

Annual Communication on Progress (COP)

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1.0 Statement of continued support

Esoftflow continues to be committed to adhere to the principles promoted by the UN Global Compact (UNGC). Over the past year, our company has taken further initiatives in the areas addressed by UNGC. A milestone was the formulation and adoption of a set of business ethical principles. The document is available on our website, and describes in great detail how we wish to conduct business, and what we in practice are doing to adhere to the principles.

We continue to be at the forefront when it comes to implementing corporate social responsibility in our organization, and are pleased with the benefits we derive from it.



Thomas Frisenberg

Thomas Frisenberg
Managing Director

2.0 HUMAN RIGHTS

Our commitment

Esoffflow commit to fully support and respect the human rights related regulations set by the ILO as well as the Labour Law in Vietnam.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Labour contracts and regulations	<p>We continue to ensure that our labour contracts and internal labour regulations stay up to date, and that both staff and relevant Government authorities are informed about updates.</p> <p>We continue to promote a democratic working environment where staff are free to raise their voice. Staff are protected from violence and harassment at the work place. We conduct a company meeting every 6 months to ensure that we maintain a dialogue with employees and keep employees informed about the company's development. The latest meeting was conducted in June 2015.</p>	Our labour contracts guarantee that every staff member has a proper contract with social and health insurance contribution as stipulated by law. That staff get equal pay for equal work through a performance based measurement system.	The company plans to maintain the same level of compliance to the changing regulatory labour framework in Vietnam.
Work environment	Folloiwing the recommendation from a work environment audit, in the beginning of 2015, we installed an additional ventilation system to improve airflow and inject more fresh air into the office.	With the new ventilation system, we have also installed air quality sensors, and these show that the air quality has been significantly improved. Furthermore, we do not hear many complaints anymore about "bad" air and related symptoms such as headache, fatigue etc.	<p>We have gone ahead and rented further office space in our current building and expect to take this into use in late 2015. That will also allow us to reorganize our staffing, reducing the number of staff in the current office space (staff per squaremeter).</p> <p>We continue to work closely with our meal provider to improve quality and service. Furthermore, are we testing new providers to see if we can find an even better solution.</p>

3.0 LABOUR

Our commitment

Esoffflow upholds the freedom of association and the right to collective bargaining of its staff members. Esoffflow support and fully complies with the international standards when it comes to elimination of forced labour, discrimination at the work place and child labour.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Collective agreement	<p>The Company Trade Union is functioning well and all staff are members of it. In the past year the Trade Union has actively involved into relevant labour issues and also been a driver when it comes to the organization of social activities including summer trip, sport activities and other social occasions.</p>	<p>The participation in not only the Trade Union but also activities organized by the Trade Union has been very high – and in general met the expectations set.</p> <p>Furthermore, the Trade Union and company management meet on a regular basis to discuss collaboration as well as the implementation and financing of activities.</p>	<p>A new Trade Union committee will be elected in December 2015 together with the approval of a budget for 2016.</p> <p>In the year to come, we will target to continue to have all employees taking part in our trade union to ensure a united staff force, and that the company at all times, are in compliance with international practices and local regulations.</p>
Equal opportunity employer	<p>We continue to promote our equal opportunity policy, and promote the employment of disabled, disadvantaged and female staff. Aside from pro-actively seeking to reach out to the aforementioned groups in our recruitment process, we continue to engage in various CSR activities that are linked to recruitment of disabled and disadvantaged people.</p> <p>In collaboration with the local NGO “Will to Live”, we successfully completed the training of two batches of people with disabilities under the project name “Raising Hope”.</p> <p>Over the past few months, we have worked closely with the Korean International Cooperation Agency (KOICA) to kick-off of a</p>	<p>Under the Raising Hope project, Esoffflow trained a total of 11 people with disabilities and recruited 9 of them (between Jul 2014 and Jul 2015, totally 20 were trained and 13 were recruited).</p> <p>In addition, we encourage applications from people with disabilities and disadvantaged people to apply for positions in Esoffflow. Recently, we have recruited quite a few people with disabilities to our growing customer service team.</p> <p>Our target of having disabled staff making up 12% of the staff force at all times is close to being realized. As of 1st of July 2015, the percentage was 11.4%.</p>	<p>The collaboration with KOICA is expected to result in a Memorandum of Understanding to be signed in the autumn of 2015, and training to start in October 2015.</p> <p>We continue to be committed to sponsor BREC (Blue Ribbon Employer Council - a local organization supporting training and job creation for disabled people) once the organization has sorted out its mandate. Meanwhile we remain a member of BREC.</p> <p>We will furthermore strive to fulfill or even surpass the committed percentages for employment of disabled and female staff.</p>

