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# OSF Global Services self-assessment

## **Includes a CEO statement of continued support for the UN Global Compact and its ten principles**

23 February 2018

To our stakeholders,

I am pleased to confirm that OSF Global Services reaffirms its support of the ten principles of the Global Compact in the areas of Human Rights, Labor, Environment and Anti-corruption. With this communication, we express our intent to further advance and support those principles within our sphere of influence. We are further committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Alin Dorobantu

CEO

OSF Global Services SRL

## **Description of actions or relevant policies related to Human Rights**

### ASSESSMENT, POLICY AND GOALS

#### **Description of the relevance of human rights for the company (i.e. human rights risk-assessment). Description of policies, public commitments and company goals on Human Rights.**

Our company is respecting the Universal Declaration of Human Rights through our internal regulation document, named Code of conduct, that is available to all our employees and that is respected by them without any exception.

In our suppliers and customer selection we take in account the adherence of our

partners to Global Compact principles and we do not have business collaborations with organizations that do not respect the human rights.

Our company is respecting the human rights of employees by offering all requested benefits imposed by national laws and other regulations.

For the upcoming year we intend to have the same attitude in respecting the human rights without exception, wherever we expand our business to other countries.

## IMPLEMENTATION

### **Description of concrete actions to implement Human Rights policies, address Human Rights risks and respond to Human Rights violations.**

Any new employee of OSF Global Services receives in his first day of work all the documents that he should read, implement and respect during his employment in OSF Global services related to human rights.

Our employees are yearly trained about our policies and regulations that include the human rights policies by the department of quality from our organization.

Each regional office of our company has an employees' representative, and this person has the responsibility to implement and continuous support the human rights policies implementation.

Each human rights violations can be communicated to our quality department, through email, by any of our employees or partners.

## MEASUREMENT OF OUTCOMES

### **Description of how the company monitors and evaluates performance.**

All our internal documents that refer to Human rights are yearly reviewed by the senior management at quality department initiative.

Incidents related to this topic must be resolved by our legal department in collaboration with human resources, quality and senior management.

We perform internal audits during which we control the correspondence between our policies and procedures and the actual implementations at all company levels.

### **Description of actions or relevant policies related to Labour**

## ASSESSMENT, POLICY AND GOALS

**Description of the relevance of labour rights for the company (i.e. labour rights-related risks and opportunities). Description of written policies, public commitments and company goals on labour rights.**

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OSF Global Services is respecting the labor rights of employees through internal regulations Code of conduct document and through Quality Manual of our company. Also, we respect all national and international laws that refers to labor rights, in each of our subsidiaries. In the Code of Conduct document we clearly specify the employees' rights and responsibilities, their compensations and benefits in term of labor. All these documents are available to our employees, implemented and respected by all of them.

We have stated that we do not operate with partners that do not respect the labor rights of their employees, in any geographical area of our business. For the next year, the same principles will be respected in any new location where we will operate.

## IMPLEMENTATION

### **Description of concrete actions taken by the company to implement labour policies, address labour risks and respond to labour violations.**

Each employee can communicate labor rights violation to our human resources department.

Our employees are yearly trained about our policies and regulations that include the labor rights policies by the department of quality from our organization.

Each regional office of our company has an employees' representative, and this person has the responsibility to implement and continuous support the labor rights policies implementation.

## MEASUREMENT OF OUTCOMES

### **Description of how the company monitors and evaluates performance.**

Until now, no incident related to labor have been encountered by our company.

We perform internal audits during which we control the correspondence between our policies and procedures and the actual implementations through the entire company. Incidents related to this topic are be resolved by our legal department in collaboration with human resources, quality and senior management.

External controls are performed by national control organism and no incidents related to labor rights were identified.

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## Description of actions or relevant policies related to Environment

### ASSESSMENT, POLICY AND GOALS

**Description of the relevance of environmental protection for the company (i.e. environmental risks and opportunities). Description of policies, public commitments and company goals on environmental protection.**

OSF Global Services is respecting the environment through its policies that clearly states that we are responsible to reduce as much as possible the usage of electric energy, usage of paper, and other resources that affect environment. Also we have implemented policies about PC and PC components recycle actions when needed by signing contracts with organizations that take care of environment protection in terms of hardware usage and re-usage.

### IMPLEMENTATION

**Description of concrete actions to implement environmental policies, address environmental risks and respond to environmental incidents.**

We buy and use paper materials made of recycled paper. We make economy in electric power and water resources. We train yearly our employees about policies and procedures that refers to environmental protection through quality department.

### MEASUREMENT OF OUTCOMES

**Description of how the company monitors and evaluates environmental performance.**

Until now, our company did not faced any incidents of Environment issues.

Because we are performing business in IT services we do not use packing, or distribution channels, the most used resource being the electrical energy.

All our internal documents that refer to Environment protection are yearly reviewed by the senior management at quality department initiative. Incidents related to this topic must be are by our legal department in collaboration with human resources, infrastructure, quality and senior management.

We perform internal audits during which we control the correspondence between our policies and procedures and the actual implementations.

External controls are performed by national control organism and no incidents related to environment protection were identified.

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## Description of actions or relevant policies related to Anti-Corruption

### ASSESSMENT, POLICY AND GOALS

**Description of the relevance of anti-corruption for the company (i.e. anti-corruption risk-assessment). Description of policies, public commitments and company goals on anti-corruption.**

We respect UN Convention Against Corruption and we stated zero tolerance for corruption, bribery and extortion in our company policy.

In the upcoming year we will continue improving our internal policies and regulations in terms of corruption and bribery.

### IMPLEMENTATION

**Description of concrete actions to implement anti-corruption policies, address anti-corruption risks and respond to incidents.**

Each employee can communicate violation in terms of corruption, bribery and extortion to our quality department.

Our employees are yearly trained about our policies and regulations by the department of quality from our organization.

If an incident appears in terms of corruption the human resources and quality departments, together with the senior management take the imposed actions, specified in the Code of conduct, Company Quality Manual, and specific policies and procedures.

### MEASUREMENT OF OUTCOMES

**Description of how the company monitors and evaluates anti-corruption performance.**

Until now, our company did not faced any incidents of corruption issues.

All our internal documents that refer to corruption are yearly reviewed by the senior management at quality department initiative.