

Communication On Progress

C O P

**2017 - 2018**

DUNAMIS ORGANIZATION SERVICES

*make a breakthrough*

# IN THIS REPORT

- ❑ From the Managing Partner
- ❑ Company Identity
- ❑ Dunamis Organization Services
- ❑ Dunamis Mitra Pertiwi (Dunamis Foundation)
- ❑ Implementation of UNGC Principles
  - Human Rights
  - Labor Standard
  - Environment
  - Anti-Corruption
- ❑ Partnerships in Support of UN Goals
- ❑ Distribution of this COP

# FROM THE MANAGING PARTNER



June 2018,

This year marks the our 12th anniversary signatory to the UN Global Compact.

We remain fully committed to sustainability in its broadest context and operate day to day on the basis that we have a responsibility to balance economic interests with those of the environment as well as with those representing the needs and interests of the communities in which we operate and serve.

This Communication on Progress report showcases the implementation of UN Global Compact principles through the policies and practices of our company and the work of the Dunamis Mitra Pertiwi Foundation. It serves also as a baseline report against which we can measure our future accomplishments.

With this publication of this report, Dunamis reaffirms our continued support to the principles of the UN Global Compact, covering human rights, labor rights, protection of the environment and anti-corruption.

Satyo Fatwan  
Managing Partner

# COMPANY IDENTITY

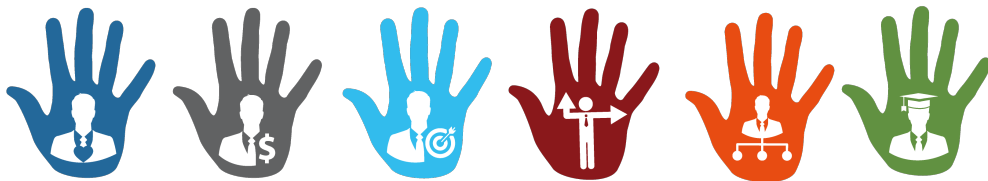
Company Name	: Dunamis Organization Services
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Membership Date	: April 8th, 2006
No of Employees	: 120
Sector	: Support & Services



# COMPANY IDENTITY



We enable GREATNESS  
in people & organizations in Indonesia



LEADERSHIP & TRUST | EXECUTION | PRODUCTIVITY &  
SALES PERFORMANCE | VITALSMARTS SKILLS |  
HUMAN CAPITAL SYSTEM | EDUCATION

# COMPANY IDENTITY



Dunamis Organization Services is a global consulting & training company focuses on performance improvement through human capital development & system.

Our clients are made up of Indonesia's most progressive institutions from across industries. Dunamis Organization Services is the exclusive licensee partner of FranklinCovey (USA) and VitalSmarts (USA) in Indonesia.

Our Practices include **Leadership & Trust, Execution, Productivity & Sales Performance, VitalSmarts Skills, Human Capital System and Education.**

# COMPANY IDENTITY

## Mission

We enable Greatness in people and organizations everywhere

## Vision

To be recognized as a world class professional services firm – an OASIS for Indonesia

## Values ~ ROCK

### 1. **R**esult Oriented



We deliver superior results to all our stakeholders. That's our bias.

### 2. **O**pen Feedback



We have respectful but genuine and open communication. That's how we grow.

### 3. Strong **C**haracter



Integrity. Maturity. Abundance Mentality. That's our basic character.

### 4. World Class “**K**”ompetence



Applied Competence. That's how we produce superior performance.

# DUNAMIS FOUNDATION




Dunamis Foundation is a non profit organization dedicated to achieve community empowerment through Leadership Development Activities. Dunamis Foundation was founded in 2001 with the name of Yayasan Dunamis Mitra Pertiwi by the people who are concerned with leadership development and organizational alignment to assist the less fortunate and access-disadvantaged people of Pasir Angin, a village in Ciawi, Bogor as well in other parts of Indonesia.

The fundamental motivating force in all activities of Dunamis Foundation is the development of people so that they are able to manage themselves, be aware of who they are, be able to share with others, and able to do all things with the principle of sharing and togetherness.