	new initiative, which will see Esoflow engaged in providing, and job creation for people with disabilities.		
Social contribution	<p>We held a number of fundraising activities such as charity halloween party to get contribution from not only our staff but also our partners. The proceeds were used to organize a charity day with a group of families affected by HIV.</p>	<p>Our commitment to have disabled staff making up at least 12% of our staff force and female staff 35%. Until end of Jul 2015, the actual numbers are 12% and 31% respectively. We have in the past year recruited 1 additional person from the group of former drug addicts/sex-workers that we trained under our CSR programme (so the total number of recruits from this group is now 13).</p>	<p>We target to have at least one large ongoing CSR project on IT vocational training, job orientation and creation for disadvantaged people at all times.</p> <p>We will continue our activities to raise awareness and get involvement of our staff and others in helping disabled/disadvantaged people.</p>

3.0 ENVIRONMENT

Our commitment

Esoftflow remain aware of its responsibility towards protecting the environment and although we work exclusively in a digital environment, we are committed to do our part to promote environmental responsibility and sustainability.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Energy	<p>We are trying pro-actively to minimize our electricity consumption by raising awareness among our staff as well as having clear procedures for when to have light and air conditioning running as opposed to natural lights and fans.</p> <p>We have completed the installation of lightbulbs with lower energy consumption. We furthermore have installed a number of fans to reduce the use of air conditioning.</p> <p>Our new air ventilation system has sensors installed throughout the office that automatically turns the ventilation system on and off.</p> <p>We carried out a comprehensive survey to find out if it was possible and feasible to install solar panels on the roof of the building. Unfortunately the result was negative both due to the limited space on the roof as well as the expected level of energy generation</p>	<p>Among the measureable outcomes of our environmental initiatives is the fact that we remain below budget in terms of electricity costs, and this despite the installation of an additional air ventilation system.</p> <p>We attribute this to the fact that staff are more aware of the need to protect the environment, and that our procedures for reducing electricity consumption work.</p>	<p>Our target for future years is to continue to take a pro-active approach to reducing electricity consumption, in particular as the company expands.</p>
Equipment	<p>We purchase high quality IT hardware to reduce the effect of noise and energy consumption.</p> <p>We have updated out inventory management system, so that we now can easier monitor</p>	<p>By investing in quality equipment, the life span of purchased equipment is also longer.</p> <p>We also work pro-actively with suppliers to ensure that equipment is maintained at least once a year including cleaning of all</p>	<p>For the coming year, we aim to further optimize and stabilize our IT/hardware set up.</p>

	<p>average life span of equipment and hence better ensure that equipment is maintained and upgraded on a regular basis.</p> <p>Our IT team has been working pro-actively to find solutions for improving performance of our workstations, and several solutions have been identified, and some are now under implementation.</p>	<p>workstations. Damaged equipment is repaired whenever possible.</p> <p>We can see that the life span of our workstations can be prolonged when upgrading certain parts, so instead of discarding a whole work station, we only need to discard/change certain parts.</p> <p>Most of our data is now stored in the cloud reducing the need for servers installed in our office.</p>	
Waste	<p>At the moment, we are sorting the normal trash – mainly plastic, paper and metal.</p> <p>For hardware that needs to be liquidated, we have found a professional buyer who recycles/reuses the components.</p> <p>We have furthermore advocated that staff use front and back on printing paper, and that they in general reduce the usage of paper whenever possible.</p>	<p>We reduce the amount of waste that is being collected.</p> <p>We reduce the need for printing paper.</p>	

4.0 ANTI-CORRUPTION

Our commitment

Esoftflow is embracing a zero tolerance approach to corruption and copyright infringement.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Corruption	<p>Relevant staff are informed about the zero tolerance approach, namely our accounting and purchasing staff as well as management staff. We are subject to an annual audit by KPMG Vietnam.</p> <p>We have formulated and adopted a set of business ethical principles. The document is now published on our website.</p>	No incidents relating to corruption have been recorded in the past year.	<p>No incidents relating to corruption will be recorded in the future.</p> <p>We expect to be able to stay in full compliance with the relevant laws affecting to our business operations.</p>
Copyright infringement	Software license updates are being monitored through our new inventory management system.	All licenses used in Esoftflow are official licenses that have been paid for. Meaning we are in full compliance with applicable copyright laws.	Continue to ensure that all software licenses used are fully licensed.