins
- Recycling printer toners
- Two-sided printing set as default option for all printers that have this possibility
- Introducing the message "Please consider environment before printing this e-mail" as an obligatory part of all e-mails
- Implementing light sensors in our office

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Waste paper bins	On-going	13 collection units
Sorting recyclable materials	On-going	100%
Toner recycling	On-going	100%
Two-sided printing	On-going	90% of printers
"Green" e-mail message	On-going	90%
Light sensors	On-going	70% of office space

Principle 10

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

Our commitment or policy

At the heart of our business culture are the Ethical Principles, adopted by each of Deloitte's member firms and linking directly to Deloitte's Global Shared Values. These nine principles define the standards of ethical behaviour that unite all the people of DTT's member firms.

In particular, the principles offer guidance about appropriate ethical and professional conduct covering areas that are critically important to the member firms' clients, their people and society. The principles are: Honesty and Integrity; Ethical Behaviour; Competence; Objectivity; Confidentiality; Fair Business Practices; Responsibility to Society; Respect and Fairness; Accountability and Decision-making.



Actions implemented

Educational programme on the Ethical Principles of the member firms of Deloitte

The educational programme on the Ethical Principles is mandatory for all employees. It is an online e-learning and intranet which uses examples and scenarios from real life, as well as a resource on ethical business that can be used by our experts at any time. Deloitte also regularly confirms that employees abide by independence and compliance rules, ensuring that our business practice is carried out according to accepted rules and procedures.

Independence Compliance Confirmation

Completing an Independence Compliance Confirmation is mandatory for all employees. Maintaining compliance with the member firm's independence policies is an important part of a Deloitte's professional responsibilities.

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Ethics education	December 2013	100%
Independence training	December 2013	100%

Availability of COP

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

Internal and external stakeholders

The Communication on Progress will be available on the website of Deloitte Croatia.

Internal stakeholders

The submission of the Communication on Progress will be communicated to all employees in an internal newsletter.



Notes

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. Please see www.deloitte.com/hr/about for a more detailed description of DTTL and its member firms.

Deloitte provides audit, tax, consulting, financial advisory and legal services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 150 countries and territories, Deloitte brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Deloitte's more than 200,000 professionals are committed to becoming the standard of excellence.

In Croatia, the services are provided by Deloitte Ltd. and Deloitte Advisory Services Ltd. (jointly referred to as “Deloitte Croatia”) which are affiliates of Deloitte Central Europe Holdings Limited. Deloitte Croatia is one of the leading professional services organizations in the country providing services in audit, tax, consulting, risk services and financial advisory services, through around 150 national and specialized expatriate professionals.

© 2014 Deloitte Croatia