Dunamis Foundation assists persons on the basis of need, not creed, race, or nationality.

Under the auspices of such, Dunamis Foundation current project is RUMAH BELAJAR & PENGETAHUAN-which aims to empower the village inhabitants in the vicinity of Dunamis Training facility in Pasir Angin, Gadog, Ciawi – West Java, to exercise their human rights.





# **IMPLEMENTATION OF UNGC PRINCIPLES**

# HUMAN RIGHTS

- *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*
  - *Principle 3 ~ Business should uphold the freedom of association and the effective recognition of the right to collective bargaining*
- 

Respect for human rights is a fundamental principle of practicing good management and being a responsible business. In Dunamis, we reflect the implementation of the human rights into our vision, mission, values policies as well as the advancement opportunity, competitive compensation and benefits, work environments and obligation to the community in locations where we are operating (Corporate Social Responsibility).

# WORKING CONDITIONS

Dunamis offers favorable working conditions to its employees. Conditions of employment at Dunamis are outlined by the company regulations document approved in 2003 by the Department of Manpower. The policy under Chapter 1, Article 3(e), states that all employees have the right to equal treatment in line with their Human Rights. It also outlines the company's remuneration standards, working hours as well as employees' rights to holidays and leaves and to practice their faith. The policy also outlines a warning system and disciplinary guidelines which provides employees with protection against unemployment.

Dunamis provides well beyond the minimum standards of employment, One of the examples is the staffs at Dunamis are free to enjoy a healthy company-provided lunch on every work day, served at our indoor and outdoor lunchrooms. Staffs not at the office receive a lunch allowance.

## **Outcomes:**

- Dunamis staffs enjoy a healthy lunch everyday.
- Our employee relationship increases, they have a better communication with one another
- No boundaries between employees and the management team
- In order to increase the food quality, staffs feedback and suggestion are accepted. We changed the lunch menu regularly to give a better service to the staffs.

# WORKING CONDITIONS

Dunamis policy defines that all hiring process, promotion and business decision are taken strictly on qualifications, business imperatives and merit. Every employee also has the equal employment opportunity. Dunamis established a comprehensive compensation and benefit and adequate allowance including medical, transportation, health assistance and pension plan, the highlights to be noted are:

- For all new Dunamis employees we conducted New employee induction to share about the company profile, company policy and, code of business conducts.
- Dunamis implemented a new Human Capital Management System to strengthen its employees relationship and management guideline. Employees could easily upgraded their job description and set their key performance indicators.

## **Outcomes:**

- Dunamis renews employee's compensation every year based on the quarterly and yearly evaluation
- Our employees felt more involved and improving their performance due we always set target and have a win-win agreement in every new quarter.
- Our employees could have a favorable working condition because of a planned benefit for their health and safety support

## **Future Target:**

In 2018, Dunamis maintain this policy to remain the same.



# WORKING CONDITIONS

- In collaboration with PMI (Red Cross) DKI Jakarta, Dunamis held a blood donor program to commemorate our anniversary.

## **Outcomes:**

Every employee had the chance to donate and join this blood donor program every year.

## **Future Target:**

In 2018, Dunamis maintain this policy to remain the same.

- Dunamis strives to respect and to recognize its employees as individual and as its human capital, one of the example is by sending personalized birthday greetings for each employee right on his/her birthday by email copied to all employees and Birthday of the Month celebration which involves employees attendance.

## **Outcomes:**

Team bonding and employee engagement

## **Future Target:**

In 2018, Dunamis maintain this policy to remain the same.

# COMMUNITY ACCESS TO LAND

As an act of respect for the rights of the community surrounding Dunamis' training facility in Pasir Angin village, Gadog, West Java; the property remains unfenced, allowing access for community to and from their livelihood. Although this was and still is an uncommon practice in Indonesia, the decision was made not to close-off the property during construction of the facility, when it was recognized that fencing off the property would create a difficulty for the local community who would need to circle the area to get to and from home.

