



Deloitte Serbia: UNGC

Communication on Progress - Report for 2017

Making an impact that matters

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Basic data

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Sector: Professional services

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Brief description of nature of business

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 and tax services to selected clients.

Statement of continued support for the UN Global Compact

As Partners in Deloitte Serbia, we hereby confirm our continued support for the Global Compact. We find the Global Compact to be a valuable tool when working towards upholding social and environmental ethics throughout all links of our work. Deloitte takes actions in working with other organizations to address challenges faced in common by businesses, governments, and communities, in keeping with our continued support for the 10 principles of the United Nations Global Compact.

Signature:

A handwritten signature in black ink, appearing to read 'Miloš Macura', written in a cursive style.

Miloš Macura

Country Leader
Serbia, Montenegro, Macedonia and Republic of Srpska

Principle 1

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

In our workplace, human rights typically take the form of non-discrimination and diversity personnel practices, privacy, professional development, and work-life fit. Deloitte values differences – in thought, style, culture, ethnicity and Deloitte has embedded concern for human rights in its core values, as a means of integrating respect for one another in our culture.

Diversity is a strategic business imperative for us, and one of our key values. That's why we're excited to be able to play a role in helping ourselves, our clients and employees in general address and overcome them.

Female empowerment is right at the top of the D&I agenda. In Central Europe we built the Deloitte SheXO Club, an externally focused initiative gathering a unique network of more than 1,000 women in managerial and executive positions across eight countries, as one way of addressing the issue beyond the confines of our offices.



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 on non-discrimination and diversity in personnel practices, professional development that aids employability, and work-life balance. Recruiting and retaining activities reflect a desire to hire professionals who share Deloitte's values and commitment to responsible business.



At Deloitte we recognize the power of purpose as a link between wider positive impact and commercial success. The impact we make for our clients and our people is just as important as our contribution to society and how we support our local communities.

Bringing comfort to the lonely at Christmas

Every year, a few volunteers from Deloitte Serbia visit kids with disabilities who spend most of their time in one of the specialized institutions in Serbia. Last year, our volunteers spent a day with kids from Aleksinac just before Christmas time. With the help of the humanitarian organization “Veliki Mali Ljudi” we organized a Santa Clause party and provided kids with Christmas gifts.

Purpose: bring hope to less fortunate youngsters and make them feel contributing citizens in the community.



A cap for handicap

Employees of Deloitte have been collecting plastic caps from plastic bottles and tetra packs for three years already. The money collected from recycled caps is intended for orthopedic products which will help disabled people in the Republic of Serbia to improve their quality of life.



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 labor

Principle 5

Business should support the effective abolition of child labor

Our commitment or policy

Deloitte Shared Values and Ethical Principles prescribe that all interaction between Deloitte and its people, as well as interaction among Deloitte people, must be characterized by integrity, trust, and mutual respect. Listening to its people allows Deloitte to prioritize their interests and concerns, and address them with appropriate communications, policies, programs, and member firm services. One of the most important responsibilities of Deloitte senior leaders is to emphasize commitment to ethical behavior and reinforce the responsibility of everyone in the organization to act with integrity.

Nothing is more important than our reputation and accordingly, we commit to conducting business with honesty, distinctive quality and the highest standards of professional behaviour.

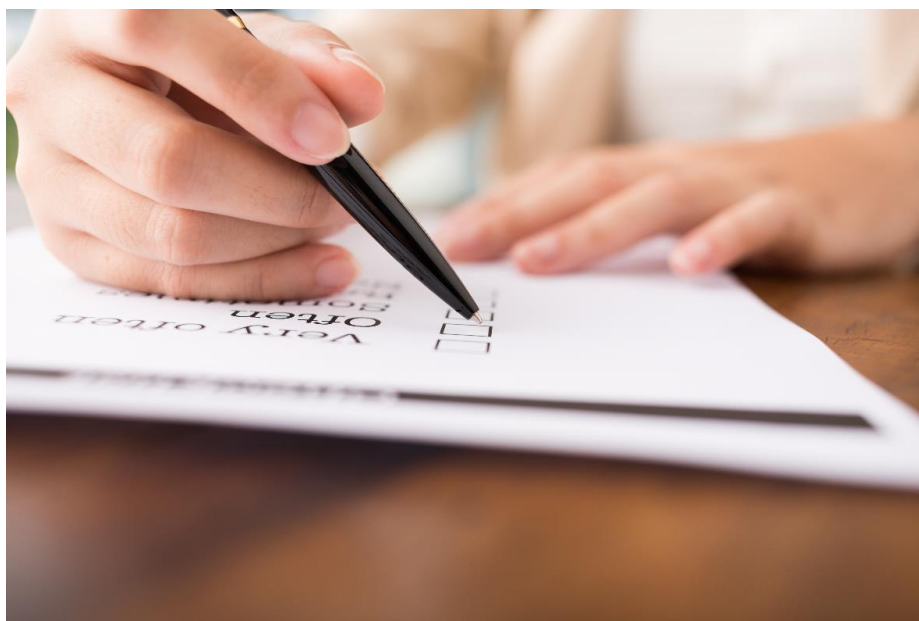
Our Deloitte CE Code of Conduct guides those efforts by clearly articulating the standards to which we all must hold ourselves.