## **Outcomes:**

By not fencing our property, the community around us could easily access to and from their livelihood. By giving them the access, they also provide protection to help us in securing our property.

## **Future Targets:**

The policy to adopt fence-free property will remain the same, we will also increase the community involvement in improving our property facilities. Dunamis establishes procedures of recruiting security guards from the people surrounding the Dunamis Training facility, to include guidelines and limitation on the use of force based on human rights principles.

# INTERNAL COMMUNICATION

Dunamis facilitates various internal / employee communication programs to allow employees to express their aspiration to the management vice versa. The available programs include:

- ***Bottom Up Budgeting Process:***

Dunamis exercise a collective and bottom up process in its budgeting process to allow contribution and participation of all relevant employees to ensure ownership of organization's commitment and engagement to make it happened.

- ***Kick Off Meeting***

An annual meeting at the beginning of the Business Year, attended by all employees to recognize the achievers and to communicate company's business direction and strategy.

- ***Quarterly Stewardships Review (QSR)***

Every quarter, we reviewed our business unit and personal progress. On second and fourth QSR, we held a bonding program to increase team bonding and employee relationship.

- ***Dunamis Newsletter***

Dunamis gives its staff an opportunity to unleash their talent in writing by providing a column in our monthly Dunamis Newsletter. The theme of the articles are various from their experiences in a class room or our practices. Dunamis Newsletters were published to all Dunamis 's clients and its website, [www.dunamis.co.id](http://www.dunamis.co.id).

# INTERNAL COMMUNICATION

- *PKS (Product Knowledge Sharpening)*

PKS is a weekly forum for employees to learn and have depth understanding of our solution. This forum facilitate our sales people to have a better relationship with the clients by connecting their organizational problem with our solutions.

## **Outcomes:**

- Collective process in many organization important agendas are exercised to build employees' ownership and engagement as first line of defense.
- Purposes of kick off and QSR meetings were :
  1. Effective to communicate business direction
  2. Express employee aspirations
  3. Review our business. These activities gave company and employee bunch of ideas to improve business.

## **Future Target:**

The policies of budgeting process, kick off meeting, QSR and OKS were remained the same. We will also continue publish our monthly newsletter.



# STAFF ACTIVITIES



Dunamis Study  
September 2017



# COMMUNITY CAPACITY BUILDING

## ➤ *Pre-School at Pasir Angin Village, Gadog, West Java*

As part of its Community Capacity Building program, Dunamis Mitra Pertiwi Foundation manage Pre-School which provide pre-elementary education for children in Pasir Angin village, West Java, surroundings our learning center. We empowered and facilitate the women in the area to become the teachers.

### **Outcomes:**

- In 2017, Dunamis Foundation ran five (5) Pre School at 5 locations (neighborhood community) with over 200 students and 8 teachers.
- We continually trained the teacher with The 7 Habits for Educators. We evaluated their performance and ability through monthly meeting.

### **Future Target:**

In 2018, we plan to continue managing the Pre-Schools and open new locations. A routine training is also being scheduled to increase teachers competency.

# COMMUNITY CAPACITY BUILDING

## ➤ *Pre-school Students Field Trip Pasir Angin Village, Gadog, West Java*

To give our preschool students new experience, we took them to a field trip. We took them into playground and visited a nursing home. We asked them to greet and spent some time with the elderly.

### **Outcomes:**

- The kids enjoyed their trip and show great respect to the elderly
- We taught them about respect, kindness and love others

### **Future Target:**

In 2018, we plan to continue the field trip.

# COMMUNITY CAPACITY BUILDING

## ➤ *After school learning course for 1<sup>st</sup> Grade Primary Students at Pasir Angin Village, Gadog, West Java*

To keep our preschool alumni learning spirit, started in 2017 we held an after school learning course for 1<sup>st</sup> Grade Primary Students around Desa Pasir Angin, surroundings our learning center. We empowered and facilitate the women in the area to become the teachers.

### **Outcomes:**

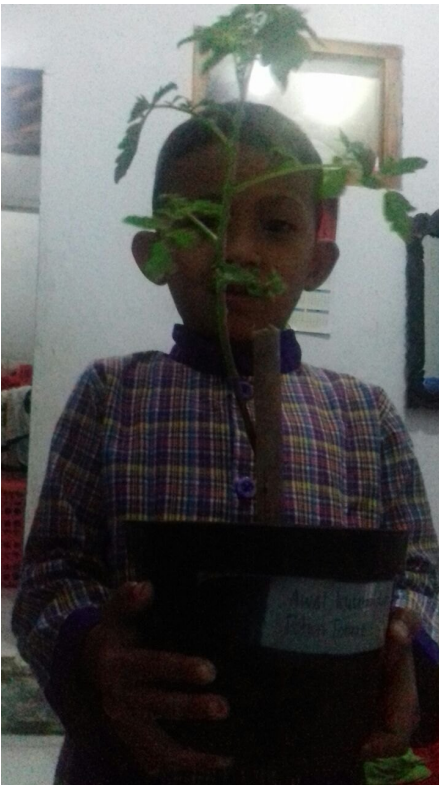
- We held the course at Pemandian area - Desa Pasir Angin with 3 teachers.
- We taught reading and simple mathematic for the students.

### **Future Target:**

In 2018, we plan to continue the course. A routine training is also being scheduled to increase teachers competency.



# COMMUNITY CAPACITY BUILDING



# COMMUNITY CAPACITY BUILDING

## ➤ *The 7 Habits of Highly Effective Teens SuperCamp Project*

Every year Dunamis held a holiday program for Elementary, Junior & High school students called The 7 Habits of Highly Effective Teens SuperCamp. The aim of this program is to unleash the teens leadership skill. We also used the inside-out approach to strengthen the teens character started from themselves.

To sharpen their social responsibility, we gave them a project to renovate an elementary school around the training area. They were asked to prepare a project proposal, presented to our board of partners to get the fund and implement the project by themselves.

### **Outcomes:**

5 Rumah Belajar & Pengetahuan were renovated, and having new books collection, book shelves and education poster. They also held a fund raising event for Rumah Belajar & Pengetahuan project.

### **Future Targets:**

In 2018 we plan to continue the 7 Habits of Highly Effective Teens SuperCamp project.



# COMMUNITY CAPACITY BUILDING



# COMMUNITY CAPACITY BUILDING

## ➤ *Rumah Belajar dan Pengetahuan*

To increase reading literacy among people at Desa Pasir Angin, Dunamis Foundation decided to build a small library, called Rumah Belajar dan Pengetahuan (RBP), at every RT (area). The aim of RBP is to make all people at all age to increase their reading habit. We made it easier for them to access the book selection.

We used a part of the villagers home and public area as the library and supported with book collection. The book selection include children books, self development and life skills books.

We rotated the book collection at every RT per 2 months so everyone got the same chance to read all books collection.

### **Outcomes:**

- Villagers were enthusiast to visit and learn many new knowledge from our library.

### **Future Targets:**

Dunamis Foundation commits to develop Rumah Belajar dan Pengetahuan, increase our book collection and held events related to reading literacy.



# RUMAH BELAJAR DAN PENGETAHUAN



# HUMAN RIGHTS

- *Principle 4 ~ Business should support the elimination of all forms of forced and compulsory labor*
  - *Principle 5 ~ Business should support the effective abolition of child labor*
  - *Principle 6 ~ Business should support the elimination of discrimination in respect of employment and occupation*
- 

Dunamis employs on the basis of job requirements and does not discriminate on grounds of age, ethnic or social origin, gender, sexual orientation, politics or religion.

All Dunamis employees have chosen their employment freely and have the freedom to leave the company upon due notice, as outlined in the company regulations. Dunamis strives to continue being an employer of choice, through the provision of favorable working conditions elaborated above in this report.