Actions implemented

People survey – Employee voice can be heard

Deloitte Serbia, in accordance to the global DTT policy conducts every second year an anonymous people commitment surveys to lend a voice to employees through which to communicate with leadership. The people commitment survey gives the employees a chance to state their opinion on various internal and external business issues. Results are collected, analyzed and followed up in each department and problems are addressed in a constructive manner.

A number of key conclusions and development areas are identified based on the feedback received and immediate actions have been taken into consideration.



Principle 6

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

Our commitment or policy

Trust is at the heart of all services that Deloitte delivers. That's why our ethical principles and commitment to strong governance are more than just statements – they are the foundations on which our business success and reputation are based.

The ethical behavior of our people is the foundation of Deloitte Serbia's success. Everybody in our firm has a responsibility to make sure that what they do every day ensures our name remains synonymous with quality. That's why, around the world, highly respected and often market-leading organizations trust Deloitte professionals to carry out their most ambitious projects, manage highly confidential information and develop ideas, approaches and initiatives that can alter the course of their businesses.

That is why we actively and aggressively integrate ethics into all our key initiatives and processes, always stressing quality and consistency of approach. It is a key driving force in making an impact that matters.

More about ethics at Deloitte

Deloitte's ethical principles are at the heart of our governance structure. Our Code of Conduct, predicated on Deloitte's global Ethical Principles and Shared Values, provides the ethical framework on which we as employees of the firm base our decisions.

We commit to serving clients with distinction:

- Integrity
- Quality
- Professional behavior
- Objectivity
- Competence
- Fair business practices
- Confidential information and personal data protection

We commit to inspiring our talented professionals to deliver outstanding value:

- Respect, diversity and fair treatment
- Professional development and support

We commit to contributing to society as a role model for positive change:

- Anti-corruption
- Responsible supply chain
- Social responsibility

Deloitte's Shared Values and Ethical Principles also include non-discrimination and inclusion as integral parts of the way the network functions.

Principle 7

Business should support a precautionary approach to environmental challenges

Principle 8

Business should undertake initiatives to promote greater environmental responsibility

DTTL believes that business and institutions need to become more sustainable in order to secure long-term prosperity for society and themselves. We manage sustainability programs at our local level, in line with the DTTL Corporate responsibility policy and our own policies and priorities.

Environmental policy

Deloitte is encouraging among the staff the use of:

- Video-conference facilities for virtual meetings
- On-line training programs
- Conference calling facilities
- Webinars
- Electronic storage of data, work and training materials
- Complete electronic internal communication

Actions implemented

Green Four – September 2017

For the 6th consecutive year Deloitte, KPMG, PwC and E&Y, known as Big 4, organized a joint CSR volunteer activity. In September last year, around 100 volunteers helped in refurbishing the High School of Economics in Rakovica municipality, and equipped the entrepreneurship cabinet, the first cabinet furnished according to the world standards.



Principle 9

Business should encourage the development and diffusion of environmentally friendly technologies

Our commitment or policy

We think that each company has a responsibility to minimize the impact of its business on the environment. Therefore, Deloitte Serbia carries out several actions in the "Green dot" program, aimed at improving our relationship to the environment.

"Green dot" program

The activities implemented as part of the "Green dot" program include:

- Bins for collecting waste paper in all premises and open office spaces
- Recycling printer toners
- Two-sided printing set as default option for printers
- Introducing the message "Please consider environment before printing this e-mail" as an obligatory part of all e-mail signatures.

Principle 10

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

Educational program on the Ethical Principles of the Member Firms of Deloitte

Educational programme on the Ethical Principles is mandatory for all our employees. It is an on-line education that uses examples and scenarios from the real life, as well as the resource on ethical business that can be used by our experts around the clock. Deloitte also provides the independence and compliance surveys, insuring that our business practice is according to the accepted rules and procedures.

Ethics in Action – Power of One training

Independence compliance confirmation

Maintaining compliance with the company's independence policies is an important part of our professional responsibilities. We take this seriously and are required to confirm annually to DTT that we have complied with all independence policies.

Deloitte Confidentiality & Insider Trading E-learning Course

Training obligatory for all employees

Anti-money laundering training

Anti-money laundering training is obligatory for all employees.

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 our Global Shared Values. These nine principles define the standards of ethical behavior 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 Behavior; Competence; Objectivity; Confidentiality; Fair Business Practices; Responsibility to Society; Respect and Fairness; Accountability and Decision-making.

Measurable results or outcomes

Activity	Date of completion	Percentage of participants
Commit to Confidentiality	During 2018	100%
Focus on Privacy	During 2018	100%

Availability of COP

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

About Deloitte

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