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# HUMAN RIGHTS

Dunamis does not employ child labor, defined ILO Convention No.138 as being children under the age of 15 years. Company regulations set the minimum age for employment at Dunamis as 19 years. Dunamis has also been involved in organizing a workshop with UNICEF Indonesia on the Elimination of Child Labor.

## *Supporting the Abolition of Child Labor*

Dunamis Mitra Pertiwi Foundation also contributes to the abolition of child labor through its community-based programs, which assist in providing access to education for children who would otherwise be out-of-school and/or working. The programs cover:

- ✓ Leadership Training for Community Leaders, including teachers and youth group leaders.
- ✓ Capacity Building, including establishment and management of schools in Pasir Angin village in West Java.
- ✓ Participatory Engagement, in the form of Future Search dialogues designed to assess the needs of the community.

### **Outcomes:**

By improving the children and youth education also leadership, we helped them to increase their practical skill, self-confidence and interdependence ability.

### **Future Targets:**

The policy for our community-based programs will remain the same.

# LABOR

## *Labor & Non-discrimination Policy*

A company with over 40% female staff, Dunamis does not discriminate on the basis of gender with regards to recruitment and employment, nor do we discriminate based on faith, race or political association.

### **Outcomes:**

To improve the employees skill and ability, we continue to give them a regular training. Employees are allowed to take a Personal Development Program (PDP) to develop their working ability.

### **Future Targets:**

Dunamis will continue the non-discrimination policy also keep increasing our member skill and ability.

## *Personal Development Program*

Every employee is eligible to get training in order to develop their skills and competency to support company objectives. To increase the employee capabilities and competencies, Dunamis held a Personal Development Program (PDP). This program allow every employee to take courses, seminars, training or workshops related to their personal development and job.

This policies was started since 1995 when company starts to grow. Every employee has the right to improve their personal and interpersonal skill. They could take any program as long as it related to their day-to-day job.

### **Outcomes:**

In 2017, 50 percent of employee took their PDP, it decreasing 10 percent from 2016.

### **Future Targets:**

In 2018 we plan to boost every employee to use their PDP so they will increase their capabilities and competencies. We plan to held some internal course related to their job description.



# LABOR

## Safety Working Environment

Dunamis has a strong commitment on safety working environment. Safety is always become our priority. Our policy includes no drivers allowed to worked over 12 hours per day. A first aid box is a must in every our operational car.

A safety instruction before starting a class is also a standard should be done by our facilitators.

For an onsite training, held in the client’s areas, e.g. in factory or mining area, Dunamis will follow and obey client’s safety working policy and procedures.

### Outcomes:

In 2017, no violence on safety working has been reported

### Future Targets:

In 2018 the policy will remain the same

DUNAMIS AGE GROUP AND GENDER

AGE GROUP		20-29	30-39	40-49	50-59	60-69	TOTAL
GENDER	F	7	20	15	4	4	50
	M	8	23	22	14	3	70
TOTAL		15	43	37	18	7	120

# ENVIRONMENT

- *Principle 7 ~ Business should support a precautionary approach to environmental challenges*
  - *Principle 8 ~ Business should undertake initiatives to promote greater environmental responsibility*
  - *Principle 9 ~ Business should encourage the development and diffusion of environmentally friendly technologies*
- 

## ***Electricity & Water Usage***

In our everyday business activities, Dunamis encourages environmentally friendly practice. We targeted to reduce 10% in electricity and water usage.

### **Outcomes:**

In 2017, the electricity & water usage were reduced 7% comparing to the previous year.

### **Future Targets:**

In 2018, we plan to maintain the electricity and water usage.

Respect for environment sustainability is also showcased in the surroundings of our company's training facility in Pasir Angin village, Central Java. During its construction, it was policy to cut down as few trees as possible, none was removed around the constructed buildings. In fact, vegetation around the property remains well-maintained.

In 2017, we did not cut any trees surrounding that area.

# ANTI CORRUPTION

- *Principle 10 ~ Business should work against corruption in all its forms, including extortion and bribery*

Dunamis is actively involved in the promotion of transparency in government and businesses. This view is incorporated in our company regulations, which prohibits bribery and extortion in all its forms.

We sign Integrity Pacts with our major clients, which call for the elimination of all forms of corruption, including bribery and extortion. This is increasingly becoming common practice, especially with our finance industry clients. Starting from last year, Dunamis seek to design a similar pact to be incorporated with all our Memorandum of Agreements with existing and future clients.

## Outcomes:

- Dunamis maintains to do our business with good corporate governance standards and no bribery was reported during last year.

## Future Targets:

Our policy on anti corruption will remain the same

# SCORECARD

The scorecard below, outlines our performance against our Community, Environment and Labour targets for the financial year 2017.

Overall performance against target:

- Target exceeded
- Target achieved (≥ 95%)
- ▶ On Track
- ◀ Behind Schedule
- Target Not Achieved

TARGET	PERFORMANCE			TARGET DATE
Activities	Result	Trend	Commentary	
Early Childhood Education				
Dunamis provide an early childhood Education around Pasir Angin village to improve the children education	●	▲	This year we operate 6 pre school class in 6 location. The students number was 180.	On going
Rumah Belajar dan Pengetahuan				
A library was build for Desa Pasir Angin society at our Learning Centre. It was aimed to increased their reading habit.	▶	▲	We plan to open a small libraries in every RT at Desa Pasir Angin in 2017. We still prepare this project.	On going
Empowered the society to take part in improving Desa Pasir Angin reading literacy by using their home as public library. Dunamis provides the books collection, librarian training, book shelf and carpet for the reading area	●	▲	We opened at 15 RT this year and plan to open more small library to other areas.	On going
Personal Development Program				
To improver their working competencies, employee are allowed to take any course through this personal development program	■	▼	We keep encourage employee to take any course or higher education in order to improve their skill also competencies.	On going

Note: Trend from previous year

- ▲ improvement
- ▼ deterioration
- ◆ no change

# SCORECARD

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- Target exceeded
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TARGET		PERFORMANCE		TARGET DATE
Activities	Result	Trend	Commentary	
Employee Contribution				
Dunamis employee's have to spent 1 day/month working for Dunamis Foundation to do community services	■	▼	This year only 40 percent of Dunamis employee's spent their time to volunteer in Dunamis Foundation	On going
Speaker's Fee				
Dunamis member donate their fees after deliver speech for public audiences	▶	◆	All Dunamis member consistently donate their fees as a contribution for Dunamis Foundation	On going
Pre School Teachers Empowerment				
To increase our pre school teacher capability, Dunamis held an empowerment program	▶	▲	We scheduled a monthly & yearly program by inviting Dunamis member also public speakers to teach the pre school teachers	On going
The 7 Habits Teens Supercamp Project				
We prepare a project in our teens camp to renovate pre school and RBP around Pasir Angin Village	▶	▲	This year we made fund raising to complete RBP and pre school books collection.	On going

Note: Trend from previous year

- ▲ improvement
- ▼ deterioration
- ◆ no change

# IMPLEMENTATION OF UNGC PRINCIPLES

Over the years, Dunamis has both initiated and participated in partnerships with government agencies, NGOs and other civil society organizations, as well as student and youth organizations.

The existence of Dunamis Mitra Pertiwi Foundation within a relatively modest-sized company such as Dunamis Organization Services is hoped to inspire other companies to increase their participation in empowering their wider surrounding community.

On a regular basis, we organize Public Programs for representatives of numerous groups at little to no cost on a regular basis. This includes representatives from educational institutions such as teachers and student organization representatives, government agencies and NGOs, located all over Indonesia.

The programs are designed to increase the effectiveness of the participants, which can then be transferred to the institution they belong to.

# DISTRIBUTION OF THE COP

This Communication of Progress will be made available to our stakeholders on our website <http://www.dunamis.co.id>, as well as being distributed to all company employees through our intranet system.

For more information on this report or Dunamis Mitra Pertiwi Foundation, please contact [asri@dunamis.co.id](mailto:asri@dunamis.co.id)

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**dunamis**  
Organization Services



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FOUNDATION

